

## Customer Survey Results – WYPF Members (1<sup>st</sup> July to 30<sup>th</sup> September 2022)

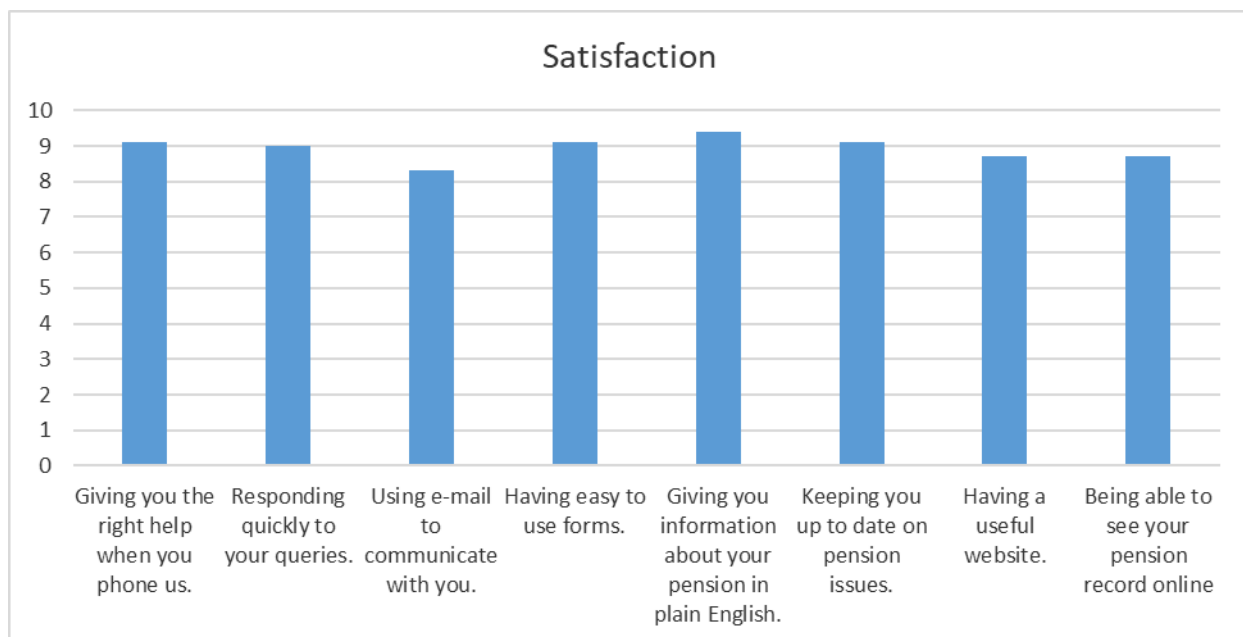
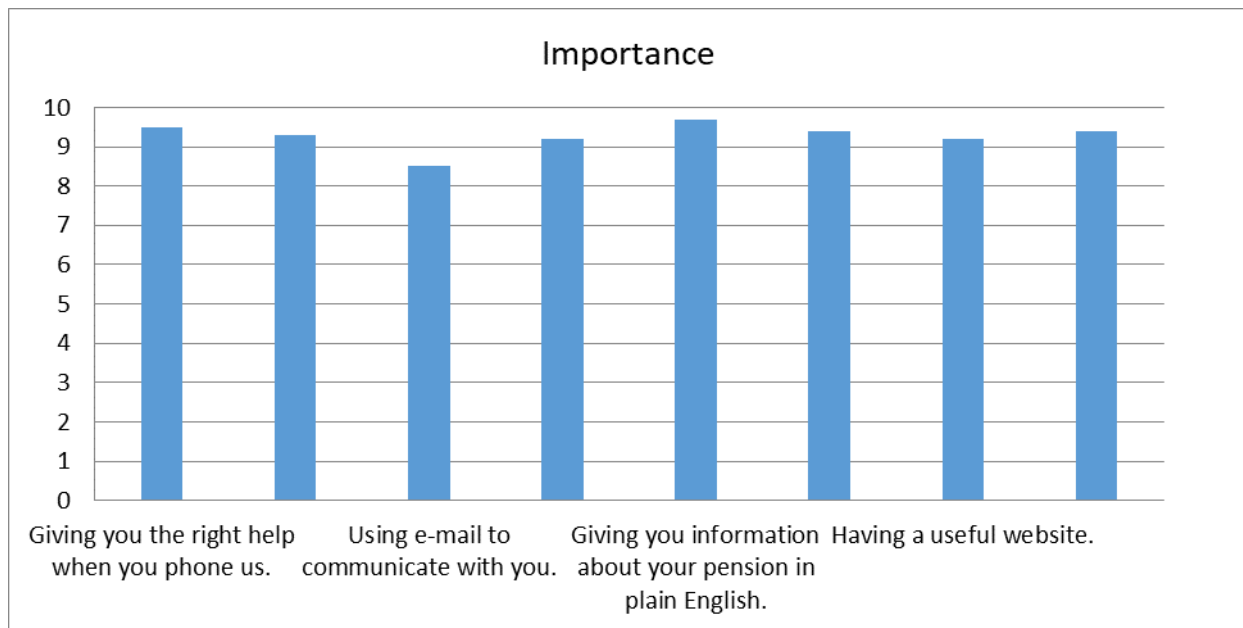
Over the quarter July to September, we received **2** online customer responses.

