

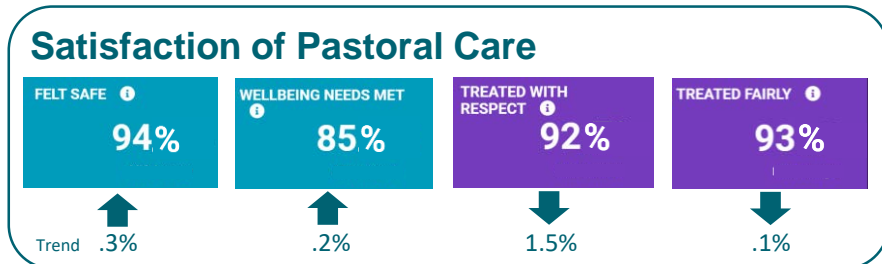
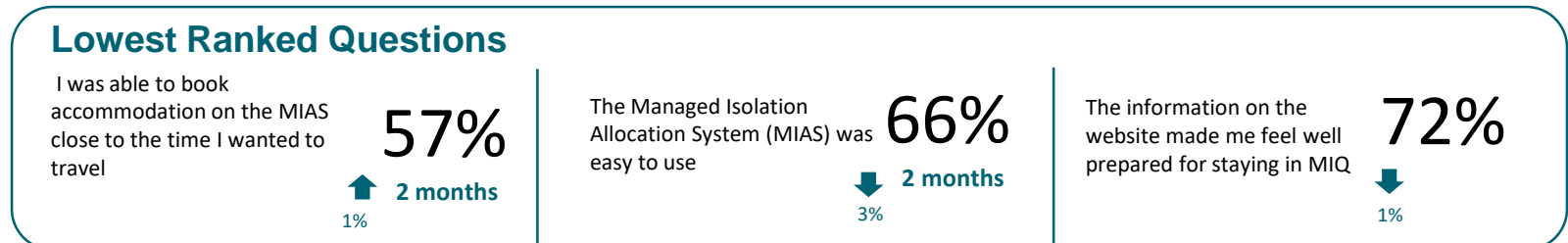
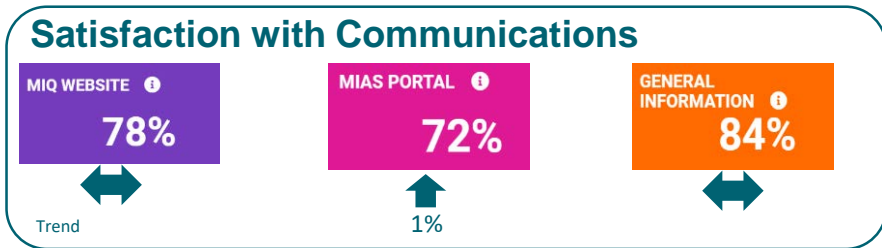
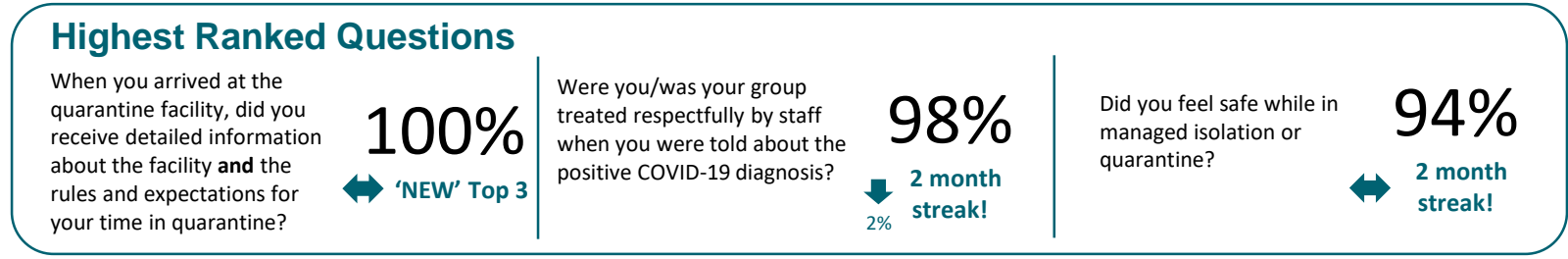
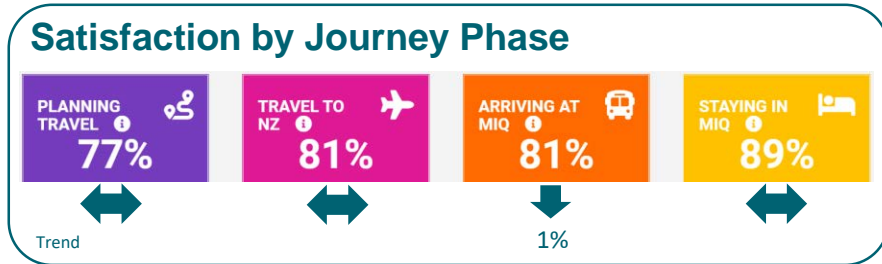
MIQ Returnee Experience Survey

