

## Customer Survey Results - Lincolnshire Members (1<sup>st</sup> July to 30<sup>th</sup> September 2020)

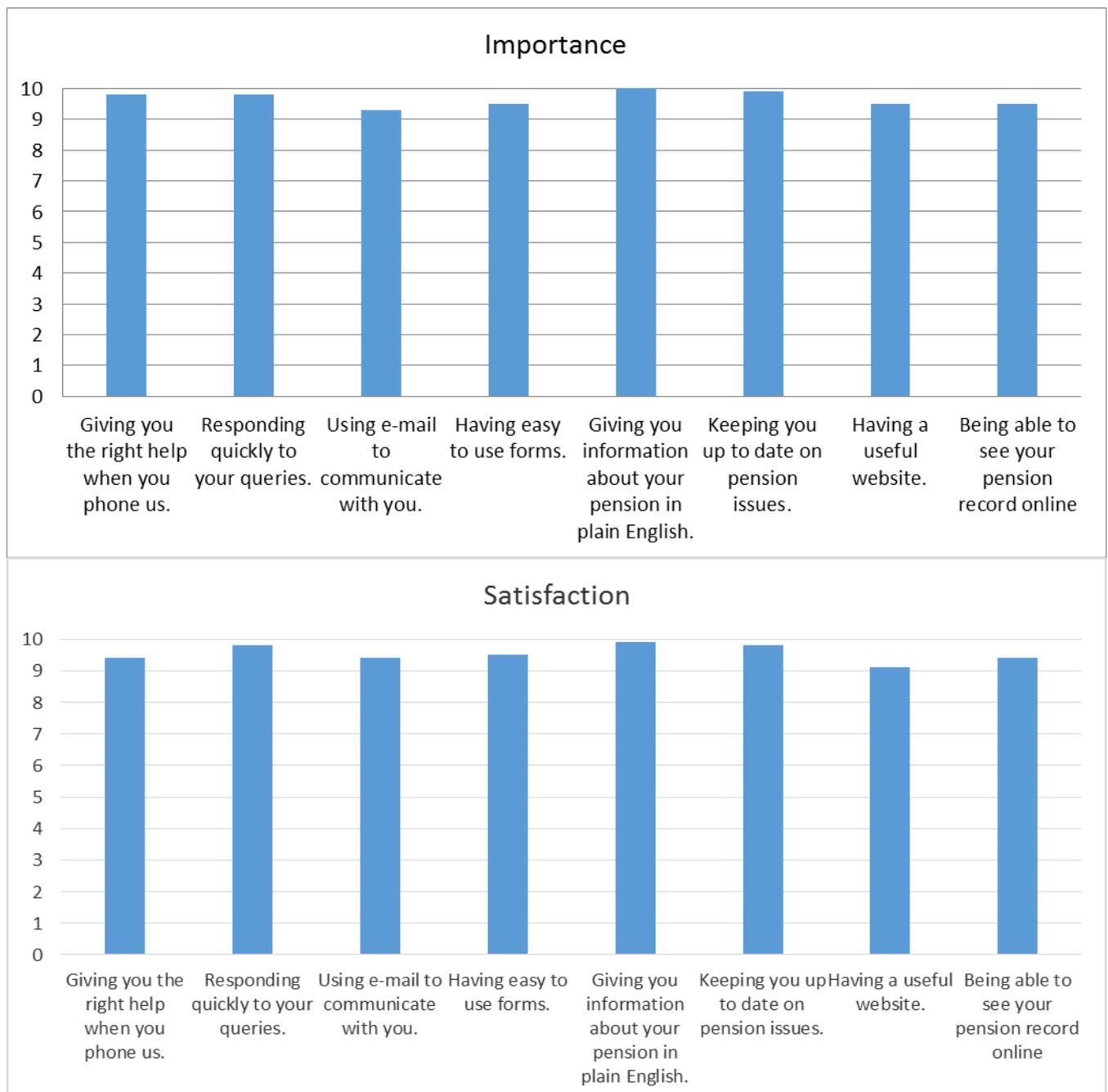
Over the quarter July to September we received **0** online customer responses.

Over the quarter July to September **100** Lincolnshire member's sample survey letters were sent out and **16 (16%)** 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
87.9%	84.5%	78.7%	92.7%	94.9%

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>
8133648	I have received few forms to complete which were easy to understand. But to keep an eye on your pension online is useful thing which I will definitely use.
8032573	Although I have dealt with different staff for different enquires, I have found all are very helpful. The service provided is very good as your communications are easily understood with clear explanations.
8046617	Excellent service, understanding and helpful phone service, clear and patient. Forms instructions very clear and helpful pension requests carried out quickly and precisely. Very supportive and helpful with my decision to retire early lump sums and pension arrived on time as promised. Thank you
8038334	Very impressed with the smoothness of process.

**Complaints/Suggestions:**

<b>Member Number</b>	<b>Comments</b>	<b>Summary of Acknowledgement Letter Sent to Member</b>
8036461	I retired on 14 February and it took till 29 June to receive my lump sum and 23 July for first pension, this time scale is too long in my opinion.	There was a delay in issuing the retirement pack. This was due to waiting for former employer to issue the Retirement Notification Form. However, once we received the pension claim form it was dealt with immediately. Unfortunately the June monthly payroll has already taken place which meant that pension could only be paid in the following month.