

Customer Survey Results – WYPF Members (1st April to 30th June 2023)

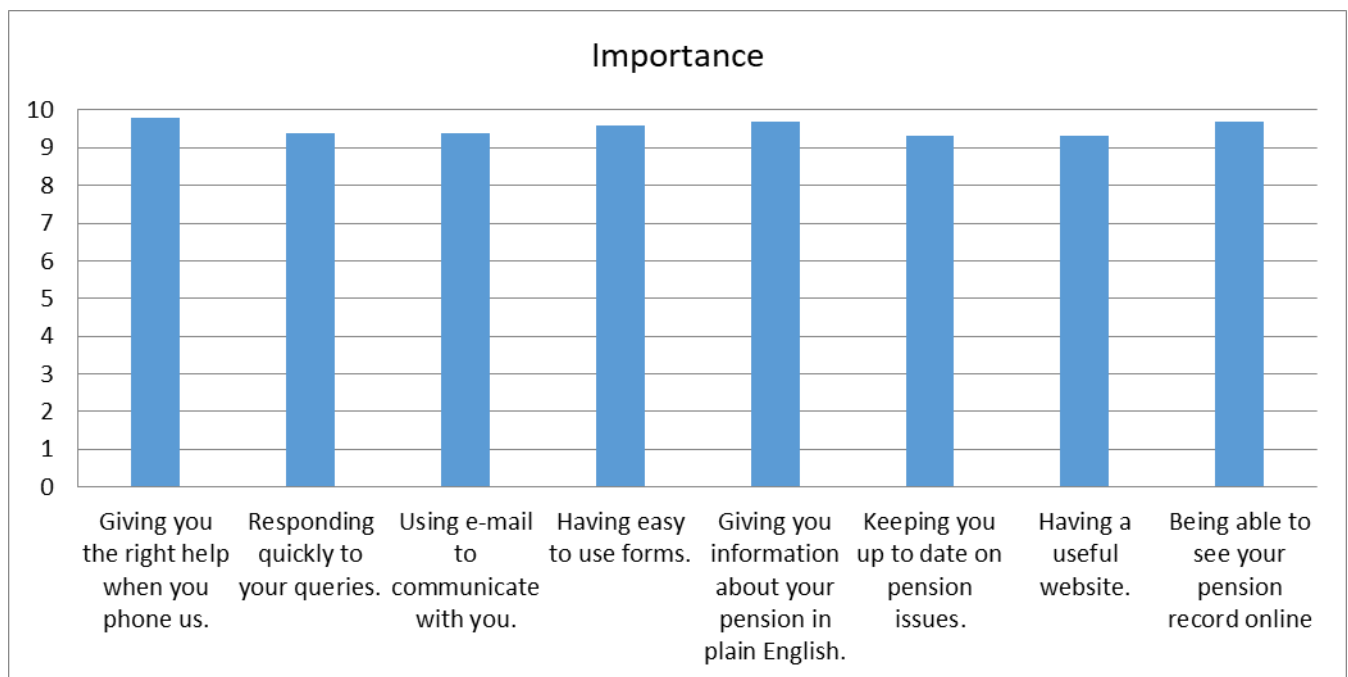
Over the quarter April to June, we received **5** online customer responses.

Over the quarter April to June **511** sample survey letters were sent out and **70 (13.7%)** returned:

Overall Customer Satisfaction Score:

April to June 2022	July to September 2022	October to December 2022	January to March 2023	April to June 2023
96.3%	93.2%	96.9%	93.2%	98.8%

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



Sample of positive comments:

Member Name /Number	Comments
367151 email	<p>Please will you pass on to your management team, how grateful and impressed we are with your colleague, Tyler.</p> <p>We were extremely worried that after 39 years of full time service to Leeds City Council, my WYPF online statement includes a line stating my pension would be based on my last year or the last three years of service. However, from this Monday (5th June 2023), I have chosen to reduce my hours to part time instead of a career based on full time work with the council. If this was the case then I would have to resign from work to protect my pension as it would not be fair to base it on my new part time hours.</p> <p>This was the source of a sleepless night - how could we possibly manage without any income?!</p> <p>Thank goodness we spoke to Tyler - he was so kind and patient - confirming the line on my statement can be misleading and in fact my pension would be based on the best 3 years out of the last 13 years of service that I work and not the last three years - he has even arranged for WYPF calculation department to put this in writing just to set my mind at rest.</p> <p>Tyler could not be more kind and calm in the way he dealt with our worries - he is an asset to your team.</p>
276969	very professional and reliable service. I received my pension on best day of my retirement.
11748498	Helpful. Stuart Newbould has been extremely helpful and is very knowledgeable.
633421	Excellent. always prompt and informative.
1174158	Brilliant. staff is always good to help when you ring up

Complaints/Suggestions:

Member Number	Comments	Summary of Acknowledgement Letter Sent to Member
765998	Poor. I didn't hear anything from you about why my pension was being delayed and got no communication, about how much money to expect in my account.	<p>Response sent by Nat</p> <p>Looked through the file and can see the following:</p> <ul style="list-style-type: none"> • 24/1/23 - your employer notified us of your retirement on 1/4/23 • 24/2/23 - your retirement pack was posted to you • 14/3/23 - we received your completed claim form • 15/3/23 - your actual retirement was processed and a letter confirming the figures was posted to you. • 30/3/23 - your lump sum was released and was paid via the BACS system

		I therefore feel that the retirement was processed in a timely manner throughout.
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