

Customer Survey Results - Lincolnshire Members (1st July to 30th September 2019)

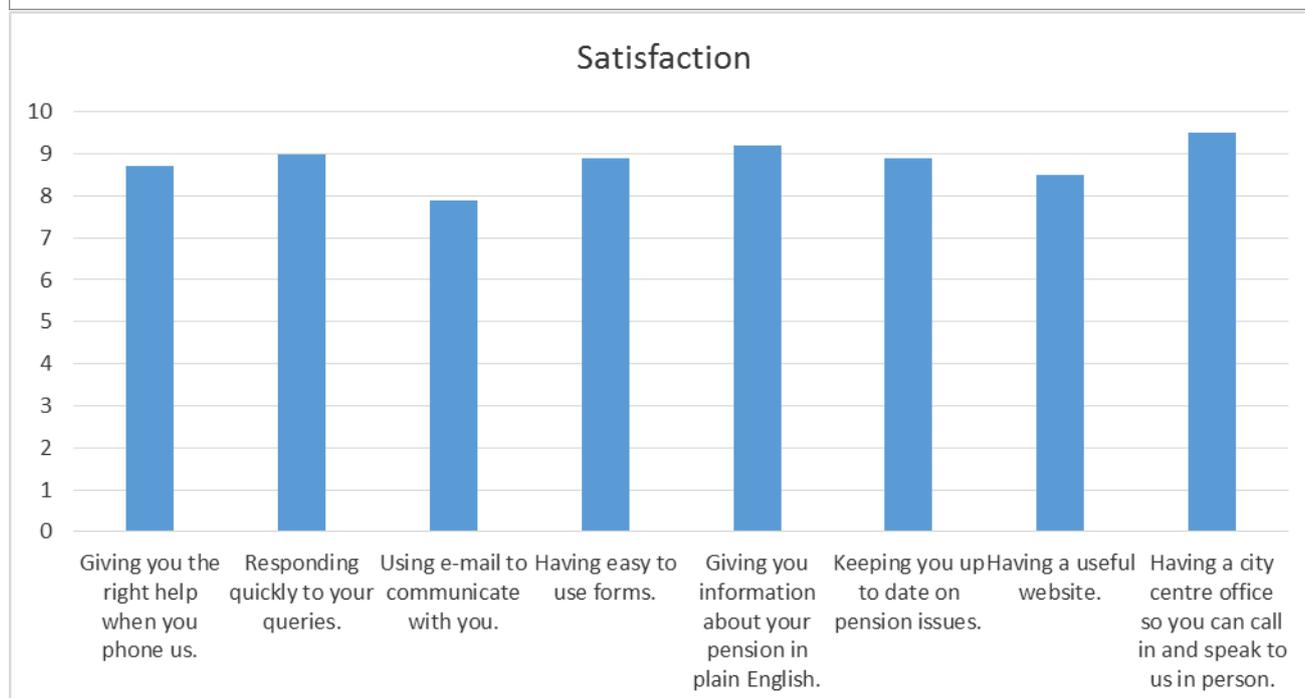
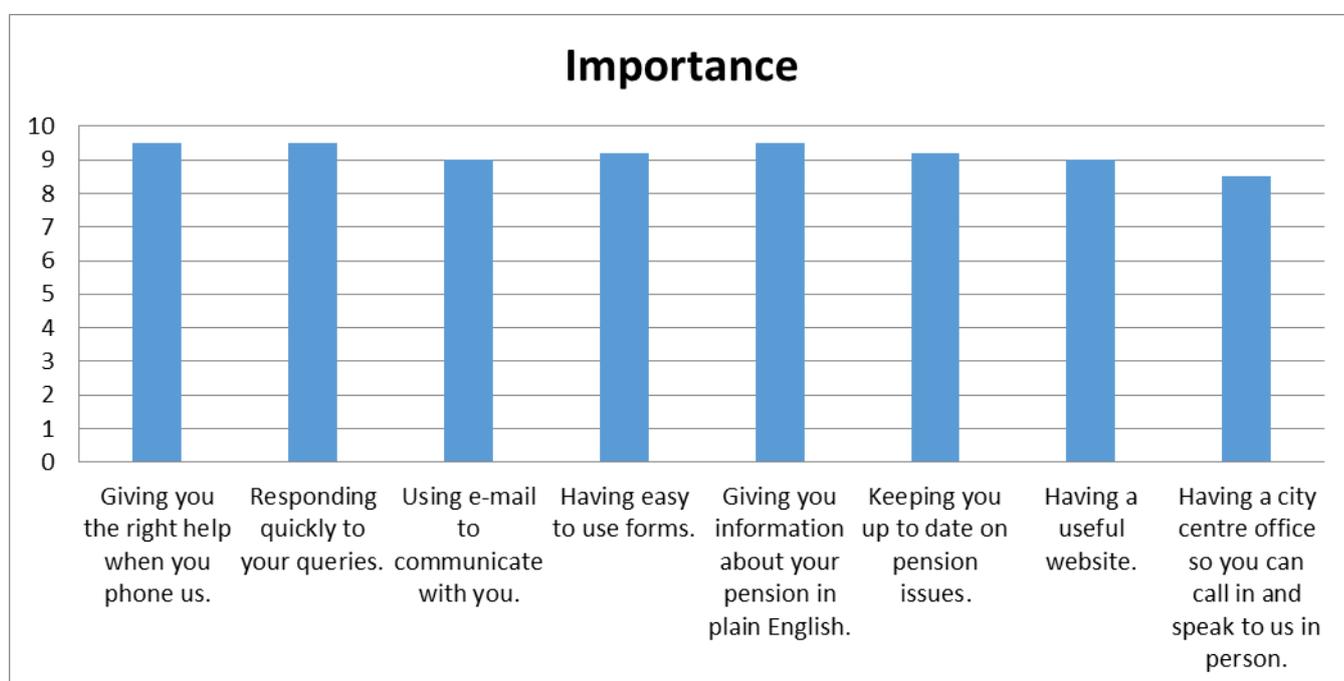
Over the quarter July to September we received **2** online customer responses.

