

QUARTERLY LETTER FROM CUSTOMER SUPPORT

Espoo, September 2022

At Basware, we want to constantly improve the experience we create for you, our customers. We look for opportunities to enhance our processes. We try to find new and improved ways to resolve your issues effectively. We listen and respond to your feedback.

This quarterly letter sharing the improvements we've made in Q2 2022 is another new way we're working to grow and connect with you.



We believe that these improvements are important steps towards an improved experience. Based on our customers' and Customer Service Managers' feedback, we implemented two process changes in Q2.

What has changed

Starting July 4, 2022, we extended the Case closure time from seven to 28 days. Now, our customers have 21 days more to verify the solution we provide before the Case is closed automatically.

As well, our team implemented a change that involves our process for product fix cases. Those cases are now kept open until the bug fix has been delivered to you and you have had enough time to verify the resolution.

A quick response

Throughout the year, we have worked to reduce our Case backlogs significantly. Our customers do not have a long wait – *if they have to wait at all* - before their respective case is handled by a Support Consultant.

As we head into the end of 2022, we know that we will be busy. Thanks to the improvements we have made to our readiness, experience, and overall capacity in Q2, I feel confident that we can continue to address these Cases with the same speed and punctuality as we did during the summer holiday season.

Your feedback matter

As always, we welcome your feedback, we appreciate your positive rating when you are happy with how we've resolved your case. We also welcome your comments when you're not happy – this helps us to understand how we can do better next time.

Thank you for your time. I wish you a productive day and a frictionless experience with Basware.

Best regards,

A handwritten signature in blue ink, appearing to read 'Matthias Lippert', with a stylized flourish at the end.

Matthias Lippert

Chief Customer Support Officer