

Customer Survey Results – WYPF Members (1st April to 30th June 2019)

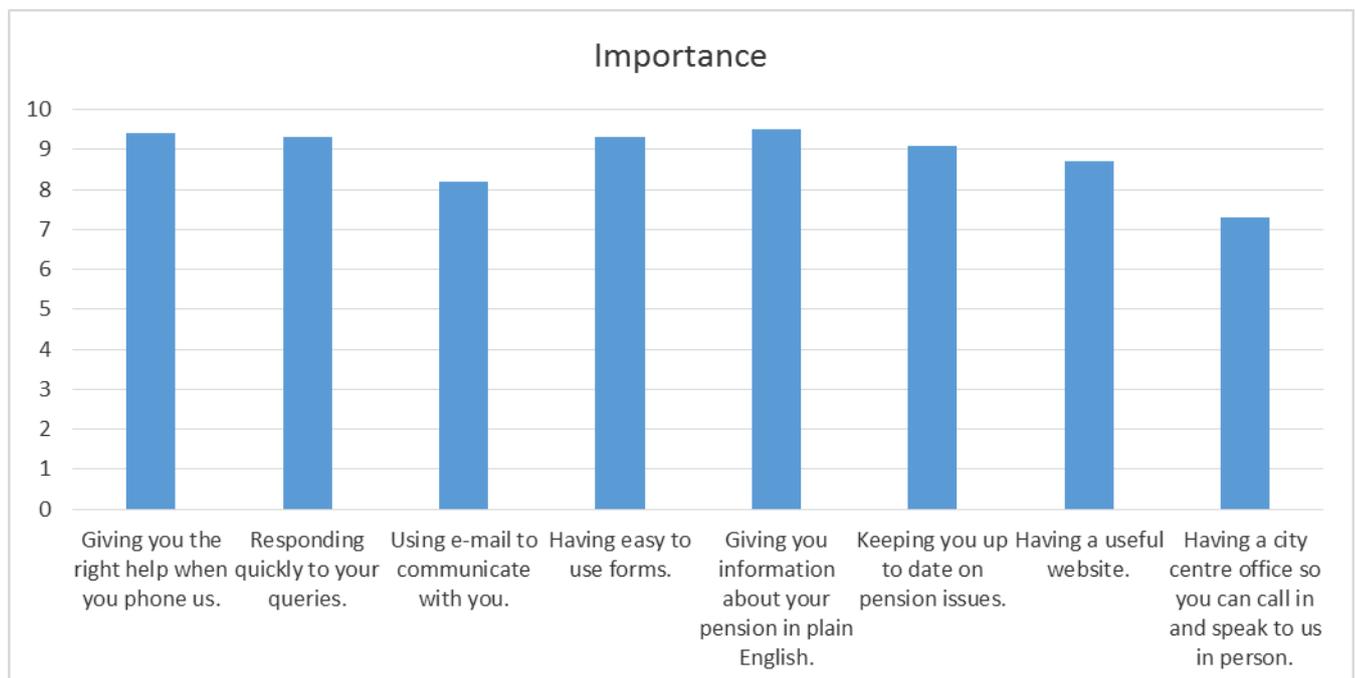
Over the quarter April to June we received **6** online customer responses.

Over the quarter April to June **609** sample survey letters were sent out and **93 (15.3%)** returned:

Overall Customer Satisfaction Score:

April to June 2018	July to September 2018	October to December 2018	January to March 2019	April to June 2019
79%	83.5%	84.8%	83.8%	84.1%

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



Sample of positive comments:

Member Name /Number	Comments
911846 Letter	<p>To Sandra</p> <p>I would just like to thank one of your staff members Steve Pyrah, he was very professional and knowledgeable, I came to see him on three occasions to discuss my pension, he helped me come to a informed decisions, he answered all my questions and concerns and was very polite and helped me greatly. Once again thank you.</p>
1068292 Email	<p>Dear Ms Jepson</p> <p>Many thanks for resending, I can confirm that I have received them. Thank you for your assistance over the past few months, I really do appreciate all your help!</p> <p>Yours sincerely</p> <p>Victoria Cottrell</p>
1123932 Email	<p>Good morning Annamaria</p> <p>Can I firstly say thank you very much for your help yesterday it was very much appreciated especially when I was worried about missing the deadline date for linking my pension having not received a form in the post.</p> <p>I thought It may be easier and quicker to scan and return the form so, please attached linking form.</p> <p>Also, would you please be kind enough to send me the form for extra contributions to my pension.</p> <p>Again thanks very much.</p> <p>Would you also acknowledge receipt and let me know if I need to put a copy in the post?</p> <p>Manjit</p>
305913	<p>Very helpful, informative and efficient. Retirement, however welcome can be quite stressful, moving from one set of norms to another, however WYPF staff have patiently dealt with my queries and have very efficiently and competently helped me through the transition. Many thanks to you all</p>
1095317	<p>I would like specially mention Annamaria in the Bradford Office who has been over patient, helpful when transferring two pension to WYPF</p>
Online	<p>Very helpful and quick to respond.</p> <p>I would like to thank you with how helpful the staff dealing with my claim was. From phone calls to correspondence by email or letter.</p>

