

Customer Satisfaction Index - Performance

(CSAT) – 2024

CSAT	Q1-24	Q2-24	Q3-24	Q4-24	2024 Average
Motiva	70,5	71,9	74,4	71,8	72,2

The table shows the quarterly evolution of Motiva’s Customer Satisfaction Index (CSAT) in 2024, with a consolidated annual average of 72.2 points.