

## Customer Survey Results - Lincolnshire Members (1<sup>st</sup> January to 31<sup>st</sup> March 2020)

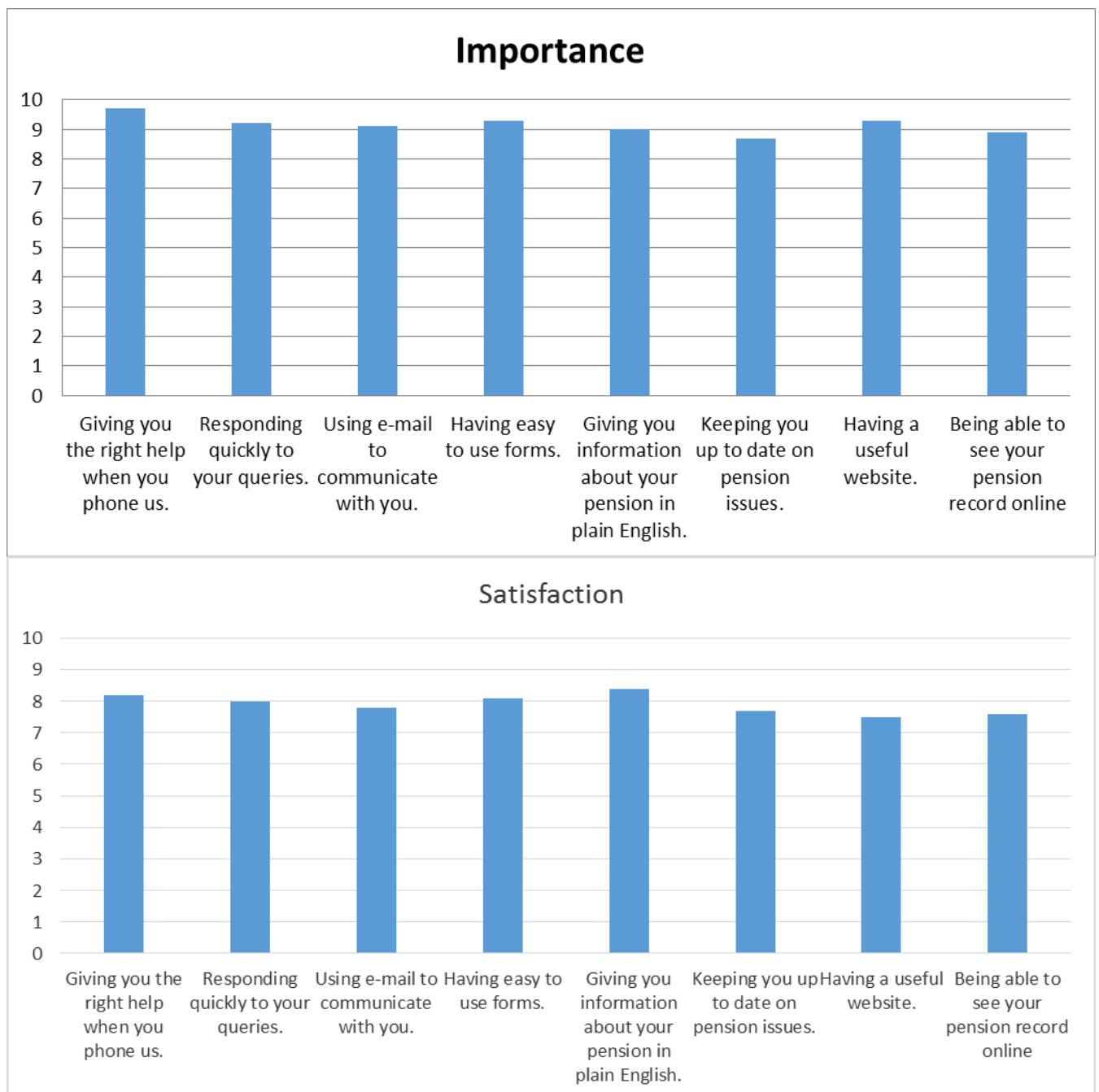
Over the quarter January to March we received **0** online customer responses.

Over the quarter January to March **193** Lincolnshire member's sample survey letters were sent out and **25 (13%)** 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
81.3%	83.5%	87.9%	84.5%	78.7%

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



**Sample of positive comments:**

<b>Member Number</b>	<b>Comments</b>
8127827	Very good always helpful when I contacted a pension advisor. I transferred a number of pensions into my LGPS pension, the process was straight forward and all the information I received was easy and clear to understand.
8124760	Mrs X has been very helpful at giving me facts to help me decide transfer in. Everyone on the phone has been very helpful. Soon I will be contacting you for my retirement and hope to receive continued good service.
8018573	Efficient with correct accurate information provided. WYPF responded to my enquires satisfactory which helped me to make my retirement decision. Accurate information is vital when making important decisions regarding a pension.
8017263	You have been very supportive and informative and did what you promised.
8132634	Never had any issue when calling, excellent service.

**Complaints/Suggestions:**

<b>Member Number</b>	<b>Comments</b>	<b>Summary of Acknowledgement Letter Sent to Member</b>
8129285	Not at all satisfactory. I was not kept informed during the pension transfer process. I requested an up to date figures once the pension had been transferred and was told I could not have it until the end of March as they are not available apart from then. The online service is impossible to access. I have given up on trying to use it.	Member was not happy about the length of time her transfer in took (approx 3mths) or that we could not supply a statement of benefits that included the transfer credits.  Letter to member to explain transfer in process and that timescale was not unreasonable and that annual statements are produced at the year end, once employer provides information and will include the transfer credits bought.
8125840	Very poor confused service. Yes, I wish to complain about the poor service and delay overall.	Apology letter sent.