Complaints/Suggestions:

Member Number	Comments	Corrective/ Preventive Actions
1126536	<p>Misinformed. I was passed back a form and contacted you 3 times before my issue was sorted. It was time consuming and I got incorrect information on every phone call.</p>	<p>Response sent by Kate G;</p> <p>Thank you for completing and returning our customer survey form.</p> <p>I have reviewed your record and have to agree with you that we failed to provide you with the correct information.</p> <p>The wrong letter was sent to you advising that a payroll refund was due when actually the refund would be paid by WYPF. Your employer raised this point with us following your call to them and we subsequently sent the correct Refund Quote letter out to you. The refund has now been paid.</p> <p>This is not the standard of service that we aim to provide to our members.</p> <p>Please accept my apologies for the errors in dealing with your case.</p>
079267	<p>Good service but feels incomplete. Made a change of name, no confirmation sent, not sure if you returned marriage certificates as sent back without a cover letter and two companies had copies at same time. Overall good service but not complete.</p>	<p>Response sent by Sandra;</p> <p>Thank you for taking time to complete and return our customer survey. I am in the process of dealing with your query regarding your marriage certificate and the completion of the customer survey form.</p> <p>On 28th February we received an email with a photograph of your marriage certificate. On 4th March a letter was sent requesting the original certificate. This was never received, we have a very strict process in place with handling certificates and I can confirm unfortunately, the certificate was never received into our office. Did you send it by recorded delivery? If so, if you provide us with the tracking number, we may be able to trace it.</p> <p>On the 28th March a customer survey form was sent, this was sent after dealing with a transfer query, I will be feeding back to the team that these should not be sent while an ongoing query is outstanding, as I can see that this could cause confusion, if a customer is still waiting for a query to be dealt with.</p> <p>I am sorry that the process did not flow as well as it should have, your comments have been noted and will be reviewed by our senior management team during the next review of customer service.</p>

1020422	<p>Slow and careless. I transferred from 3 different providers so I had two others to compare with, the service was very poor compared to other two.</p>	<p>Response sent by Selma;</p> <p>Thank you for completing the Customer Survey form and I am disappointed to hear you found our service slow and careless.</p> <p>Your initial request for a transfer was received on 17th September 2018 and the transfer quote was sent to you on 15th October 2018. The statutory time limits for processing the quote is three months so we processed this within that time frame. The West Yorkshire Pension Fund (WYPF) received the receiving scheme form and member option form on 25th January 2019, but as the guarantee period had expired we were obliged to re-quote. This was sent to you on 7th February 2019.</p> <p>I note the WYPF received your option form and the receiving scheme form on 25 February 2019, however, the receiving form was incomplete and had to be returned to Royal London on 11th March 2019 for further completion. I also note that my colleague sent a letter to you requesting completing of your option form on 11th March 2019, but this had actually been received. Please accept my apologies for this oversight as that letter was sent to you in error. The WYPF were unable to make payment until the fully completed receiving scheme form was returned by Royal London. This was received on 19th March 2019 and payment was made to Royal London on 17th April 2019. The statutory deadline for making payment is 4th August 2019.</p>
782422	<p>Poor. No Explanation to my payment why it took more than 3 months. As the administrator of my pension I would have expected you to smooth over any problem caused by the delay of it.</p>	<p>Response sent by Dipika;</p> <p>Thank you for taking the time to complete and return the customer service form. I am sorry that you do not feel that you received the quality of service that you expected from WYPF.</p> <p>I have examined your pension record in full.</p> <p>I can confirm that WYPF received notification of your retirement from your employer on 25 February 2019 and can see that there was a delay in issuing your retirement pack. This was partially due to awaiting pay information from your employer for WYPF to assess and ensure your pension savings did not exceed the Annual Allowance set by HMRC. Once we had received this and carried out the assessment, your retirement pack was issued to you on 28 March 2019.</p> <p>We then received your completed option form on 02 April 2019 and we requested payment of your AVC fund from Prudential. As there is usually a delay in receiving AVC funds, we paid an interim payment of £24,247.59 to you on the 05 April 2019.</p>

		<p>On 03 May 2019 we received notification from our Finance Department that payment of your AVC fund had been received from Prudential. We calculated your final pension benefits on 03 May 2019.</p> <p>I do appreciate that you initially experienced some delay but once we received your AVC funds, payment of you final pension benefits was processed as soon as it was possible. Your comments have been noted and will be forwarded on to senior management when the next review of customer service is held. We will work to improve the standard of service that other members receive in this area in the future.</p> <p>Please accept my apologies for any inconvenience caused.</p>
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