Over the July to September **525** sample survey letters were sent out and **87 (16.6%)** returned:

Overall Customer Satisfaction Score:

July to September 2021	October to December 2021	January to March 2022	April to June 2022	July to September 2022
96.3%	86.3%	84%	96.3%	93.2%

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



### Sample of positive comments:

Member Name /Number	Comments
Email	<p>Hi XXXX</p> <p>I had a very informative and helpful conversion with one of your colleagues XXXX with regards to some potentially serious changes to my current WYPF.</p> <p>I would just like to give XXX the recognition he deserves when handling this sensitive situation.</p> <p>Regards</p>
	<p>Staff at wy pf was helpful and tried to help me, my main issue was a delay in my AVC pension, wy pf worked hard to sort it out. Trying to get through phone was hard but email was helpful. When matters with AVC sorted, others went quickly.</p>
	<p>The support I received was very useful. The worker I spoke was very supportive and chased up my enquiry and sent out the correct forms.</p>
	<p>Having decided to draw my pension once the form was returned and my money was in account, within 7 days, excellent service. staff has always been helpful when I have rung.my pension sorted very quickly. Would recommend WYPF every one.</p>
	<p>Great service, issues resolved very quickly. easy to read letter communication, issue resolved with no fuss, very quickly, thanks</p>

### Complaints/Suggestions:

Member Number	Comments	Summary of Acknowledgement Letter Sent to Member
	<p>Poor, I have phoned many times on my day off all your lines are extremely busy. Customer service is not acceptable, very disappointing, I am sixty this October 2022, yet have not received any support or advice regarding, vitals decisions I can't make because I don't understand key issues.</p>	<p>The following explanation letter was sent by XXXX - Thank you for taking the time to complete and return our customer feedback form.</p> <p>If you would like any help at all our customer service lines are open 8.30 - 5pm Monday to Friday. Our pension officers will be able to help with setting up your online account and talk through any of the pension questions you may have. Alternatively we can call you, we would just need a time, a date to do this along with confirmation of you contact number.</p>
	<p>The experience of transferring the pension was poor. The process of transferring the pension to a new pension pot took over 7 months with a lot of back and forth between pension companies, it seemed to have a long time for each stage to happen and I had to phone you on 3 occasions for</p>	<p>Response sent by XXXX - Member was frustrated at length of time it took to transfer her benefits to Peoples Pension.</p> <p>Timeline provided to member                  23/12/21 CETV Request                  18/01/22 CETV provided                  28/02/22 TVO request from Peoples</p>

	<p>clarification and check the progress.</p>	<p>Pension  07/03/22 Responded with completed forms  07/06/22 (incorrectly) completed forms received from Peoples Pension  21/06/22 query raised with member  30/06/22 member responded  05/07/22 query raised with Peoples Pension  06/07/22 Peoples Pension responded  07/07/22 Payment of transfer to peoples Pension</p> <p>Apologised to member and explained transfers can be lengthy due to duty of care required when checking documentation. Highlighted that WYPF responded to queries within 10 working days, but there were much lengthier delays on the part of Peoples Pension</p>
	<p>Terrible, I asked months ago to transfer my funds to another company to assist with a very stressful time. You have sent numerous amounts of forms to me to sign and I am still waiting for my funds because of your slow service I have lost thousands of pounds on my divorce settlement due to not being able to produce the final figures. You should be ashamed to claim the service you provide.</p>	<p>Response sent by XXXX -The member felt that we had caused delays to their transfer  Timeline of transfer provided to member  The member requested a divorce CETV 19/01/22 this was provided 28/01/22  Transfer CETV then requested 04/02/22 - provided 23/03/22 guaranteed to 13/06/22  Digitally signed form returned on 07/06/22 - unable to get wet signed forms returned within guarantee date so new CETV required.  New CETV and transfer forms provided 25/07/22  25/08/22 completed forms returned and payment made 27/08/22  Apologised to member for the delay in providing the updated CETV, but also highlighted the 11 week delay in returning forms originally.</p>