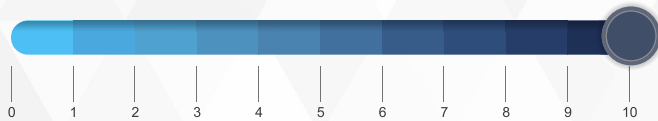


1 Net Promoter Score (NPS) is a powerful metric

Rising conducts periodic satisfaction surveys with all clients. Company performance is measured based on our clients' response to one simple question:

HOW LIKELY WOULD YOU BE TO RECOMMEND OUR PRODUCTS TO A FRIEND OR COLLEAGUE?



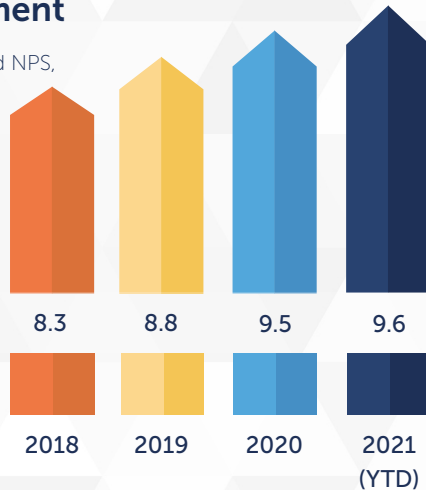
2 Real-Time Responses Provide Accurate Assessment of Performance

In addition to periodic surveys, Rising incorporates NPS ratings within our VISION™ customer portal, allowing users to provide real-time feedback. Users can change their score at any time using a sliding scale (from 1-10).



3 Continual performance improvement indicates commitment to process improvement

Since we first embraced NPS, we have improved every year, increasing our score 1.3 basis points since 2018.



4 Rising Achieves World-Class Performance

NPS is used by nearly all Fortune 1,000 companies to measure satisfaction. Using NPS' proprietary scoring methodology, the highest performing companies score 70 and above. Rising is at the top of its class.

