

Customer Survey Results – WYPF Members (1st January to 31st March 2021)

App B

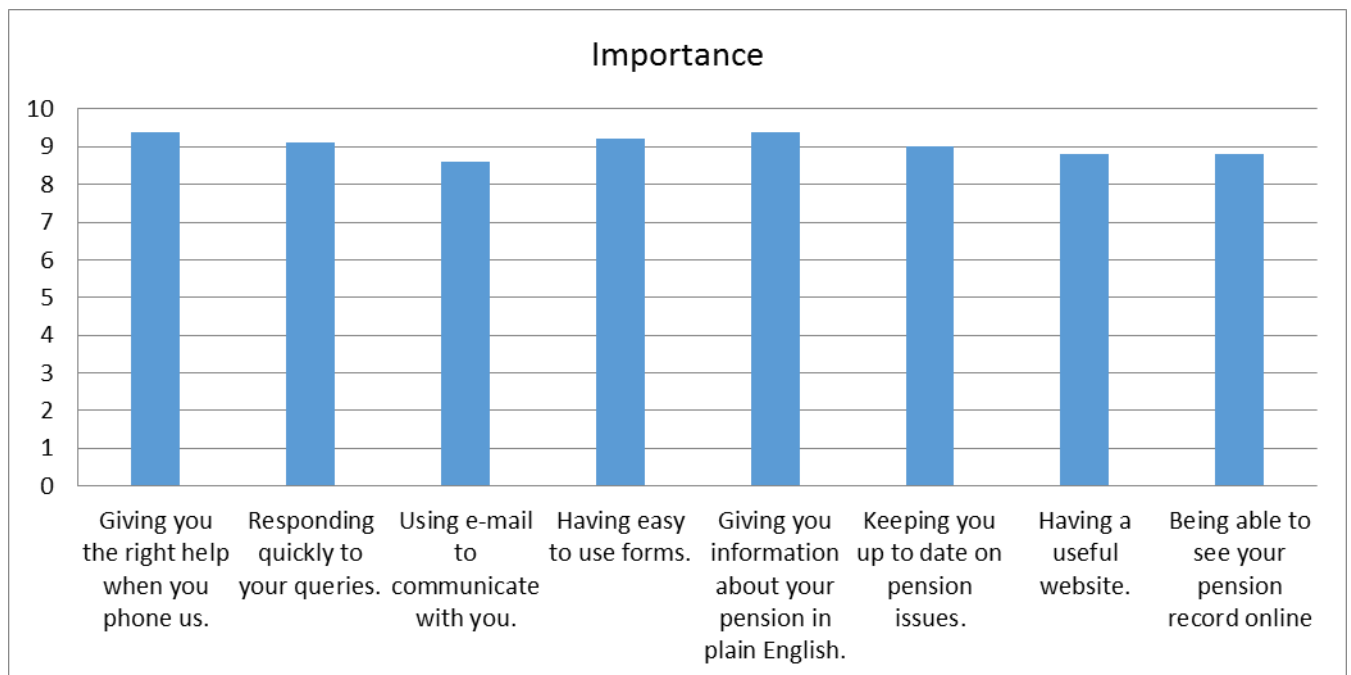
Over the quarter January to March, we received **0** online customer responses.

Over the quarter January to March **635** sample survey letters were sent out and **125 (19.7%)** returned:

Overall Customer Satisfaction Score:

January to March 2020	April to June 2020	July to September 2020	October to December 2020	January to March 2021
90.8%	93.2%	84.6%	94.2%	86.4%

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



Sample of positive comments:

Member Name /Number	Comments
555042	Very quick and helpful service. I found XXX and XXX extremely helpful and found my first pension paid on time.
1166656 Email	I'm a member of the WYPF and had to call up today to ask a couple of questions regarding a letter I had received from WYPF and a new pension member number. I spoke to XXX and just wanted to let you know personally how great he was. He answered all my questions easily, told me what was going to happen and the information I would be getting through. When dealing with something as complex as pensions and what I thought was a mistake, I expected to not really understand what was going on and have to do a lot of digging but he explained everything clearly and concisely putting me at ease straight away. Please pass on my thanks to XXX, he really is an asset to your team.
1102970	First class service from start to finish. From my initial phone enquiry from last May to getting my lump sum this month the service has been excellent everything done on time and quicker, warnings of delay did not matter despite everything going on, with all people who I deal should same like as you, many thanks.
1173991	Excellent service, my query was dealt with efficiently. Unfortunately I cannot recall the name of staff who I spoke to at my initial query, he was very polite and helpful and explained me everything and kept me updated about my pension scheme and when I had to.
1174434	The person I spoke to was very helpful. I felt customer service was extremely helpful and friendly, make it easier helping me find what I needed on website. Also liked, I didn't have to wait in long queue before my call was answered.

Complaints/Suggestions:

Member Number	Comments	Summary of Acknowledgement Letter Sent to Member
1148689	Balance transfer from NHS to WYPF very difficult. Customer service rep who I spoke to was not sure how to complete form WYPF side either lots of back and forth phone calls and paper work not loaded to the system, overall long drawn act.	Thank you for taking the time to complete and return our customer feedback form. Your comments have been noted and will be reviewed by our senior management team during the next review of customer service.