

Customer Survey Results - Fire Members (1st January to 31st March 2020)

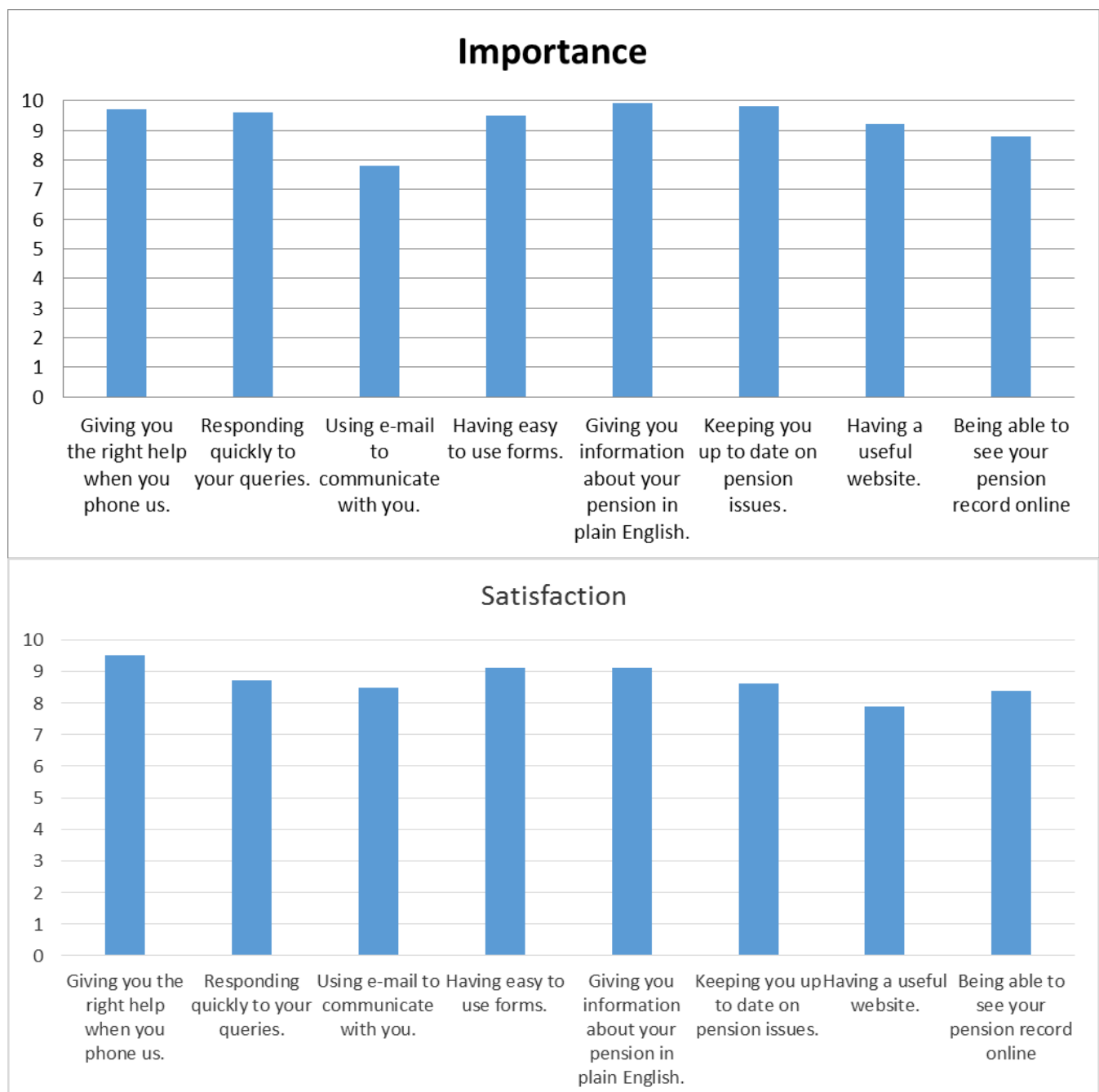
Over the quarter January to March we received **No** online customer response.

Over the quarter January to March **107** Fire member's sample survey letters were sent out and **19 (17.8%)** 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
87.8%	88.8%	87.9%	85.6%	87.2%

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



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Sample of positive comments:

Member Name /Number	Comments
12001616	Really pleased. Really quick to respond queries. Really good at answering the phone. Phone and people so much better than online. I seem to remember there being an offer of online registration and managing my account online but that part of website seemed to be constantly down.
12001416	Personal service via telephone calls has been excellent. Website has been difficult to access and provided initial info. WYPF has provided an improved service to that provided by our pension provider.
15000546	The online platform provides me with all the relevant information regarding my pension.
14001508	Efficient, friendly and straight forward. I was concerned it might be a complicated process but it was quite opposite.
11000724	A good understanding and very professional

Complaints/Suggestions:

Member Number	Comments	Summary of Acknowledgement Letter Sent to Member
None		