

Customer Survey Results – WYPF Members (1st January to 31st March 2022)

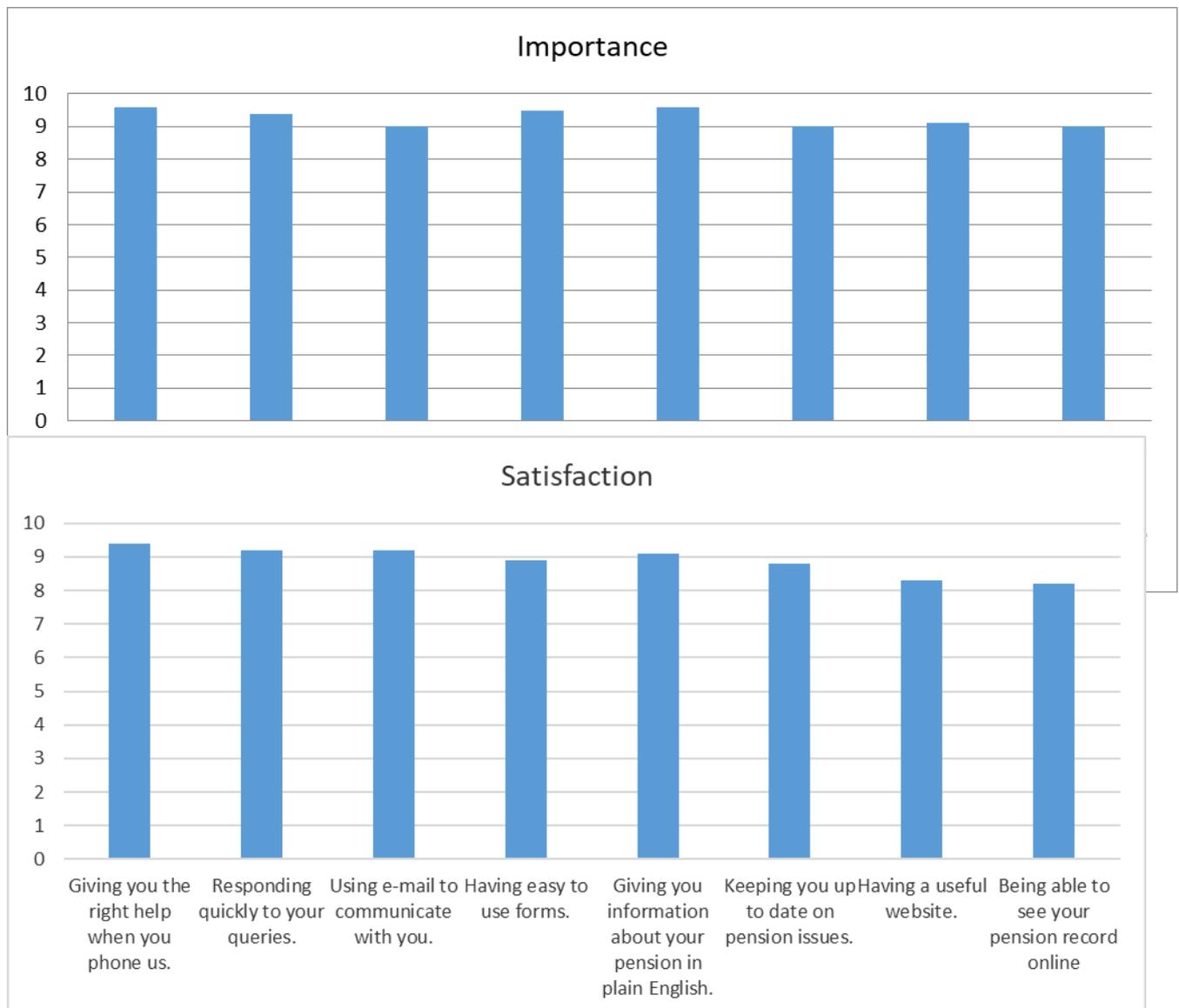
Over the quarter January to March, we received **2** online customer responses.

Over the quarter January to March **570** sample survey letters were sent out and **68 (12%)** returned:

Overall Customer Satisfaction Score:

January to March 2021	April to June 2021	July to September 2021	October to December 2021	January to March 2022
86.4%	87.5%	96.3%	86.3%	84%

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



Member Name /Number	Comments
	Hi XXXX I just wanted to take the time to say that I phoned West Yorkshire Pension on three occasions this week and the service I received was excellent. I spoke initially to XXXX who was both professional and courteous. He helped to clarify information in respect of me considering carrying on working past retirement age.

