

Customer Survey Results – WYPF Members (1st January to 31st March 2020)

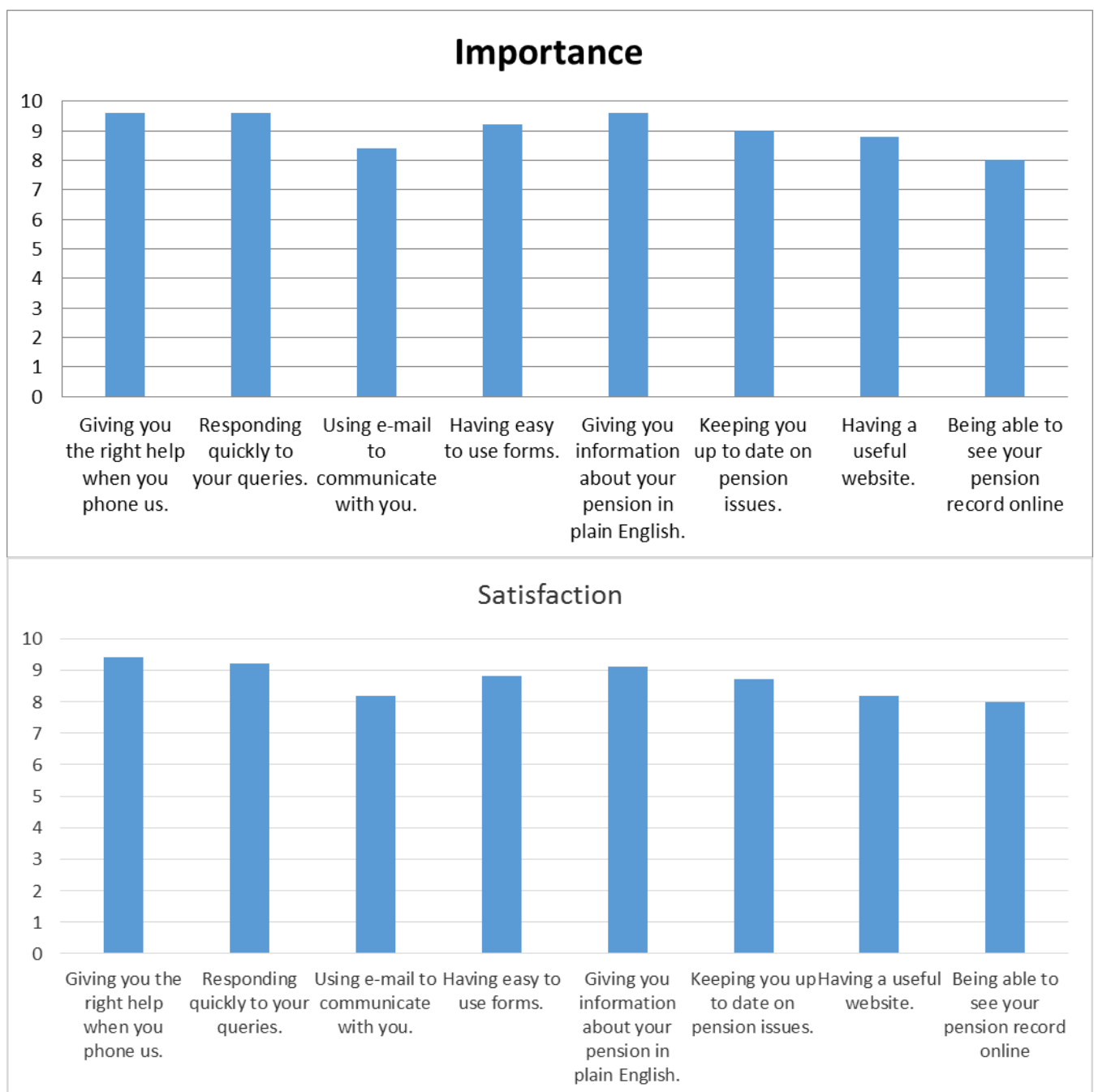
Over the quarter January to March we received **2** online customer responses.

Over the quarter January to March **676** sample survey letters were sent out and **96 (14.3%)** returned:

Overall Customer Satisfaction Score:

January to March 2019	April to June 2019	July to September 2019	October to December 2019	January to March 2020
83.8%	84.1%	87.1%	89.5%	90.8%

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



[Type here]

Sample of positive comments:

Member Name /Number	Comments
069098 Email	<p>Dear XX</p> <p>I would like to thank your team who were exceptional in the handling of my 'pension'. I had seriously not expected to receive a pension until I am 66 so was shocked when this news came that I may have my pension (from LCC) now. The team were so helpful and knowledgeable throughout the process and as promised the pay was put onto my bank account on the said date. It is not often in this day that we praise our colleagues, those that are working hard in the background to carry out their daily work and I feel it is most important to mention that they all deserve a pat on the back for all their hard work.</p> <p>So please do ensure this is passed on to the wonderful hard working staff members on my behalf. Very much appreciated</p> <p>Mrs X</p>
Email	<p>Hello there,</p> <p>My name is XX and I need to tell you about the service and information received from XX.</p> <p>This gentleman is an asset to the WYPF giving clear, information regarding peoples pension. His patience and execution of his work is second to none and I just wanted to let you know how he has looked after myself and possible hundreds of others.</p> <p>I spoke to XX about the excellent service he had imparted but felt the need to e mail and commend him further.</p> <p>Yours Sincerely</p> <p>Mrs X</p>
764900 Email	<p><u>For the attention of the Manager of the WYPF</u></p> <p>Dear Sir or Madam,</p> <p>Over the last month or so I have raised a number of enquires with WYPF about my pension benefits which have seemed complicated because I have taken a drop in pay.</p> <p>I am e-mailing to thank the Pensions Team for their excellent customer services, in particular from XX and XX who have answered all my questions promptly and have explained things very thoroughly and clearly to me. This has helped me enormously when considering my options regarding retirement.</p>

[Type here]

	So thanks again for all your help. Mr X
1113865	Quick, easy, no problems, hassle free, professional service. Great service, great communication. The whole experience was easy, professional and quick.
444943	Quick and satisfactory response every time I contacted you. Once you had all details, requested pension was processed quickly.

Complaints/Suggestions:

Member Number	Comments	Summary of Acknowledgement Letter Sent to Member
None		