

## Customer Survey Results – WYPF Members (1<sup>st</sup> January to 31<sup>st</sup> March 2023)

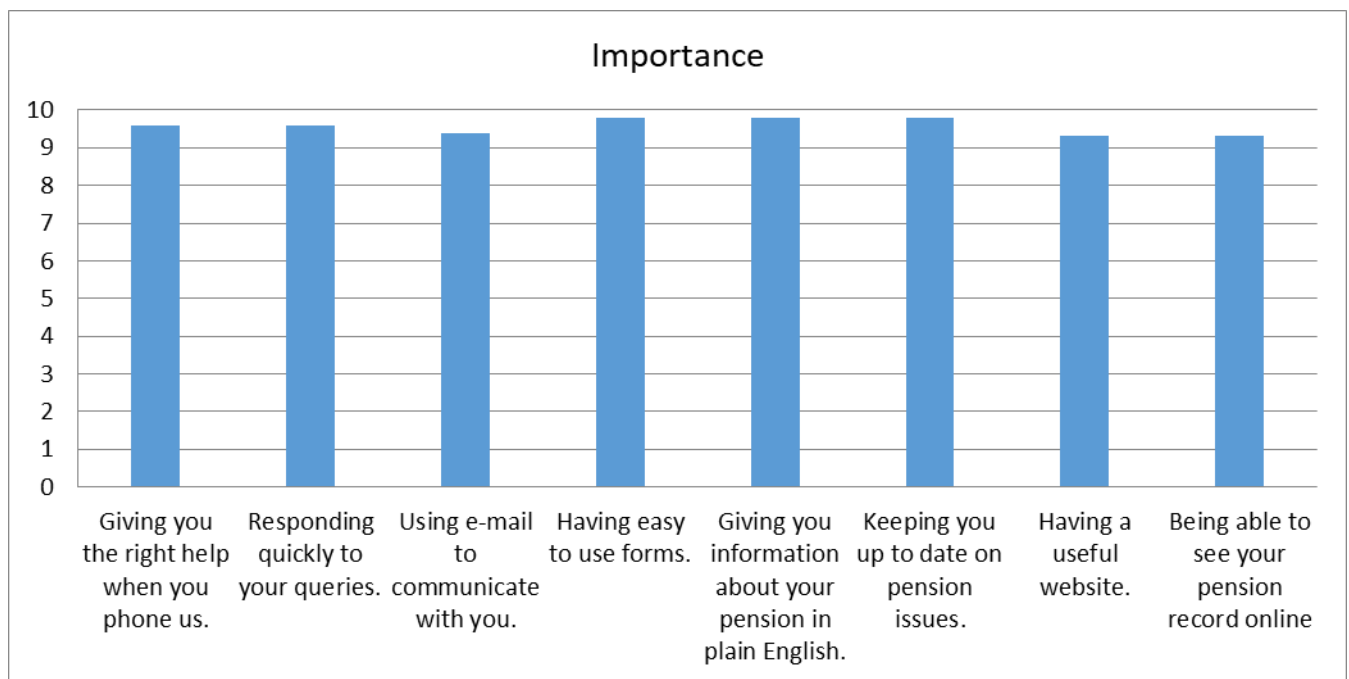
Over the quarter January to March, we received **2** online customer responses.

Over the quarter January to March **641** sample survey letters were sent out and **85 (13.3%)** returned:

Overall Customer Satisfaction Score:

January to March 2022	April to June 2022	July to September 2022	October to December 2022	January to March 2023
84%	96.3%	93.2%	96.9%	93.2%

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>
1168541	Excellent. Great service when asking questions, I was reassured that no question was any trouble to answer and told on phone whenever I have any query.
1027208	I was very impressed the way how my query was dealt with very quickly. very easy to understand, didn't feel bogged down with jargon.
1222733	Very helpful answering my question.
1197480	Good, clear service, very helpful. Service was very clear, response was fast and clear, happy with service.
1179264	Excellent. Can't fault from emails, phone calls and general help was given.

**Complaints/Suggestions:**

<b>Member Number</b>	<b>Comments</b>	<b>Summary of Acknowledgement Letter Sent to Member</b>
None		