

# Case Study: Striving for excellence in client experience

By Perpetual Sustainability

12 September 2024



## Improving user experience

We use Microsoft Clarity to understand how you use our website to improve your experience. See our [Privacy Policy](#) for details

clients are willing to recommend us to friends, colleagues and peers.

In FY24, we recorded a score of +53, our second highest ever score although down from +57 the previous year. For the second consecutive year, our NPS has exceeded +50 across Perpetual Group and is in excess of our target +40.

---

### **Improving user experience**

We use Microsoft Clarity to understand how you use our website to improve your experience. See our [Privacy Policy](#) for details