



## LE BOAT AWARDED FEEFO TRUSTED SERVICE AWARD 2017

March 2017, Le Boat, Europe's largest operator of self-drive boating holidays, has won a Feefo Trusted Service award, an independent seal of excellence that recognizes businesses for delivering exceptional experiences, rated by real customers.

Created by Feefo, Trusted Service is awarded to businesses that use Feefo to collect genuine ratings and reviews. A badge of honour, this accreditation remains unique as all the awards are based purely on the interactions with verified customers. This feedback has been collated by the Feefo review platform, with the accolades being awarded based upon performance.

Le Boat met the criteria of collecting at least 50 reviews between January 1<sup>st</sup> 2016 and December 31<sup>st</sup> 2016, and achieved a Feefo service rating of between 4.0 and 4.4. The 'Trusted Service Award' is the second highest award given by Feefo. With this recognition Le Boat is now officially considered to be a Trusted Merchant.

Andrew Le Duc, Head of Global Customer Engagement commented: "It's a real honour to receive this award from Feefo. To be recognized for delivering exceptional experiences to our customers is a great achievement. We've been working hard to ensure our customers receive the best service possible, and being able to listen, understand and respond to their needs enables us to constantly improve our product and services. We're looking forward to another successful year ahead."

"We would like to offer our congratulations to all the winners of this year's Feefo Trusted Service Award. We are so proud that so many businesses are putting customer service first," said Andrew Mabbutt, CEO at Feefo. "We have been working closely with all our customers to build trust and transparency online, and ultimately helping shoppers buy with confidence and make better decisions." Feefo is a ratings and reviews, and customer analytics platform. It collects genuine, purchase-verified reviews on behalf of over 3,000 businesses. Feefo ensures that all feedback is authentic, by matching it to a legitimate transaction and to combat the rising issue of fake reviews.

### About Le Boat

Le Boat is the largest operator of self-drive boating holidays on the waterways of Europe, operating its own fleet of almost 900 self-drive cruisers from a network of over 39 different departure bases across nine European countries. Le Boat brings together over 40 years of expertise and experience of Crown Blue Line and Connoisseur in Europe and Emerald Star in Ireland. Visit [www.leboat.co.za](http://www.leboat.co.za) for more information.

### About Feefo

Feefo is a global reviews and customer analytics solution to boost business & build trust. Feefo collects reliable customer feedback to deliver up to date insights so businesses and consumers can make better decisions. Feefo does this on behalf of 3,000 companies, providing reviews and customer analytics for more than 5,000 websites. Clients include Expedia, AXA, The White Company, Moss Bros, Notonthehighstreet.com & Tepilo. For more information please visit: [www.feefo.com](http://www.feefo.com)

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