

Customer Survey Results - Lincolnshire Members

(1st July to 30th September 2018)

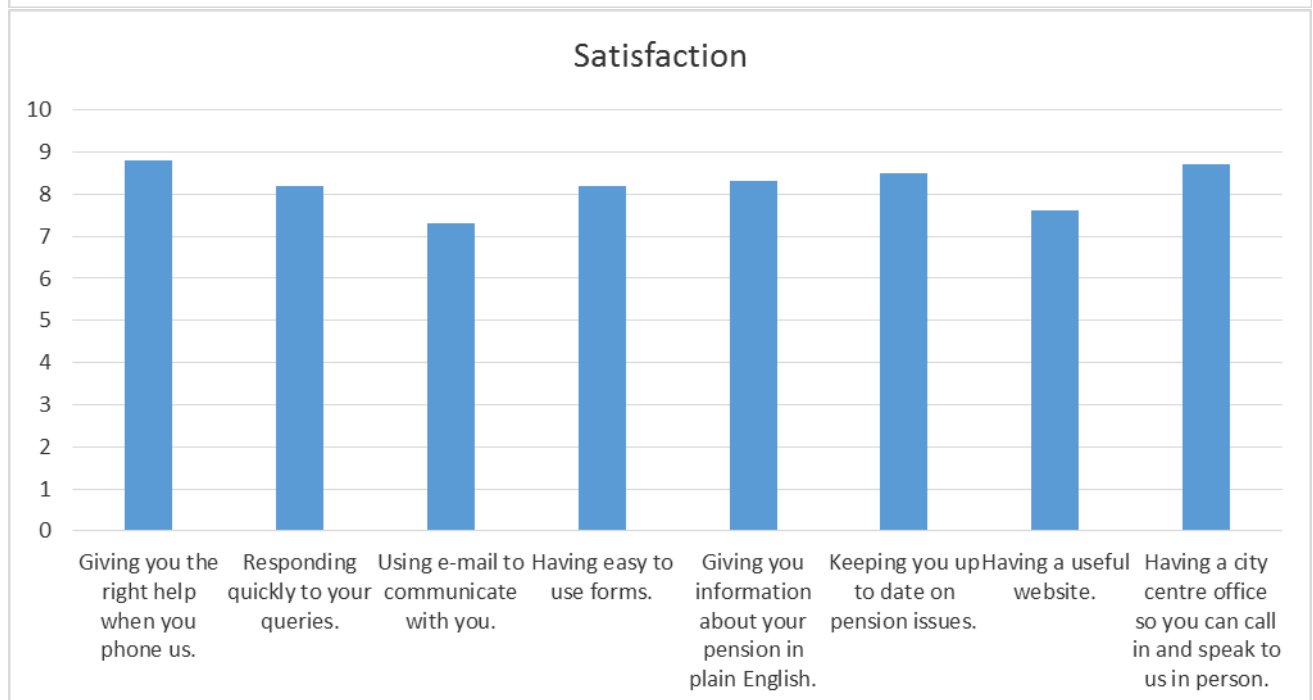
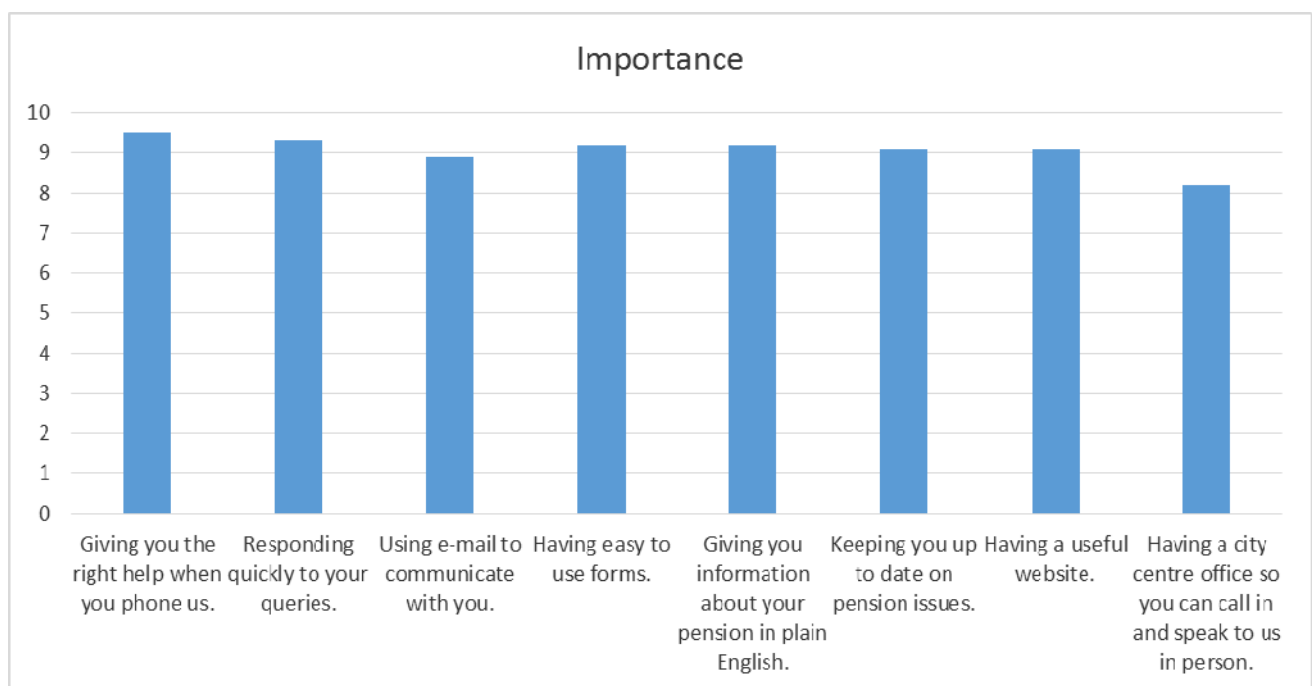
Over the quarter July to September we received **2** online customer responses.

