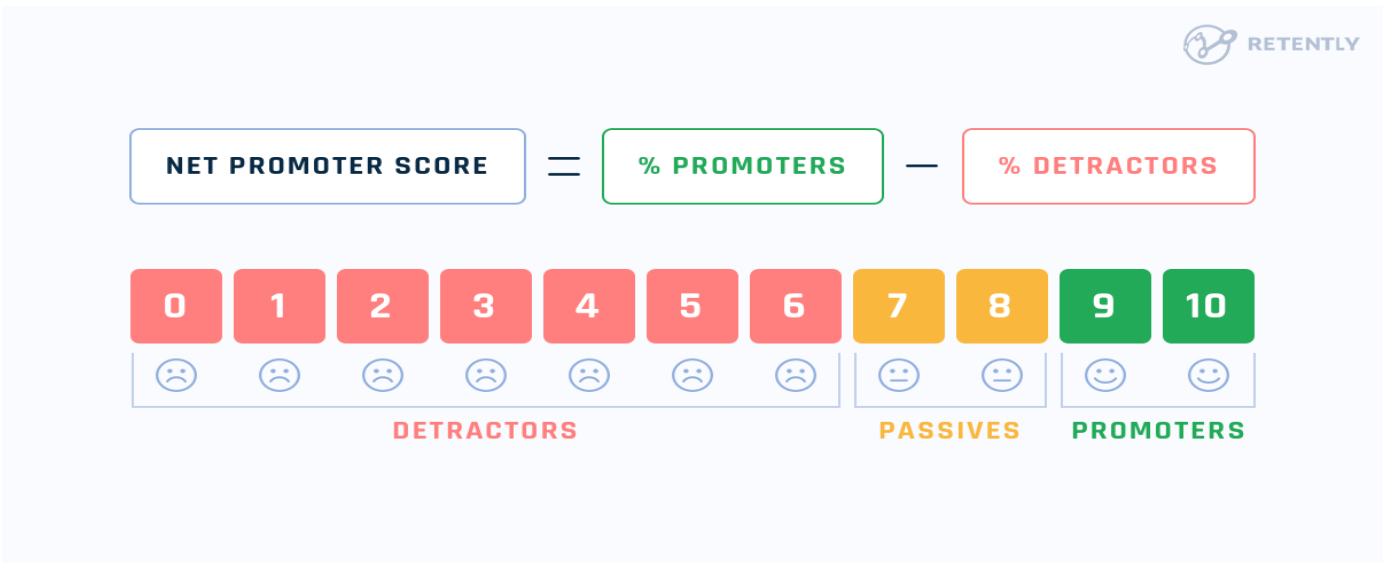


# EVALUATION REPORT

Auckland International Seafarers Centre

# APRIL 2025

## Net Promoter Score- a Closer Look



The Auckland Centre continues to keep a World Class NPS– 84. On closer inspection we see that 86% of respondents are classified as promoters, 12% are passive and only 2% are detractors.

This highlights how pleased crew are with welfare support and their willingness to encourage others to use our services.

## In their words

### How has receiving support from our team made life at sea better for you?



*“They visit the vessel and giving some foods and talking to the crew and some reading materials.”*

*“We can relax and unwind.”*

*“Kind and generous.”*

*“Its easy to communicate with the help of your team .”*

*“I use Wi-Fi to update and download and calling to my family .”*