

## Customer Survey Results - Fire Members (1<sup>st</sup> July to 30<sup>th</sup> September 2019)

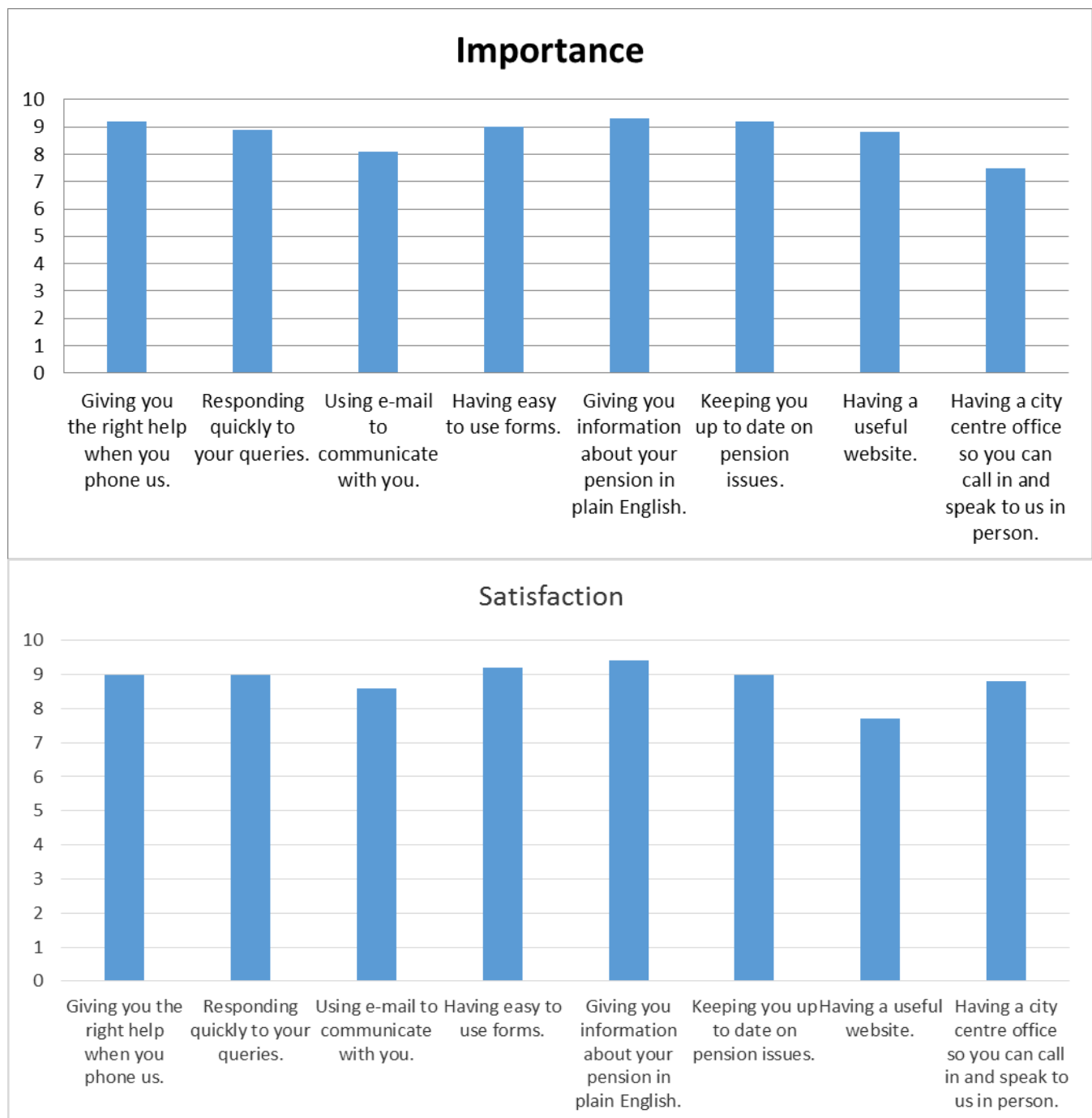
Over the quarter July to September we received **No** online customer response.

Over the quarter July to September **82** Fire member's sample survey letters were sent out and **19 (23.2%)** returned:

Overall Customer Satisfaction Score;

October to December 2018	January to March 2019	April to June 2019	July to September 2019
88.6%	87.8%	88.8%	87.9%

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



**Sample of positive comments:**

<b>Member Name /Number</b>	<b>Comments</b>
13000293 Phone Call	Email of staff member - Mr XX said this is the first statement he's received that he's understood clearly and is the most relevant to him by quoting his estimated pension benefits at 30 years and age 55.
1000534 Phone Call	Email of staff member - I have just had a conversation with Mr XX (M/N 1000534) regarding his possible retirement next year – all questions answered to his satisfaction.  However, he would like to pass on his congratulations and endless thanks to those who have put in the work to produce “the most informative and helpful” ABS he has ever received. Easy to understand and gives all the answers (well most otherwise he wouldn't have phoned – I added that bit J) anyone would need when reviewing their pension benefits. “Very well done”  He must have liked it because he said it half a dozen times!!!
12001129	Very impressed with your service, it felt very personal as this is important time of my life.  Thank you for making the process simple, the communication and form filled in were excellent. I really appreciate the payment summery better I received two weeks before I retired, it put my mind at rest. Would like to Thank XX who came to our service for my retirement seminar.
13005097	All phone calls I made to your office was dealt with very knowledgeable individuals which gave me the satisfaction of knowing I would receive a very professional service.  I have had very quick response from WYPF once I had put my resignation for retirement purposes. So far all has gave very well which I thank you for.

**Complaints/Suggestions:**

<b>Member Number</b>	<b>Comments</b>	<b>Corrective/ Preventive Actions</b>
14001573	Having a single point of contact makes the transition into retirement easier.  Difficulties on numerous occasions trying to log into pension portal. System does not recognise the email address login when trying to reset passwords even though it is correct one used for all correspondence.	Response sent by Team Manager:  Thank you for taking time to complete and return our customer survey.  We are currently in the process of updating My Pension online, this should eliminate the log in issues we encounter from time to time, please bear with us until the upgrade is complete, we expect this to be a little later this year. If you require any assistance accessing the portal in the meantime, please call us and we will do our best to rectify the issue.  Your comments have been noted and will be reviewed by our senior management team during the next review of customer service.