

# LevelUp Launches In-App Surveys to Keep Businesses Informed of Customer Experience

*Post-transaction surveys give restaurants an opportunity to address feedback immediately*

BOSTON -- June 23, 2014 -- LevelUp, the mobile payments company with over 1.5 million users and 14,000 accepting business locations, today announces the launch of In-App Surveys, enabling businesses to automatically collect post-transaction feedback and immediately respond to customer compliments or complaints.

“For most of our restaurant partners, customer satisfaction is priority #1,” said Michael Hagan, Chief Operating Officer of LevelUp. “If a customer has a negative experience at a restaurant location, automated post-transaction surveys give customers an avenue to immediately communicate with the restaurant instead of turning to social media to complain.”

Since surveys are completed in-app, restaurants can identify the location of the customer feedback. Restaurants are then able to reply directly to customers to address concerns, answer questions and even provide credit for future purchases.

“In-App surveys is a feature we built as a direct result of the requests we received from our partners,” explained Hagan. “We’ve often found that consumers primarily post negative reviews online when they feel unable to communicate their concerns directly to a business. With in-app surveys, we’re able to provide a private, direct and immediate feedback loop between restaurants and their customers.”

At just \$5 per month, LevelUp In-App surveys are half the cost of similar services offered by providers like Square. Any LevelUp partner can request in-app surveys by simply contacting their account manager or emailing [support@thelevelup.com](mailto:support@thelevelup.com).

Restaurants looking to start working with LevelUp can request more information at <https://www.thelevelup.com/what-is-levelup>.

## **About LevelUp**

LevelUp is the largest open payments network in the U.S. Consumers use their LevelUp account to pay with their smart device or web browser, demonstrating the fastest and easiest way to pay. Businesses accept transactions for just 1.95% flat, thus enabling dramatic cost savings they can pass along to customers. LevelUp is backed by Google Ventures, Balderton Capital, Continental Investors, Highland Capital, Transmedia Capital and T-Venture, the venture arm of Deutsche-Telekom. Learn more at [thelevelup.com](http://thelevelup.com).