

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

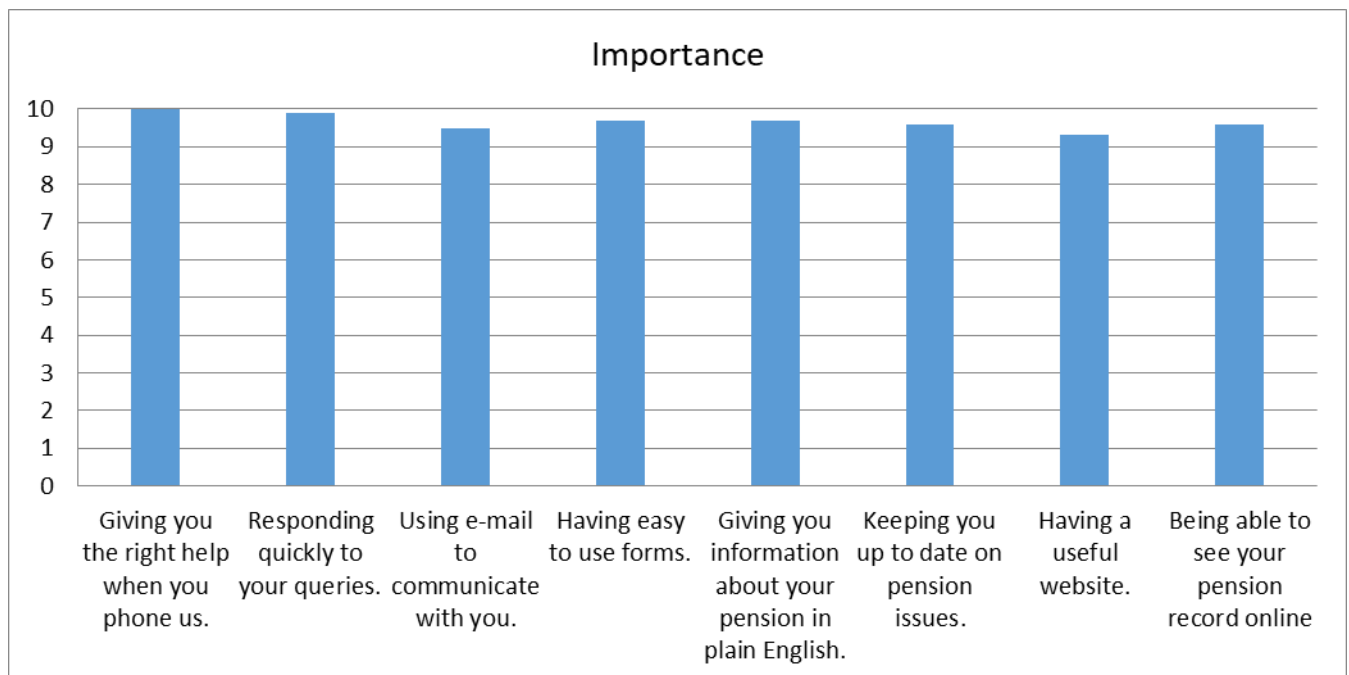
Over the quarter April to June, we received **2** online customer responses.

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		