

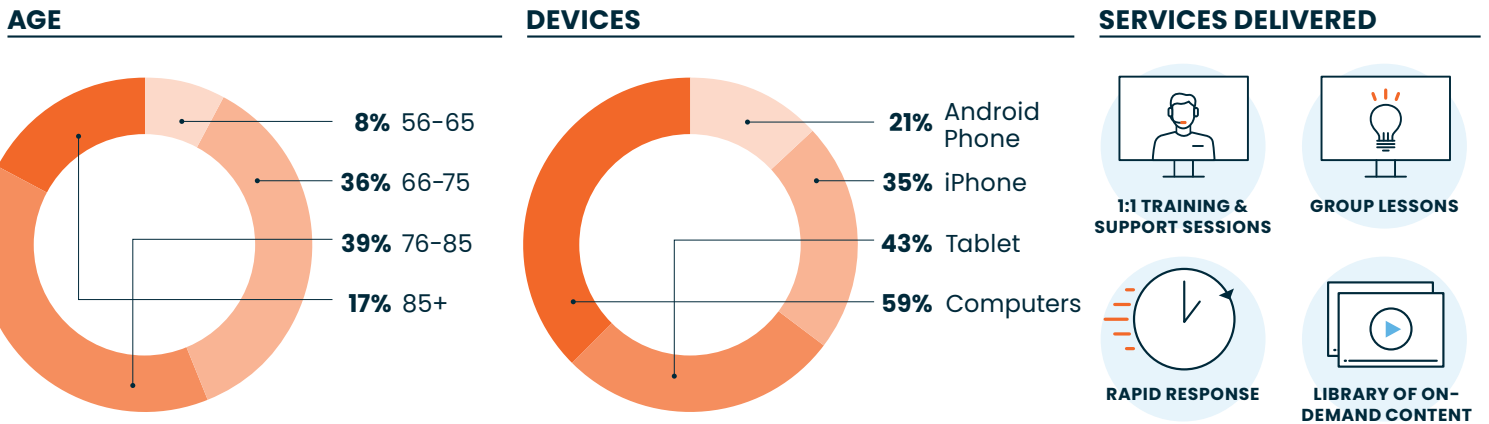


Impact Survey Results

FEBRUARY 2023

Candoo Tech surveyed members to determine the impact of Candoo's tech support and training on the lives of older adults.

A profile of survey respondents:



Impact of Candoo's services:



94% agree that technology is useful in their daily lives.

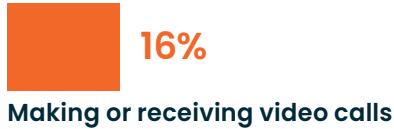
69% of customers felt more confident in their ability to use technology after a Candoo Tech Session.

60% have accessed telehealth or researched medical info since using Candoo.

Candoo Tech's support has enabled customers to feel less isolated in a variety of ways:



Top topics responders received help on:



TESTIMONIALS

*"The fact that your concierges are **knowledgeable, patient, friendly**, and able to **translate technical terms** into plain language."*

*"We were met at our knowledge level. Often, I couldn't articulate or didn't have the language to explain what I needed to do or was confused about. However, Candoo patiently figured out the issue and even rescheduled another session to **resolve my issue**."*

*"The Tech Support Representatives **know their stuff**, explain it well, having the ability to remotely complete functions is terrifically helpful, deliver assistance with amazing patience."*

*"I am able to get help with my devices without making my family responsible to help me with technology. They are all willing – especially the grandkids – but **I value my independence**."*

*"I appreciate the **patience** they had while explaining what to do and how to do it in terms that I understood. They did not make me feel as if I should know all the technical terms. Every tech I spoke to had the same level of patience. I have arthritis and found it hard to type for extended periods of time. A Candoo Tech employee set up the dictation tool on my new computer and walked me through the process of using it. It has made a wonderful difference. **Thank you!**"*



Candoo