

Customer Survey Results – WYPF Members (1st January to 31st March 2019)

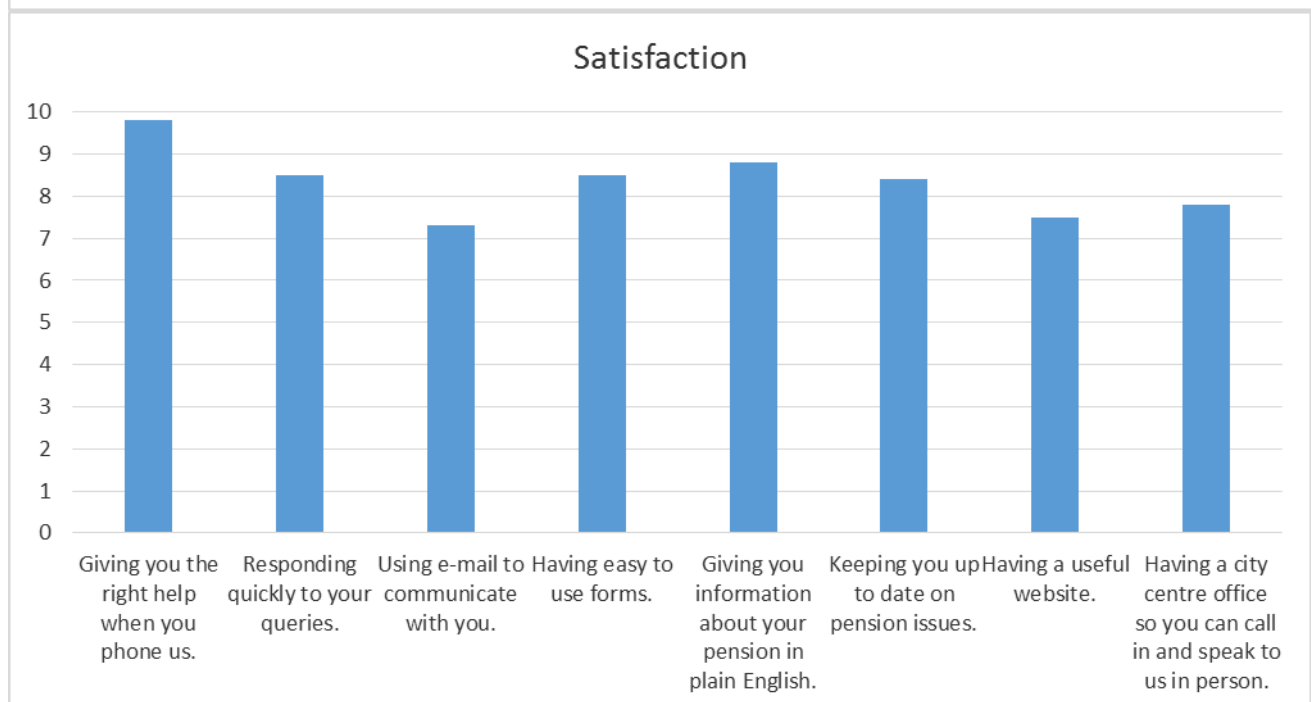
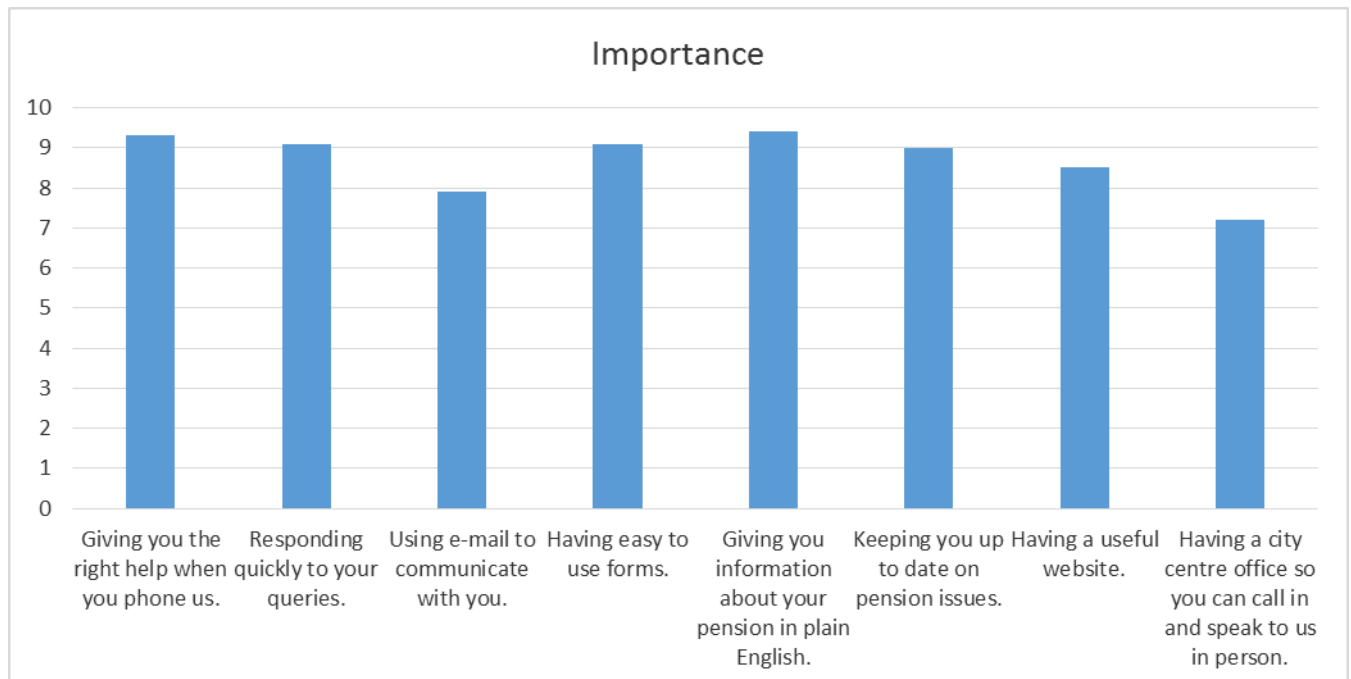
Over the quarter January to March we received **7** online customer responses.

