

Customer Survey Results – WYPF Members (1st July to 30th September 2021)

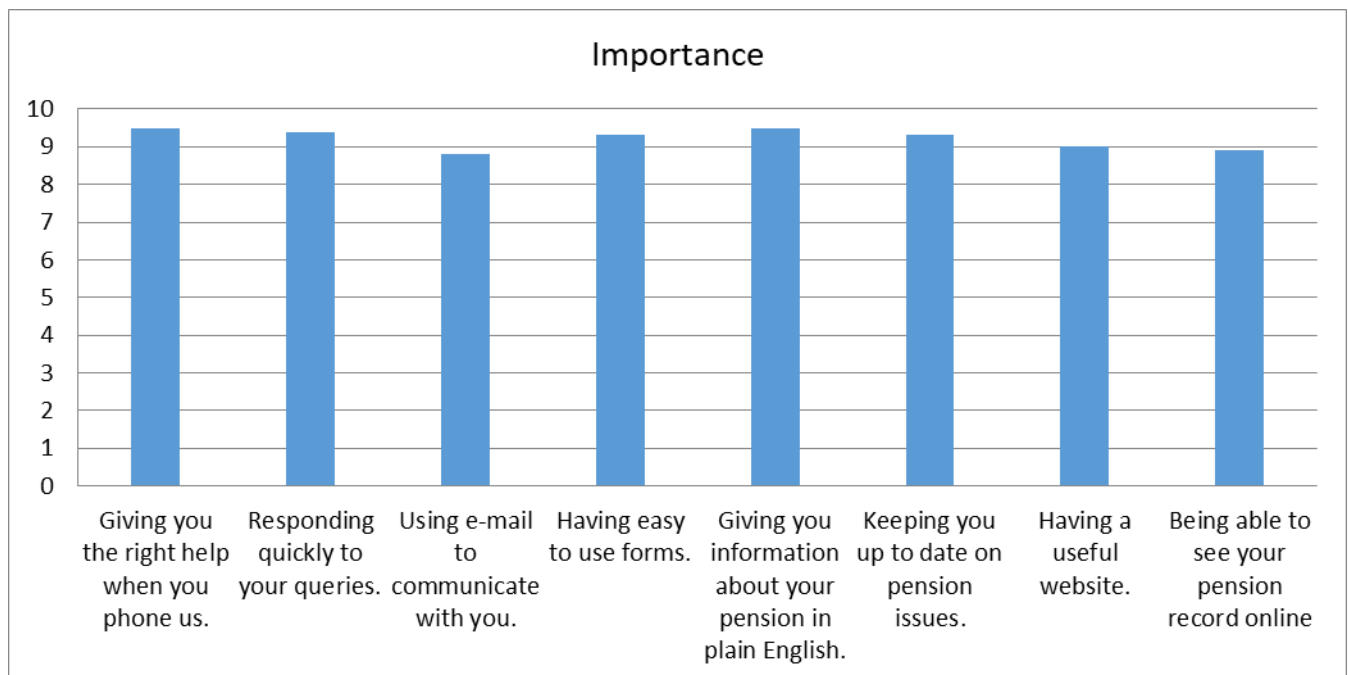
Over the quarter July to September, we received **9** online customer responses.

Over the quarter July to September **545** sample survey letters were sent out and **80 (14.7%)** returned:

Overall Customer Satisfaction Score:

July to September 2020	October to December 2020	January to March 2021	April to June 2021	July to September 2021
84.6%	94.2%	86.4%	87.5%	96.3%

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



Sample of positive comments:

Member Name /Number	Comments
580645 Email	<p>Hi xxxxx</p> <p>I've had a call from Mrs xx. Her query was a routine one – she had a problem with My Pension and simply needed her account unlocking so she could regain access.</p> <p>However once we had sorted that, she said she had called the Pension Fund several times in recent days, and on each occasion had received – quote – “extremely friendly, courteous and professional advice, and an overall outstanding service”.</p> <p>She asked me to pass those comments onto the Team Manager – so job done.</p> <p>Looking at the File notes on her record, it would seem xx and xx are the other colleagues who have recently helped Mrs Walsh</p> <p>Kind Regards</p> <p>xx</p>
782534	<p>Brilliant dealt quickly and professionally.</p> <p>Nothing too much difficult when I made telephone enquires, dealt politely with courteously.</p>
165082	<p>Very good, always kept in touch regularly to give update on my pension, thank you excellent.</p> <p>It's like you are concerned about our welfare, for us to get our pension that's we so deserve, you are so top in the communication.</p>
395475	<p>fast and friendly. Very pleased with service we received, xx was really helpful</p>
Online	<p>Very efficient in dealing with the onset of my pension claim.</p> <p>I was very impressed that my queries were picked up so quickly as I claimed my pension. On both occasions a knowledgeable adviser telephoned me back very promptly and explained matters to me. A friendly, courteous and consistent approach.</p>

Complaints/Suggestions:

Member Number	Comments	Summary of Acknowledgement Letter Sent to Member
545842	<p>Frustration, pension held up due to Prudential, slow to release my figures. But amazed that you offered no help to resolve this and told me to contact them myself and nothing you.</p> <p>From the day I retired I have had almost</p>	<p>Letter sent to member with copy of last 2 months' payslips.</p> <p>Email to xx to change wording on pension confirmation letter.</p>

	no information or communication from WYPF. Very poor at communication. No information about how much tax had been taken from my 3 months arrears pension which was paid into my bank.	
766677	Cannot always log in. would have liked an email confirming lump sum and first payment in my bank account in next few days or date.	Letter to member. Email to xx re email confirmation suggestion.