

## Customer Survey Results – WYPF Members (1<sup>st</sup> October to 31<sup>st</sup> December 2022)

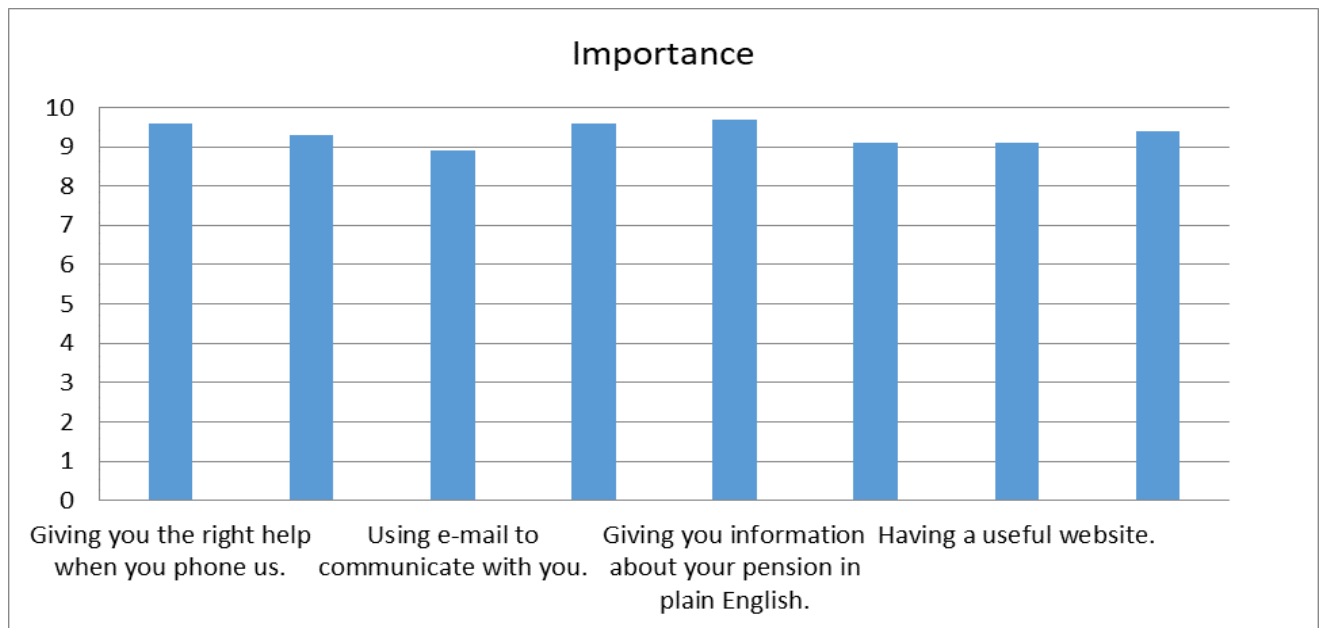
Over the quarter October to December, we received **6** online customer responses.

Over the October to December **606** sample survey letters were sent out and **65 (10.8%)** returned:

Overall Customer Satisfaction Score:

October to December 2021	January to March 2022	April to June 2022	July to September 2022	October to December 2022
86.3%	84%	96.3%	93.2%	96.9%

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



**Sample of positive comments:**

<b>Member Name /Number</b>	<b>Comments</b>
1117894	Online records are easy to access for any information required. From informing you about my retirement until getting my first pension everything was smooth.
1207290	Generally good, may be little slow but I have always been able to call and clarify my queries. I am happy although I feel communication could be little better. E.g once I spoke to member of staff , they gave me email address for quick response which was not given in any written correspondence.
636339	Very efficient and helpful staff who know their stuff. I received excellent help and advice when accessing my pension, thank you.
'039253	Very good service that is easy to access. The service I received was excellent, I like that because I can do most of things on WYPF website by logging in to my account by emailing or calling what should I need to.
Online	I received exemplary assistance from Stuart Newbould at WYPF. I couldn't leave my small pension pot at WYPF as I had only completed 16 months' service in that job. The original WYPF forms were quite confusing but I was lucky enough to contact Stuart Newbould who has been absolutely excellent in helping me to complete my pension transfer to a new provider.

**Complaints/Suggestions:**

<b>Member Number</b>	<b>Comments</b>	<b>Summary of Acknowledgement Letter Sent to Member</b>
1209562	I have only called you once, I felt I was rushed my query was not listened.	<p>Response sent by Sandra - Thank you for taking time to complete and return our customer survey.</p> <p>To help us trace the telephone call and improve our service, please can you provide the date you called and the telephone number you called from?</p> <p>Your comments have been noted and will be reviewed by our senior management team during the next review of customer service.</p>