	<p>This led me to think of further questions to ask so I rang back and spoke to XXXX on two occasions. Again XXXX's manner was professional and courteous. Nothing was too much trouble for XXXX and he explained what I needed to know so that I felt able to make decisions going forward.</p> <p>I really appreciated the help that I received and wanted to follow this up with a thank you for what I consider to be outstanding customer service.</p>
	<p>Dear XXXX,</p> <p>I asked for your email address - hope you don't mind. I wanted to write to say how blown away I've been by XXXX for the last month.</p> <p>You might be aware that there's been a very protracted process of my trying to transfer my pension from you to one with Teachers' Pensions.</p> <p>I made dozens of phone calls to Teachers' Pensions and wrote them dozens of emails. It honestly felt like the more I contacted them, the less they understood what needed to be done! The process was distressing at times as I was so worried about losing my transfer out rights. Indeed, it was an incredibly frustrating process, which ruined a few days of my Christmas holidays: I was trying to look after three young kids whilst simultaneously emailing (for the fifth time, for example) documents requested of me to Teachers' Pensions, then following that up with phone calls that got me nowhere.</p> <p>XXXX, by contrast, was exceptionally helpful. He talked me, a layperson in the pensions world, through exactly which steps were required next and was endlessly supportive of ensuring my pension rights would be transferred.</p> <p>He reassured me on days that my frustration was sky high, always had my case open first thing in the morning, and spoke me through every single hurdle caused by Teachers' Pensions. He promised that any issues with my account would come directly to him rather than there being any admin blackholes on your side.</p> <p>I simply cannot emphasize enough how professional, helpful and courteous he was during every single one of our numerous phone calls. His patience was without bounds.</p> <p>I wondered, therefore, if it would be appropriate for me to send him a £10 Amazon voucher via your email address, to express my gratitude to him? If so, I'd be delighted to do so as a token of my appreciation. I've never thought of doing this in my life before but Stuart's approach was absolutely outstanding.</p> <p>I honestly can't think of a time in the last decade that customer service through phone calls has been so exemplary.</p> <p>Look forward to hearing from you!</p>
	<p>Hi XXXX</p> <p>I hope I am emailing the correct person J</p> <p>I work for BMDC and have had issues in accessing my online pension</p> <p>This morning I spoke to a gentleman called XXXX.</p>

	<p>He was so very helpful, patient and finally managed to get me back up and running to view my online pension fund.</p> <p>In a world where it is so very easy to criticise I would like to give my thanks for his professionalism and great customer service</p> <p>Regards</p>
	<p>Refreshingly professional.</p> <p>I thought you were an excellent group of people and made my request simple in that you liaised with Hargreaves Lansdown about my transfer out to a SIPP.I felt assured by you during any communication throughout the transfer. Please keep up the good work. Thank You</p>
	<p>Thanks to XXXX for all his help, much appreciated.</p>

Complaints/Suggestions:

Member Number	Comments	Summary of Acknowledgement Letter Sent to Member
1191853	<p>Satisfactory but will comment this year on when I got my pension and how to register for it.</p> <p>I got my pension forecast quickly but I need this year's information on how I get my pension as I am in my pension age of June 2022. I was told to call up but other people say DSS pension get in touch it's confusing.</p>	<p>Response sent by XXXX - Thank you for taking the time to complete and return our customer feedback form.</p> <p>If you are looking at retiring and claiming your pension with West Yorkshire Pension Fund you will need to let your employer know and they will send us the details, so we can then calculate your pension and send you your retirement pack.</p> <p>If you are also wanting to claim your state pension, this is separate to your occupational pension with us, you will need to contact the State pension helpline 0800 7310394</p>
1191907	<p>Need more communication.</p> <p>I have not been made aware of my WYPF pension. How has it been set up, what steps do I need to take, how to access my pensions, has it been activated, and what to do now to keep a check on my pension and has received my money.</p>	<p>Response sent by XXXX- Thank you for taking the time to complete and return our customer feedback form.</p> <p>You should have received a starter letter when you joined the scheme, this letter outlined the basics of how the pension scheme works, with a link to our website for further details. If you didn't receive this, please let me know.</p> <p>You will be sent an annual statement each summer.</p>