

Customer Survey Results – WYPF Members (1st July to 30th September 2020)

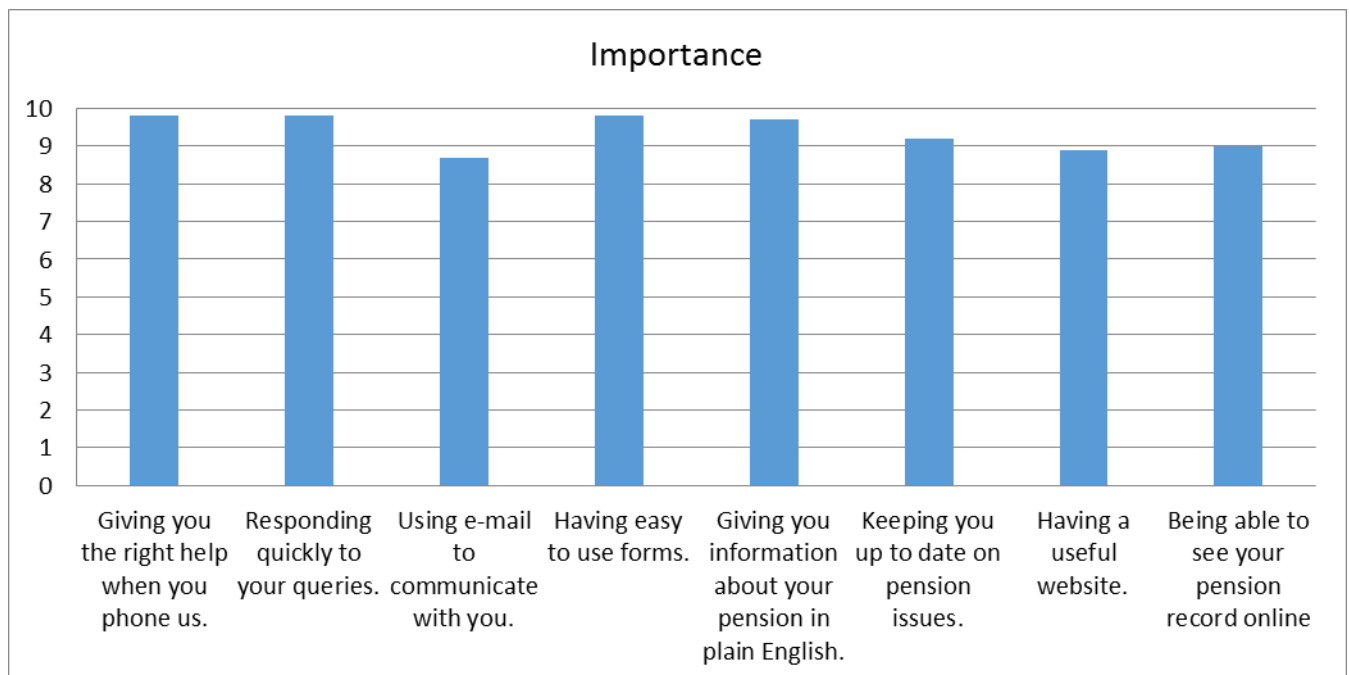
Over the quarter July to September, we received **0** online customer responses.

Over the quarter July to September **420** sample survey letters were sent out and **99 (23.6%)** returned:

Overall Customer Satisfaction Score:

July to September 2019	October to December 2019	January to March 2020	April to June 2020	July to September 2020
87.1%	89.5%	90.8%	93.2%	84.6%

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



Sample of positive comments:

Member Name /Number	Comments
Email	Good morning, I was contacted by xx last week to organise my mother in laws pensions. She was extremely professionally and was able to assist me to deal with the claim promptly while maintaining confidentiality. Due to her actions I was able to complete the forms with my mother in law and email them in so the claim could be processed with minimal stress to myself. I am very grateful xx called me.
1165085	I can sum up in a word excellent. Had a log in issue, spoke to xx on telephone who looked on issue and sorted problem. Thanks to Sharron.
345454	Service was great. Specially like to thank XX for all her help and support.
395979	Dealt very professionally after dealing with xx. The service I received from you was very good. Very well organised and paid in my account very quickly.
1047826	Excellent service helpful and friendly staff. I have always received an excellent service from WYPF. I considered myself very lucky to be a part of this.

Complaints/Suggestions:

Member Number	Comments	Summary of Acknowledgement Letter Sent to Member
1045940	Hard to use, needs to be more digital. Trying to close account for years, process really hard. Eventually got some progress, this time but had to do with paper forms (not pre paid so had to go to post office when I am isolating). Also tried to do online and the form failed.	The delay in paying the refund was due to the late leavers notification. We are unable to send prepaid envelopes currently due to contingency arrangements as a result of covid-19(letters/forms are sent electronically direct to the printers with no option to add envelopes).