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## **OnTheMarket named best B2B customer experience brand in the UK**

OnTheMarket Group (“OnTheMarket” or “The Group”) has won the gold award for ‘Best B2B Customer Experience’ at the 2022 UK Customer Experience Awards (CXAs).

The portal was successful in securing the overall winner’s award against a collection of other leading brands in the same category, beating parcel carrier firm Yodel to the top award at a ceremony held in London’s Wembley Stadium.

OnTheMarket received the prize on the back of Chief Executive Jason Tebb’s successful ‘Listening Tour’ campaign of agent Town Hall sessions. Organisers of the CXAs also recognised significantly elevated engagement with the portal’s agents throughout the past year.

The ongoing Town Hall series has been running since February 2021, with the aim of giving agents a stronger voice in how OnTheMarket supports its agents and evolves its offering. Direct feedback from these sessions has led to the development of a number of partnerships and tools, particularly in products that create additional valuation opportunities for agents.

Jason Tebb, Chief Executive Officer of OnTheMarket, comments: “I couldn’t be happier that we’ve won a national award for our ‘Listening Tour’. Our Town Halls are one of the best parts of my job and it’s an honour to meet with our customers and hear what they have to say. To date, we’ve had over fifty events, meeting thousands of agents and it’s been truly inspiring watching this movement of agents build.

I would encourage any OnTheMarket agent who hasn’t been to a Town Hall yet to come along and have their say. We very much appreciate all the agents who have dedicated their time to give valuable feedback at these events. Thank you to my Client Engagement team who work so hard behind the scenes to make the shows such a success.”

Mark Conway, Managing Director of CCP Recruitment, comments: “Having judged the CXA for four years, I was blown away with the passion and enthusiasm demonstrated by the team at OnTheMarket. Not only was their submission representative of their fantastic achievements, but it was also a brilliant case study of customer-centric business. It was refreshing to see how engaged and brand orientated OnTheMarket employees were.”

**Ends.**

### **About OnTheMarket:**

OnTheMarket plc, the majority agent-owned company which operates the OnTheMarket.com property portal, is a leading UK residential property portal provider.

Its objective is to create value for shareholders and property advertiser customers by delivering an agent-backed, tech-enabled portal, offering a first-class service to agents and new homes developers at sustainably fair prices and becoming the go-to portal for serious property seekers.

OnTheMarket provides a unique opportunity for agents to participate in the equity value of their own portal. Agent backing and support enables OnTheMarket to display Only With Us properties to serious property seekers either exclusively\* or 24 hours or more before agents release these properties to Rightmove or Zoopla.

\* Exclusive properties are properties advertised at [OnTheMarket.com](https://www.onthemarket.com) by customers who do not list their properties with either Rightmove or Zoopla.