

Customer Survey Results – WYPF Members (1st April to 30th June 2021)

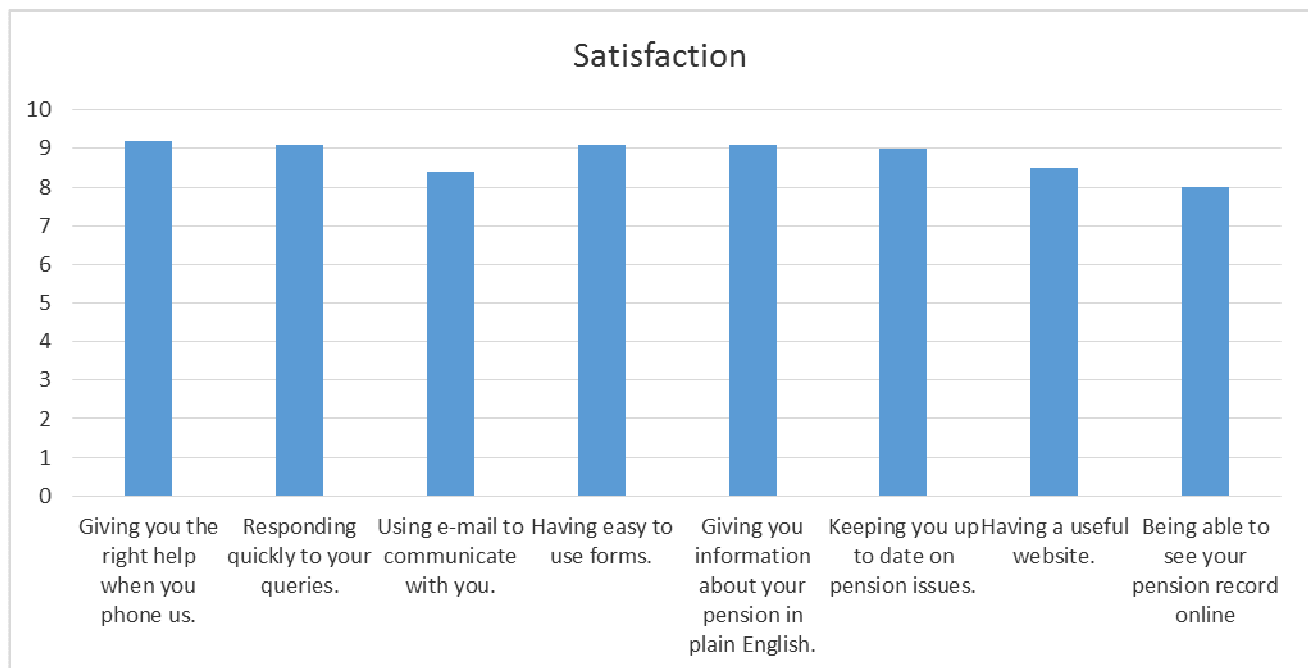
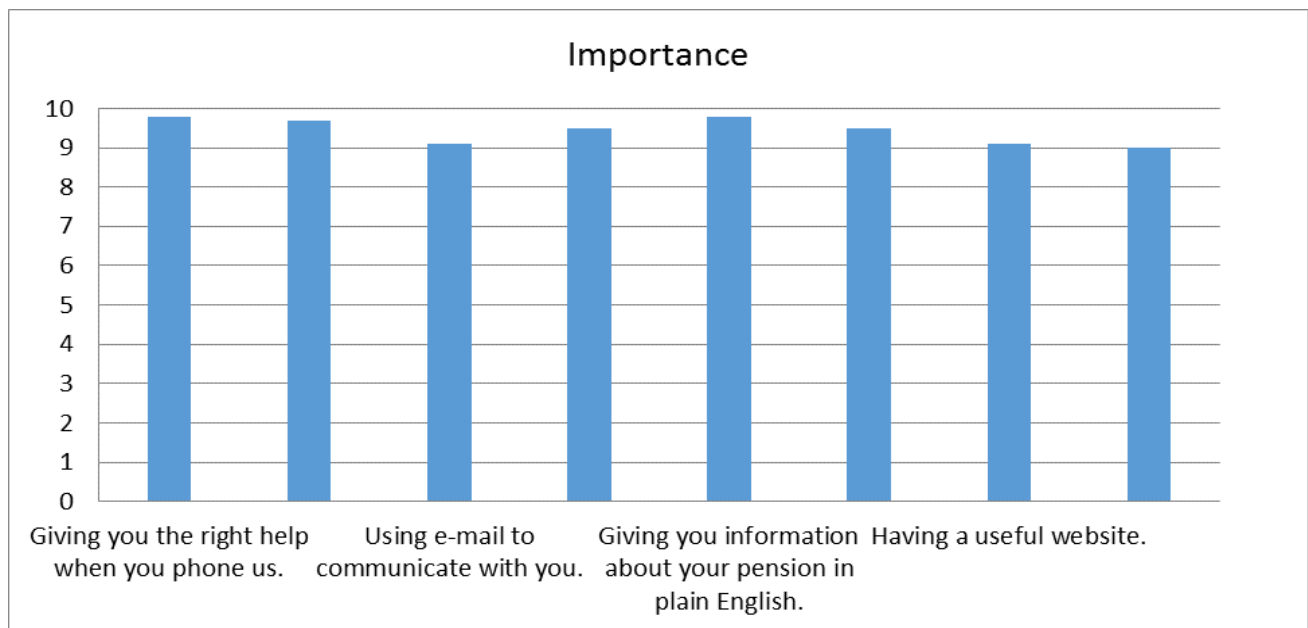
Over the quarter April to June, we received **10** online customer responses.

