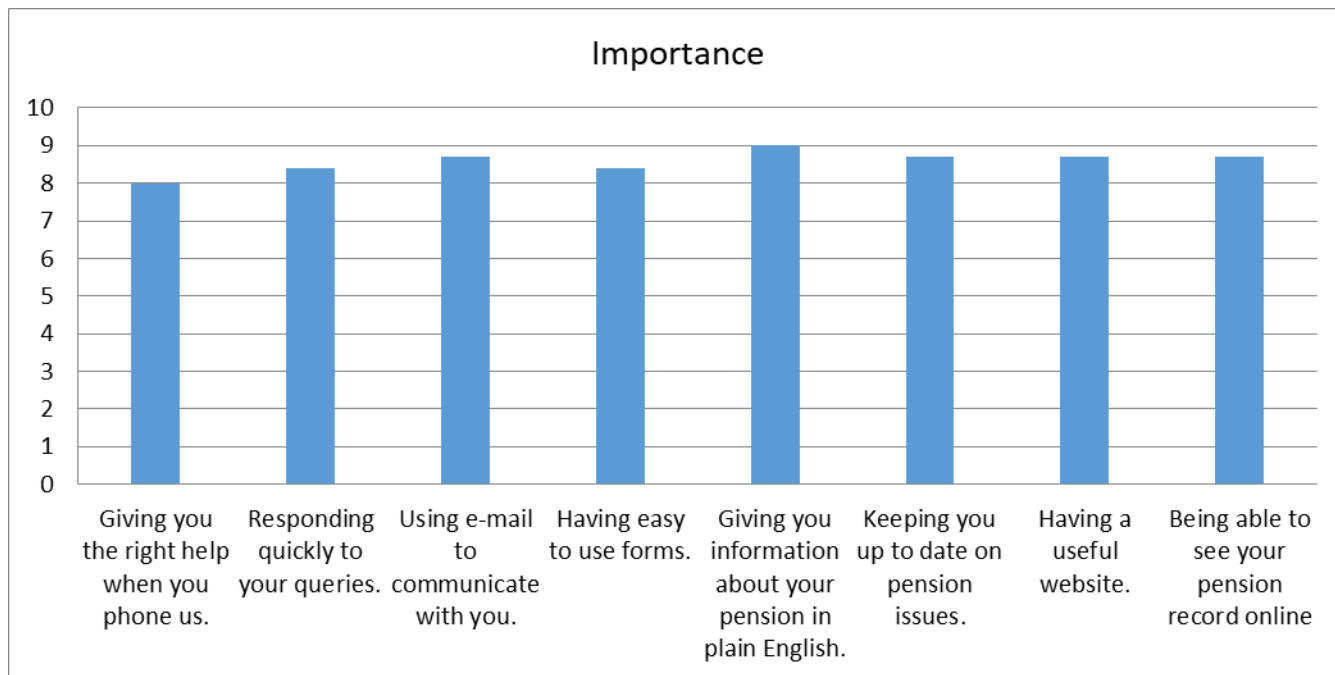


Customer Survey Results – Barnet Members (1st October to 31st December 2023)

Over the quarter October to December, **208** survey forms were emailed to Barnet members; of those, **3 (1.44%)** were returned.

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



Sample of positive comments:

Member Name /Number	Comments
22034102	It is much better than the previous company. Communication Is essential could have done better. When paying into the bank description reference would be good For e.g like WYPF-so far I have received money without reference and had to ring the bank where has this money come from.

22002775	Very professional and excellent. Satisfactory All The Way.
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Complaints/Suggestions:

Member Number	Comments	Summary of Acknowledgement Letter Sent to Member
	Slow, incorrect information at times. I left work in March this year. Its November and I am still waiting for my pension which I worked hard for. This is not a good service 😞	Member has not supplied the member number therefore unable to respond.