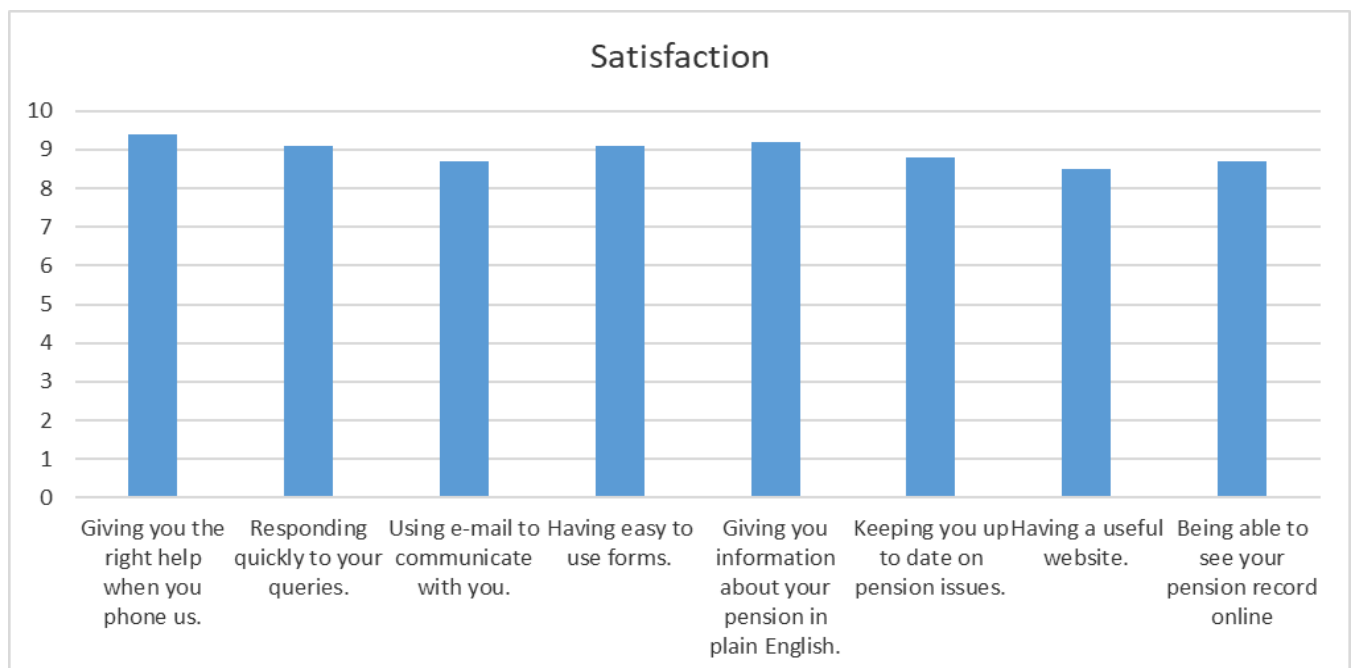
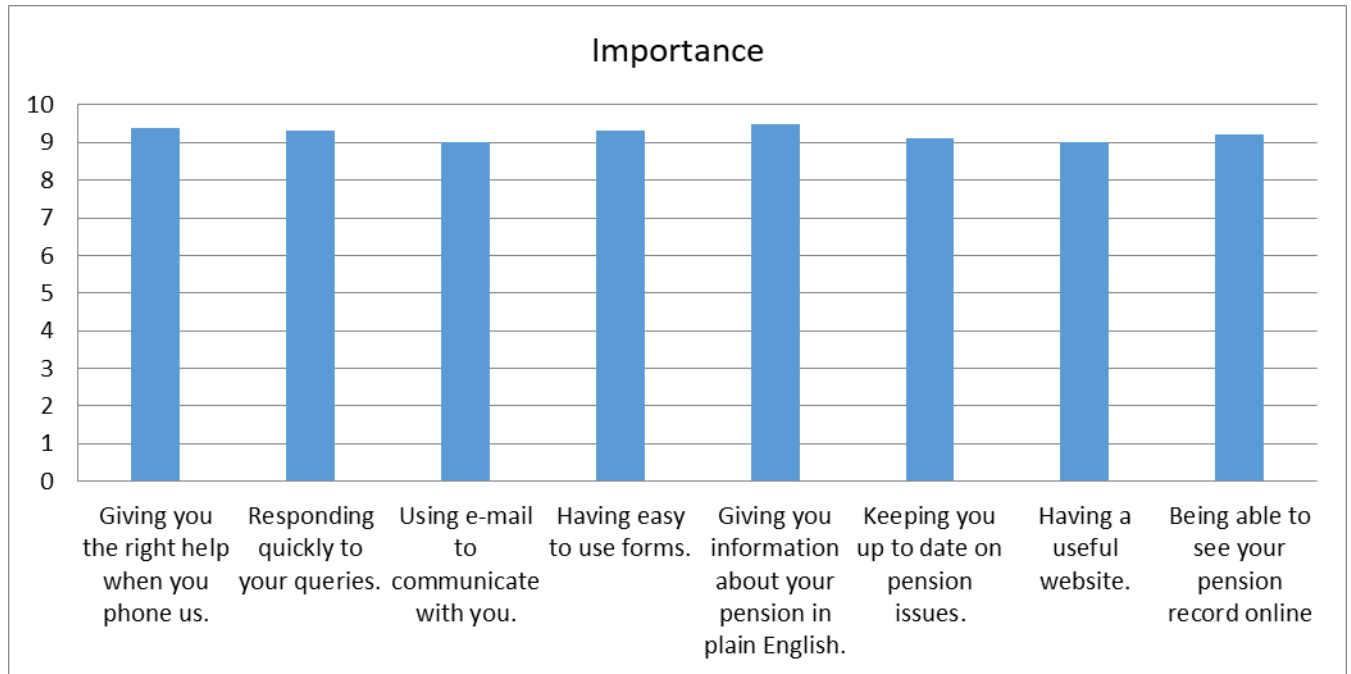


Customer Survey Results – WYPF Members (1st October to 31st December 2023)

Over the quarter October to December, **2475** survey forms were emailed to WYPF members; of those, **88 (3.55%)** were returned.

The charts below give a picture of the customers overall views about our services;



Sample of positive comments:

Member Name /Number	Comments
1237570	Exceptional. Any time I have called, the staff have been friendly and so helpful.
353333	Just reached the age of 75 so now not paying into the scheme so the service I received was excellent. As I have just started to use a service, I will soon get on line to see how my pension is working for me.
20062	Friendly and helpful. Before I filled in my pension form , I rang to check everything was correct and in order, The gentleman on the phone went through everything for me , He was so friendly and helpful.
763665	Very efficient response really quick and the whole package was processed on time.

Complaints/Suggestions:

Member Number	Comments	Summary of Acknowledgement Letter Sent to Member
1047026	Rubbish service. 9 months to transfer a pension. Three emails to understand what I was being told as it isn't communicated well. A long time to sort a simple question.	<p>A detailed explanation letter was sent to member and apologised for delay.</p> <p>The process started on 21/11/2022 when member requested a Cash Equivalent Transfer Value (CETV), this was provided within the 3-month statutory deadline on 02/12/2022. We did not hear anything further until 19/04/2023. Further delay happened due to transfer value factor changes and backlogs resulting from this.</p>