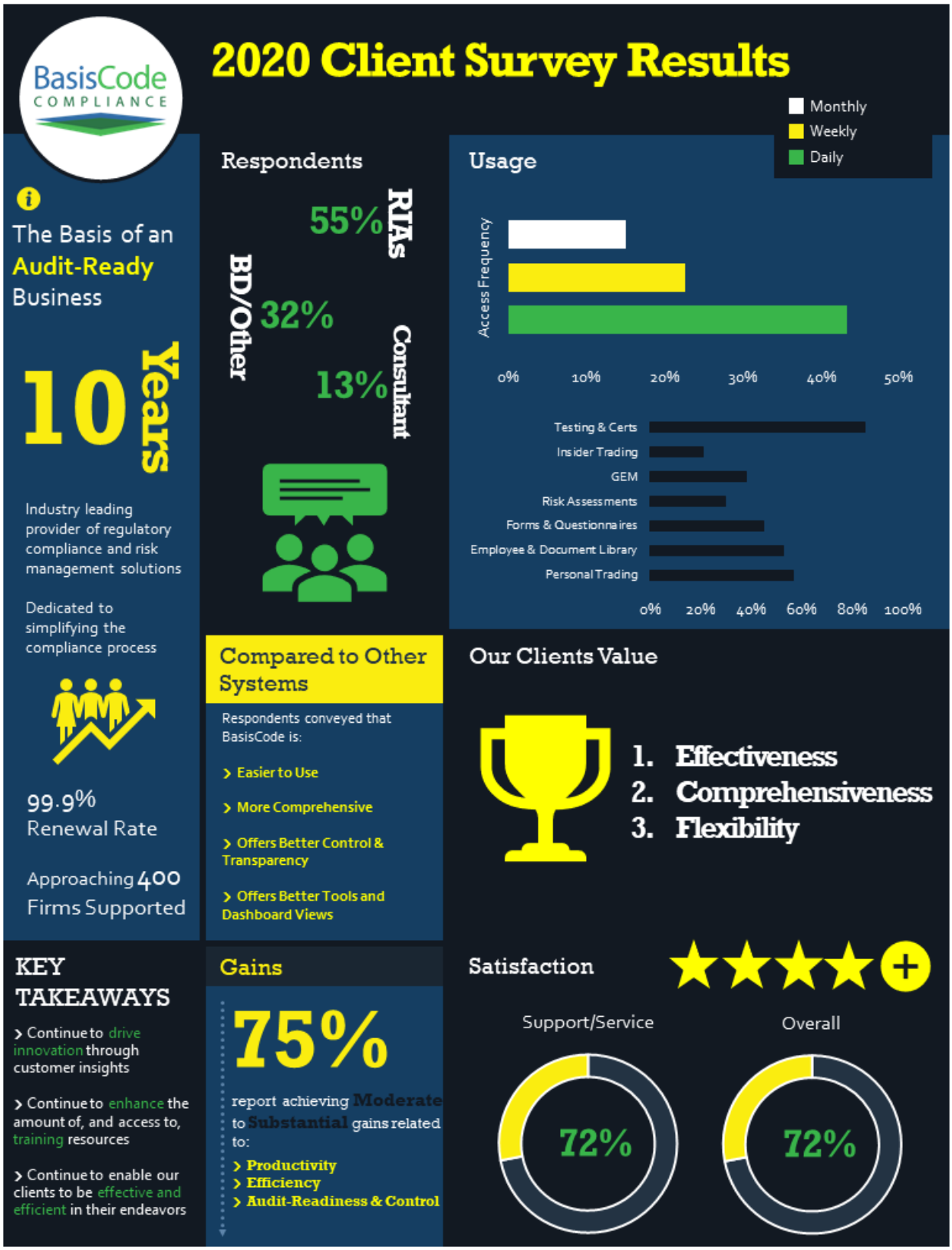2020 Client Survey Results Reveal…