Over the quarter April to June **459** sample survey letters were sent out and **77 (16.8%)** returned:

Overall Customer Satisfaction Score:

April to June 2020	July to September 2020	October to December 2020	January to March 2021	April to June 2021
93.2%	84.6%	94.2%	86.4%	87.5%

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



Sample of positive comments:

Member Name /Number	Comments
<p>895065 Phone Call</p>	<p>Call put through from Bal as caller wanted to speak to a manager.</p> <p>We have just had a lovely compliment from Mrs Hardisty 895065, she's called a couple of times and spoke to Steve and Heather, she said you were both amazing, explained everything, made it really easy to understand and clarified and went over things again to ensure she understood.</p> <p>She said you were both really knowledgeable and empathetic to her situation and wanted to say what a refreshing change it was to receive such a wonderful service, Saying it's not very often you receive this level of service and wanted to pass on her thanks of the experience she received.</p>
<p>Jill Rostron Email</p>	<p>I wanted to write to say I contacted WYPF yesterday and was very luck to get Steve who answered my call. I work for Kirklees Council and have a few different pensions running. I had a few queries about my pensions and I was quite confused about some of the paperwork I had received. Steve was extremely helpful, explained everything brilliantly well, very clearly and patiently and went over everything to make sure I understood. He was very knowledgeable gave me very good information and advice and answered all my many queries. He was polite and friendly and he is I think an absolute asset to your organisation and a perfect example of excellent customer service and how to deal with a customers multiple queries. He spent lots of time with me over two phone calls (I had to answer a work call in between) I felt he spent as much time as I wanted/needed on my queries, I felt listened to and very well looked after. I will be requesting to speak to Steve every time I need to ring WYPF as he was just brilliant!! I have no idea obviously whether he is a young man in your organisation or someone who has been with you for years, but he was extremely knowledgable, and was fantastic at explaining what can be a very confusing subject. I was quite nervous about ringing with all my queries but I needn't have been, after my call I felt completely informed, updated and organised with my pensions. As you can tell from this email I feel I had a most excellent service from your colleague and I asked Steve if your organisation had a compliments/complaints contact, he thanked me and offered me your email. So I apologise for the length of this email and taking up your time but felt it very important to pass on these comments after such great customer service. Please pass this onto whoever you need to in your company.</p>
<p>Helen Pratt Email</p>	<p>Hello,</p> <p>I would like to thank Dominic who helped me get to the bottom of a concerning problem regarding my pension and HMRC yesterday. HMRC had been intransigent when I endeavoured to tackle them on the code they had applied to my small pension. It was a DO code that meant I pay 40% tax. That code was to swallow all my lump sum and monthly pension. HMRC advisor would not listen to my pleas last week, she had mistakenly thought I was having a monthly pension the same as my lump sum.</p> <p>Dominic supplied me with the information to tackle HMRC and said if it was not resolved that he would put me in touch with a colleague in payroll to get further help. I did eventually resolve my tax code problem armed with the information Dominic had given me and being on the</p>

	<p>phone for over an hour with another HMRC advisor.</p> <p>Over the last few months, I have had to contact WYPF several times due to redundancy and to clarify things. Staff at WYPF have been genial, polite, helpful, thorough and knowledgeable. I really appreciate their support.</p> <p>I just wanted to send a BIG THANK YOU for all the help I have received and I hope management appreciate what a good job their employees at WYPF do when working with pension members.</p> <p>Best wishes</p>
Online	<p>Exceptional service received on the phone and via post. Stuart Newbould was extremely helpful when I spoke to him on the phone, ensuring I had the right information to pass onto my new pension scheme to ensure that my old pension was transferred in time. Massively appreciate the time and extra guidance to ensure it went through smoothly.</p>
477138	<p>Brilliant. The service I received from you was very good and very efficient, contacting from you to receiving my pension was very quick.</p>

Complaints/Suggestions:

Member Number	Comments	Summary of Acknowledgement Letter Sent to Member
1142412	<p>Good friendly telephone service but difficult process.</p> <p>Your staff are lovely and friendly but transfer process and forms are difficult to understand and follow. Very poor communication. I had to chase my case number of times</p>	<p>The member complained that her transfer out took to long to complete.</p> <p>The delays were due to forms being incorrectly completed and delays with both WYPF and the new scheme.</p>