Over the quarter July to September **356** Lincolnshire member's sample survey letters were sent out and **36 (10.12%)** returned:

Overall Customer Satisfaction Score;

July to September 2017	October to December 2017	January to March 2018	April to June 2018	July to September 2018
89.62%	91.74%	87.34%	72.1%	81.6%

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



Sample of positive comments:

Member Number	Comments
810554	Very good. Excellent help received from Kendal Leask particular. Kendal helped me to navigate though the complexities of a divorce pension sharing calculation. All staff helpful and Annamaria Hodgkinson also deserves a mention.
8031797	From start to finish deciding to retire the process has been less difficult that I thought and efficient and stress free - always a bonus. Well done satisfied.
8023136	Very informative and helpful staff. The whole process was made easy by being able to contact with queries and that person having the knowledge to be able to answer.
8017746	I always found people helpful on phone and passed information with very professional manner.
8105310	No long wait before my call answered. Much better than dealing with state pension issues.

Complaints/Suggestions:

Member Number	Comments	Corrective/ Preventive Actions
8108813	I tried to register got so far then the system failed. I now can't log in. Can you help?	<p>Response sent by Sandra</p> <p>Thank you for taking time to complete and return our customer survey.</p> <p>Your comments have been noted and will be reviewed by our senior management team during the next review of customer service.</p> <p>If you are still experiencing issues with registering and would like help with this, Please call us on the telephone number below.</p>
8117799	Too slow to perform by far. Too many different handlers. No continuity. Did not even know you have an office to call into Lincoln.	Passed to Dipika. No response sent.
8108027	I wrote or rather sent one of your forms in 2 months ago asking to transfer my pension to NHS. I have not heard anything. Except this survey. Obviously if I don't get a statement or the form I needed to transfer before November I cannot transfer anyway. I am only doing it as I don't want lots of frozen pensions. I already have 2. I just thought I	<p>Response sent by Selma;</p> <p>Thank you for completing and returning the Customer Survey form with comments about the transfer of your benefits to the NHS.</p> <p>I apologise for the lack of communication regarding this and can confirm that before the transfer quote can be produced the Regulations state that your preserved refund record 8108027 must be automatically linked to record 8115509 which you left on 3 July 2017.</p>

	<p>could put my major amount into NHS as I intend to stay there until retirement. Both my jobs with this pension scheme were temporarily. This is permanent. But I understand you will loose money.</p>	<p>I have requested that the linking process be completed as a matter of urgency and as soon as this has been done, the transfer quotation will be produced and sent to you.</p> <p>Again, please accept my apologies for the delay and any upset caused by lack of communication.</p>
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