Over the quarter July to September **190** Lincolnshire member's sample survey letters were sent out and **25 (13.2%)** returned:

Overall Customer Satisfaction Score;

July to September 2018	October to December 2018	January to March 2019	April to June 2019	July to September 2019
81.6%	81%	81.3%	83.5%	87.9%

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



Sample of positive comments:

Member Number	Comments
8059637	Excellent, the pension claim was smooth. My first email enquiry about my pension was dealt promptly and as far as my employer had confirmed my retirement, receipt of lump sum was very quick. Thank you
811510	Having had electronic paper and written communications with WYPF recently, everything I have been asked for has been provided as early and promptly possible. Excellent verbal communication from staff who I have been spoken to on the telephone.
8097404	Very speedy hassle free service. I only contacted you twice after you contacted me. I wish all services were this easy. Outstanding.
8121114	Competent and professional with clear communications in writing and over the telephone with most pension jargon explained. Took bit longer what I anticipated. Cheryl Jepson was particularly helpful.
Online	Efficient, clear to understand figures and provided within 3 weeks which is acceptable. I have no bad comments to make about how I was treated, I were given a timescale which was adhered to, so I can only praise how I were dealt with.

Complaints/Suggestions:

Member Number	Comments	Corrective/ Preventive Actions
8018848	It has not been the best experience I am afraid. It has a big decision to retire early. Trying to get a figure for my pension forecast was slow, laborious and long waited. Very unhelpful when I tried to phone except for one nice lady. It seemed that even though it was my money we were telling about WYPF were reluctant to give me a figure. Sorry but there is a huge scope for improvement. One lady I spoke to was so grumpy that it push me off ringing again. Perhaps that is the reason why she answers the	Response sent by Team Manager Thank you for taking time to complete and return our customer survey. I am sorry that you are not completely happy with the service that West Yorkshire Pension Fund (WYPF) has provided. I have reviewed your pension record and note you were asked to request an estimate via your employer. Before members make a decision to retire we ask members to contact their employer to request an estimate of benefits on the member's behalf. The employer is able to provide us with the accurate pay

Appendix A

	<p>phone to put people off.</p>	<p>figures we need to calculate member's pension benefits.</p> <p>Unfortunately, there was some delay in updating your account with the monthly postings before the 2019 ABS could be issued. As soon as this was identified, it was put right and your 2019 ABS issued.</p> <p>I note your comments about how you felt regarding the level of service you received when you telephoned our offices. I would like to apologise for this as WYPF aim to provide our members with a good service.</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>Please contact me if I can be of any further assistance.</p>
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