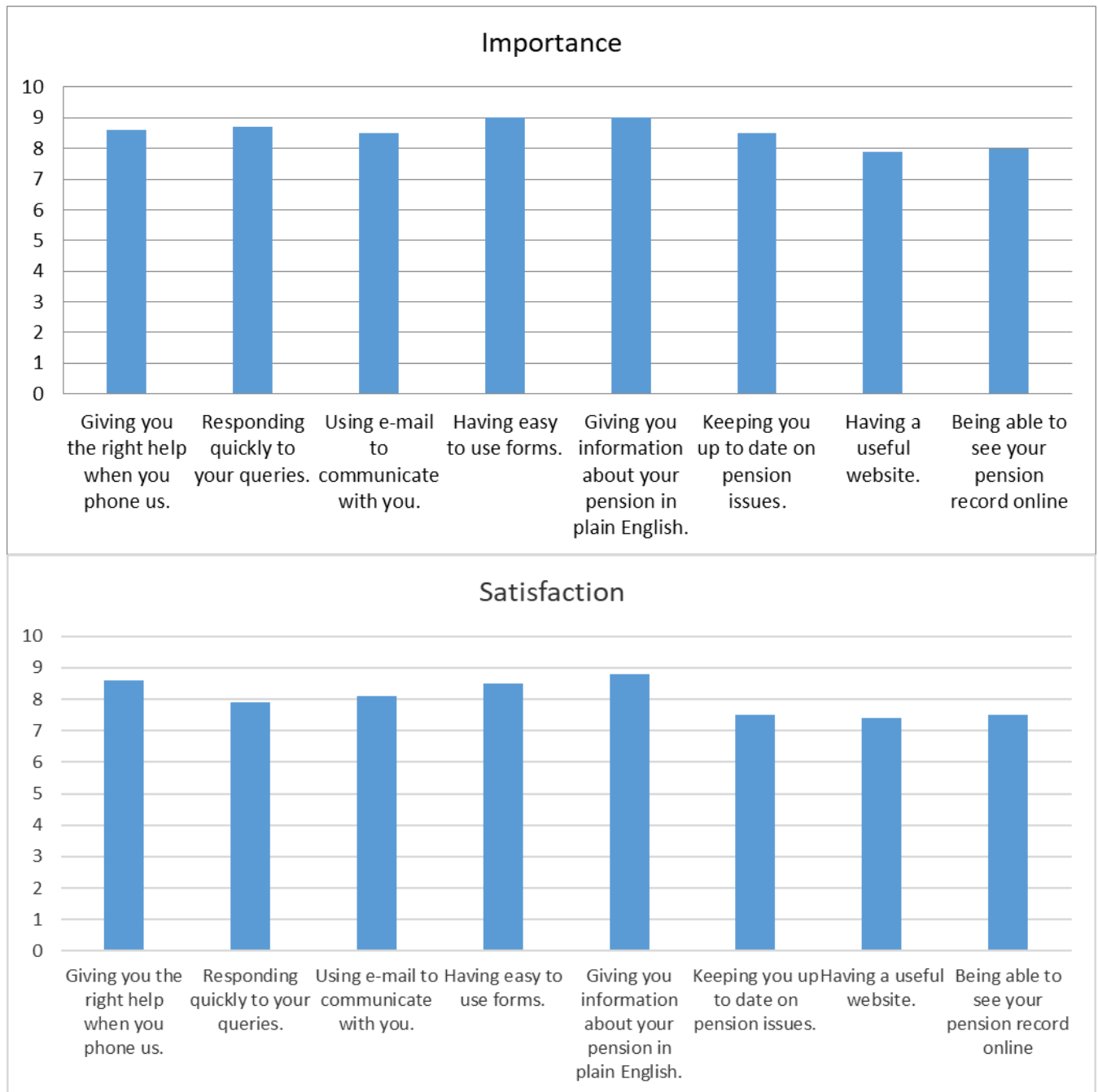


Customer Survey Results - Lincolnshire Members (1st October to 31st December 2023)

Over the quarter October to December, **821** survey forms were emailed to Lincoln members; of those, **21 (2.55%)** were returned.

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



Sample of positive comments:

Member Number	Comments
8015350	Efficient system with good on-line, email and postal communication. Good Service, Quick Replies.
8070519	Excellent and efficient. Really Happy With Service And Prompt Release Of Lump Sum. Thanks 😊
8154996	Handled my retirement very efficiently.

Complaints/Suggestions:

Member Number	Comments	Summary of Acknowledgement Letter Sent to Member
	Poor and not helpful in my position of terminally ill. No flexibility. Slow to process transfer. No communication.	Incorrect pension number supplied on the survey so unable to identify who the member is to investigate what the delays were.