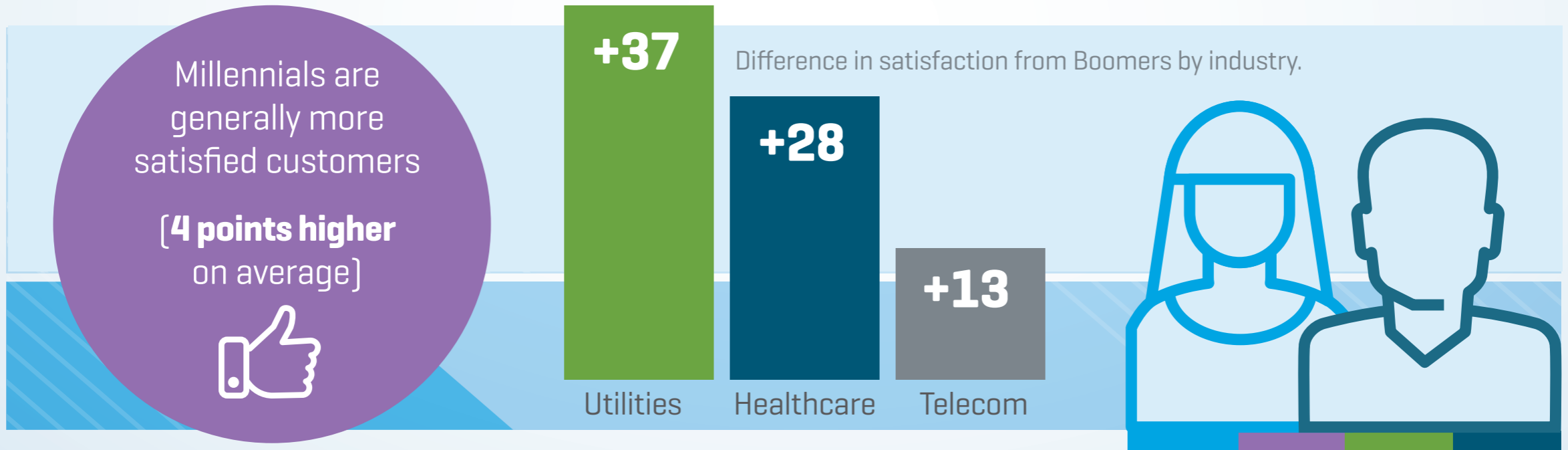


# SNAPSHOT

## J.D. Power Millennials Report: *The Customer Experience Perspective*<sup>SM</sup>

### Millennials: Not as Fickle or Anti-Establishment as You Think

Overall, across the 15 industries studied, Millennials are generally more satisfied consumers [4 points higher, on average, on a 1,000-point scale] than Boomers. The difference is most prominent in the utilities, healthcare, and telecom industries.



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