Over the quarter January to March **654** sample survey letters were sent out and **99 (15.2%)** returned:

Overall Customer Satisfaction Score:

January to March 2018	April to June 2018	July to September 2018	October to December 2018	January to March 2019
79.5%	79%	83.5%	84.8%	83.8%

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



Sample of positive comments:

Member Name /Number	Comments
316826 (Online)	MUCH MUCH more efficient and friendly than other similar pension schemes. You successfully allowed me to transfer my pension to another pension without any fuss and minimum of paperwork. You did this in a third of time it took Teachers Pensions to do the same thing. Thanks
827130	All sorted within a time and no problem. I was very satisfied with the service I got from wyf. Everything was organised and they did what they said. Pension was in the bank on time all went very smoothly. They kept me up to date what was happening by post. My pension figure was correct from the start and my pay out was exactly what I was expecting. An excellent service
791546	The best service I have received from an organisation. I rang a number of time for advice and information, staff was very helpful, knowledgeable and provided an excellent service Could not fault anything. Thank you
1102265	Excellent, very good customer service is always being made. Your service is very good not time consuming.
870220	Friendly approachable, informative and staying professional. Your staff helped me to make an informed decision on how to when to cash my pension. Excellent service.

Complaints/Suggestions:

Member Number	Comments	Corrective/ Preventive Actions
1122953	<p>Overall not too bad. Except for not changing marital status and death in service.</p> <p>I have asked how I can change my name Mrs not Miss and my death in service to go to my husband who is a serving officer but have no changes made or any information on how to get this rectified.</p>	<p>Response sent by Sandra</p> <p>Thank you for taking time to complete and return our customer survey.</p> <p>I have checked your pension record and I can't find any request to change your title, your employer informed us on your new starter details that you were a Miss, I am sorry that this was incorrect and I have now updated this on our records. I can also confirm that the Death Grant Nomination is showing as Mr Kevin David Poole.</p> <p>Once again I am sorry for any confusion caused.</p>
791356	<p>Seems like my initial pension was left to the last minute and received the forms late so I was unable to receive my 1st pension on time and had to wait next month to receive it.</p> <p>The lump sum payment was made quickly which was a relief as my pension was not paid till next month.</p>	<p>Response sent by Dipika</p> <p>Thank you for the comments you have made on the customer service questionnaire recently sent to you.</p> <p>I have gone through your file and I can confirm that:</p> <p>22/10/18 – The Retirement Notification Form was received from Leeds City Council 07/11/18 – A Retirement Pack was issued to you 12/11/18 – The November Payroll ran</p>

