

### About the Customer Satisfaction Index:

SPG tracks the **Customer Satisfaction Index (CSI)** for all of their customer surveys. These ratings represent comparable U.S. businesses. The CSI is the average of all questions asked, using the 1 to 10 satisfaction scale. The CSI for Midwest is 8.88, placing it significantly above the average of the 100 most recent surveys included in the SPG 100 Index. We are very proud of this favorable score, and fully intend to raise that score even higher!