The following represents only data collected via the MIQ Returnee Experience Survey as at the date of this report. It is statistical data that is being used to derive insights for the purpose of informing actions for MIQ Service Improvement.

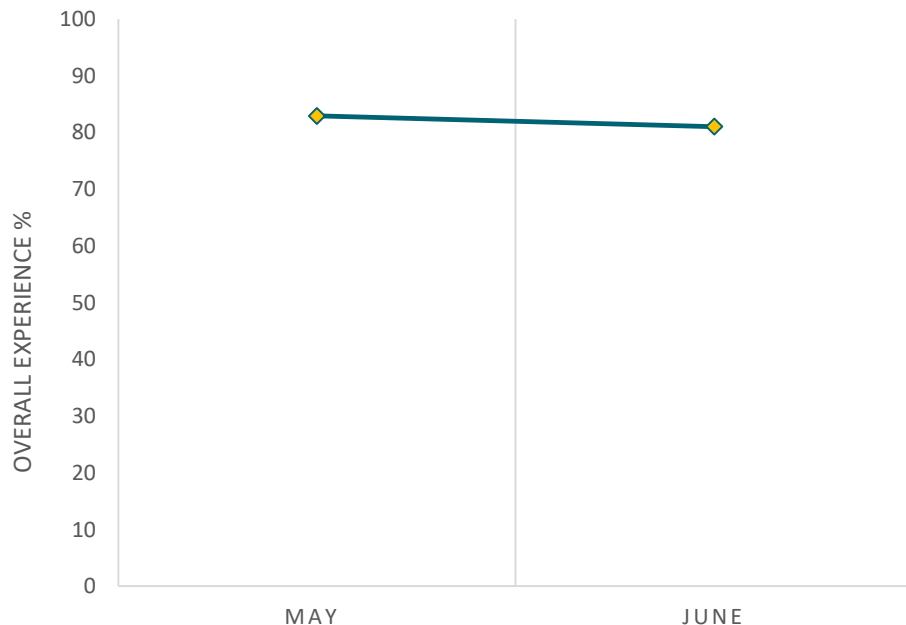
Overall Experience			Response Rate			Responses		
Last Month	Trend	Current Month	Last Month	Trend	Current Month	Last Month	Trend	Current Month
83%	↓ 2%	81%	53%	↑ 1%	54%	1985	↑ 387	2372

MANAGED ISOLATION AND QUARANTINE

June 2021



Overall Experience Monthly Trend



Summary

- This month we can begin to have more confidence in the information reported through the survey. We have now received over 4600 responses since the survey commenced, allowing us to paint a more comprehensive picture and rule out anomalies caused by low numbers of responses distorting percentages.
- Survey responses continue to tell us that the most significant pain points for returnees are the difficulties in obtaining an accommodation voucher and the usability of the booking system.