

Customer Survey Results – WYPF Members (1st April to 30th June 2022)

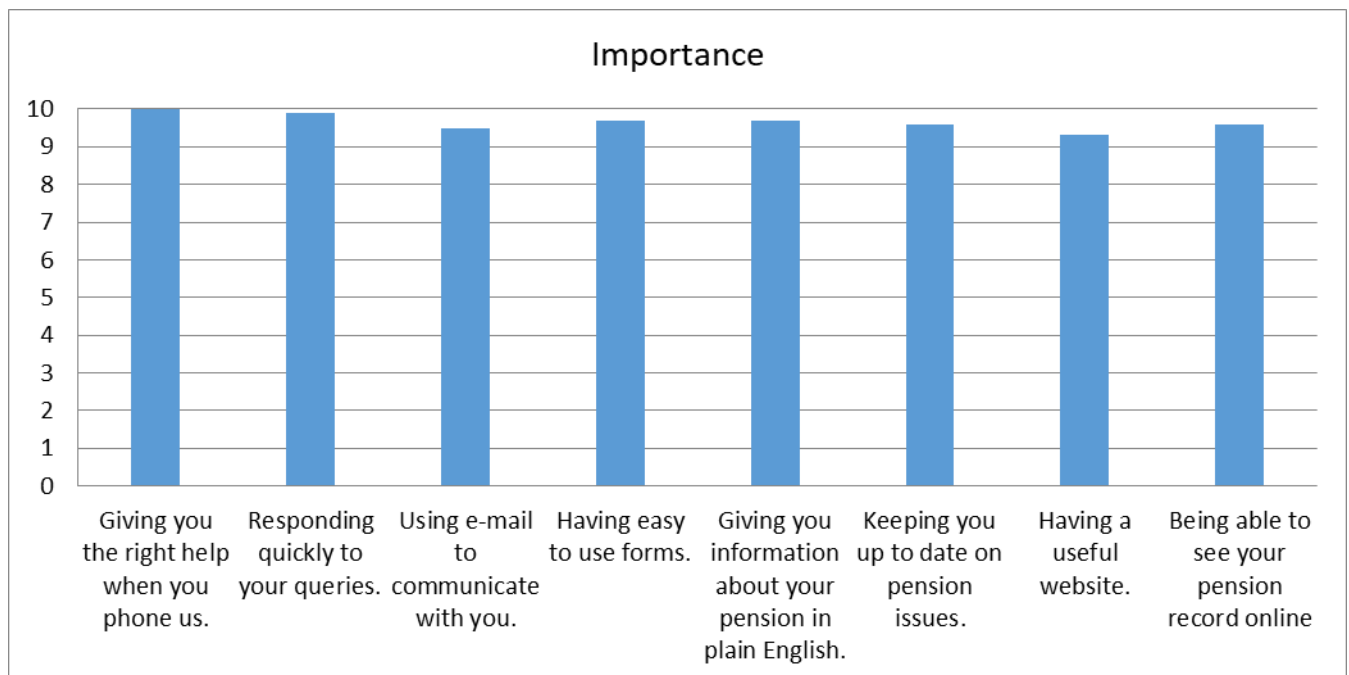
Over the quarter April to June, we received **2** online customer responses.

Over the quarter April to June **484** sample survey letters were sent out and **50 (10.4%)** returned:

Overall Customer Satisfaction Score:

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

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



Sample of positive comments:

| Member Name /Number | Comments |
|----------------------------|--|
| 929642 Email | <p>Hello</p> <p>I am writing this email to provide feedback on a phone call I had with a gentleman called F. I was having trouble logging into my online account which was really putting me down, as I felt hopeless and made me feel mute.</p> <p>I phoned West Yorkshire pension fund and told F of my issues. F was very well spoken and navigated me through step by step, at the same time explaining how other people are having similar issues and that I am not alone. He made me feel very calm in the way he spoke, almost as if we were friends. F solved my problem promptly and really made my day.</p> <p>I just think he should be recognised for his excellent customer services and is a real example.</p> <p>Kind regards</p> <p>Joanne</p> |
| 175124 | Service is very good. Always find staff helpful, giving useful information and helping with any questions, giving good information and knowledge, staff are always polite and happy to help. |
| 984394 | Informative and helpful. Thank you for being efficient and helpful when I wanted to withdraw one of my pensions, specially your help and advice over the phone. |
| 519898 | I had quick, efficient and excellent service. very impressed. |
| Online | Absolutely top class. Couldn't have been more helpful. |

Complaints/Suggestions:

| Member Number | Comments | Summary of Acknowledgement Letter Sent to Member |
|----------------------|-----------------|---|
| None | | |