	<p>I would like to receive my pension details by email if possible as well as my pension slip through the post. You should have my email on file.</p>	<p>14/11/18 – Your Pension Claim Form was received by WYPF from you 14/11/18 – Pension processed and set up for payment: The lump sum was credited to your account on 19/11/18. The January payroll had already ran therefore your monthly pension was paid from February (including any arrears).</p> <p>So there was a slight delay in issuing your retirement pack and I apologise for this delay, this was due to a change in regulations which resulted in a backlog of work. However once we received your pension claim form, it was processed immediately. Unfortunately the November payroll had already taken place which meant that your monthly pension (including any arrears) could only be paid from February onwards.</p> <p>With regards to your request to receive future details by email, currently we don't have this facility. However if you go to WYPF website - my pension and register, you will be able to view your payslip (although it is in the process of being upgraded).</p>
<p>1134490</p>	<p>Very helpful on the telephone but written communications poor and confusing.</p> <p>Very easy to contact by telephone and helpful. The assumption to link benefits if no contact is made, I think this is wrong as could disadvantage a member.</p>	<p>Response sent by Marian</p> <p>Thank you for taking the time to complete and return our customer survey. Your comments have been noted and are very much appreciated. We will endeavour to improve our delivery of service wherever possible.</p> <p>Your form highlighted the following:</p> <p><i>The assumption to link benefits if no contact is made - I think this is wrong as it could disadvantage a member</i></p> <p>There are areas of pensions administration that are governed by legislation set in the Local Government Pension Scheme Regulations. The aggregation of benefits for Post 2014 LGPS members was introduced in the Local Government Pension Scheme Regulations 2013 which states the following:</p> <p>Where a deferred member again becomes an active member, the benefits in the deferred member's pension account must be aggregated with those in the active member's pension account unless</p> <p>(a) within 12 months of the active member's pension account being opened; or (b) such longer time as the Scheme employer in relation to that active member's pension account permits,</p> <p>the member makes an election to the appropriate</p>

		<p>administering authority to retain the deferred member's pension account.</p> <p>Members are provided with the information relevant to their record to enable them to elect whether to aggregate their periods of membership or to retain separate benefits.</p>
505766	<p>Recently retired and had problems obtaining my payslips. Has told I will get another for February as this is my 1st full month pension at 4th of March I am still waiting, had to ring 3 times to obtain Jan payslip.</p>	<p>Response sent by Maxine</p> <p>Thank you for returning your customer feedback form. I am sorry that you have been unable to get through to us to ask for a pay advice.</p> <p>Unfortunately we do experience high volumes of calls at this time of year, our contact centre is open from 8.45am until 4.30pm, Monday to Friday. Their direct number is 01274 434999, should you need to contact us again.</p> <p>Pay slips are sent out automatically if your net pay changes by more than £0.25 and one should have been sent automatically in March and April.</p>
876615	<p>Clear and helpful info given and pension paid promptly when retired.</p> <p>I did not get much information about retirement on medical grounds and what that mean for future employment us and my pension.</p>	<p>Response sent by Selma</p> <p>Thank you for completing and returning the customer survey form and I apologise for the delay in my reply.</p> <p>You mention that the West Yorkshire Pension Fund (WYPF) did not provide any information about the effect of future employment on your pension. I can confirm that there will be no effect to your pension should you decide to take any employment in the future. Your tax situation may alter if you take up further employment and this could affect the tax code we apply to your pension. The HMRC will provide the WYPF with a new tax code if that happens.</p> <p>I hope that answers your question.</p>
Online 884192	<p>Web based rubbish.</p> <p>Tried to sign up, very very poor, not possible at all.</p>	<p>Response sent by Sandra</p> <p>Thank you for taking time to complete and return our customer survey.</p> <p>I am sorry you experienced difficulty signing up for our online service, we are aware our current system is not as user friendly as we would like, so we are updating it, the new updated version should be available later in the summer.</p> <p>Your comments have been noted and will be reviewed by our senior management team during the next review of customer service.</p>