

## TESTIMONIALS

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All of us at Cougar are dedicated to providing you with superior customer service. It's so important to us that we survey clients after every project — even the clients we have worked with for years — to ensure we are keeping to our high standards. Here are a few of the comments we've received over the past year:

"Very happy with the time taken with our process scientist to make the changes requested. "

**April 2020**

"For this project and on previous projects, I have always found Cougar representatives to be very helpful and willing to go the extra mile to help complete the project work."

**Feb 2020**

"Control Software performs as expected. Communication good. Responses always good. Ankit Patel very helpful and competent engineer."

**Feb 2020**

"Very pleased with how the project was handled and delivered."

**Jan 2020**

"Given the issues getting outages on the works, Cougar did a good job with limited testing opportunities over protracted periods.. Very happy with Cougar."

**Dec 2019**

"Alex Dunning and Geoff Parkin both did an excellent job (as always). Always happy with the service we get from Cougar/TAP – whether that be the initial enquiry, the prep work or the site work."

**Dec 2019**

"Cougar provided a quick response and were very capable."

**Dec 2019**

"Thank you, Scott. If you weren't so helpful in assisting us in diagnosing the faults, we would never have gotten through it. Your remit was to only migrate one program to a new plc, but you were happy to help us fault find on that old program!"

**Dec 2019**

"Excellent execution and support from Michael and Jo."

**Dec 2019**

"Successfully completed in the same day with the Engineer staying on late to deliver all the work..."

**Nov 2019**

"Very impressed with the work carried out. Nothing is too much trouble, and the Engineer stayed very late to get the project completed the same day."

**Nov 2019**

"Your engineer was very helpful and flexible, and all the changes were delivered as requested."

**Oct 2019**

"The team by far exceeded our expectations. Everything we requested was completed to an excellent standard. Even when faced with a lack of explanation and information, this was overcome by your team."

**Sept 2019**

" I always recommend Jim to people. He is very helpful and knowledgeable. He also always gets the job done."

**Sept 2019**

" The team is always very obliging, very professional and always get the job completed. It is always a pleasure to work with you."

**May 2019**

