

Customer Survey Results - Lincolnshire Members

(1st April to 30th June 2015)

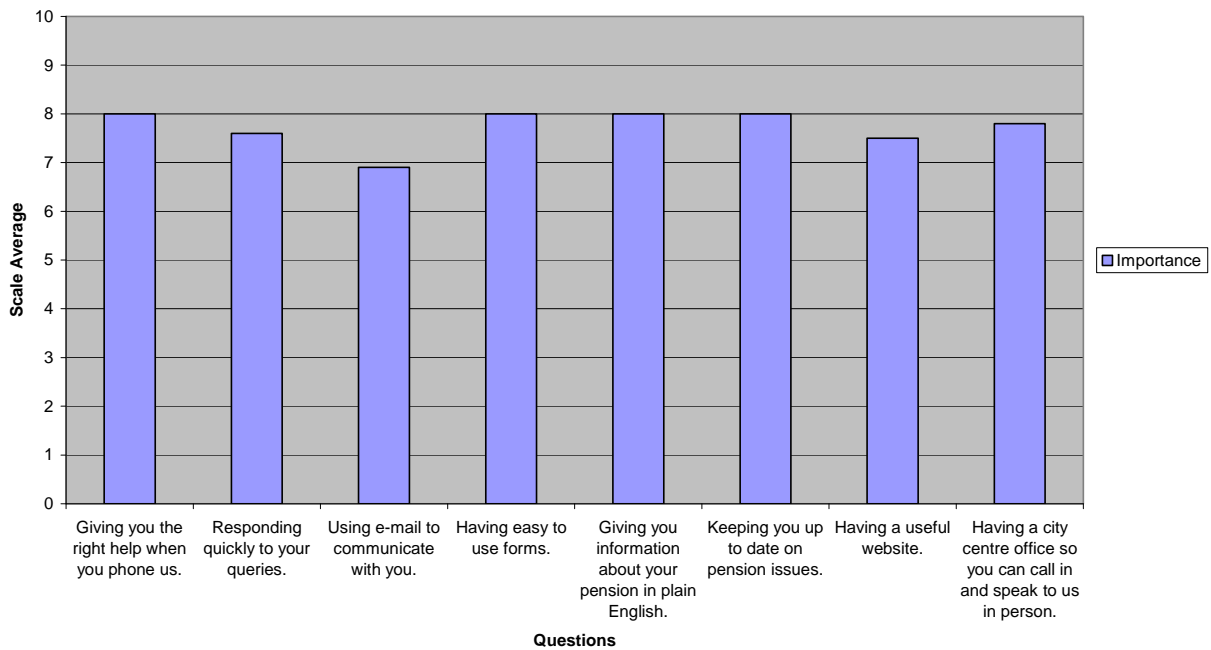
Over the quarter April to June we received **1** online customer responses.

Over the quarter April to June **59** Lincolnshire member's sample survey letters were sent out and 23 (**39%**) returned:

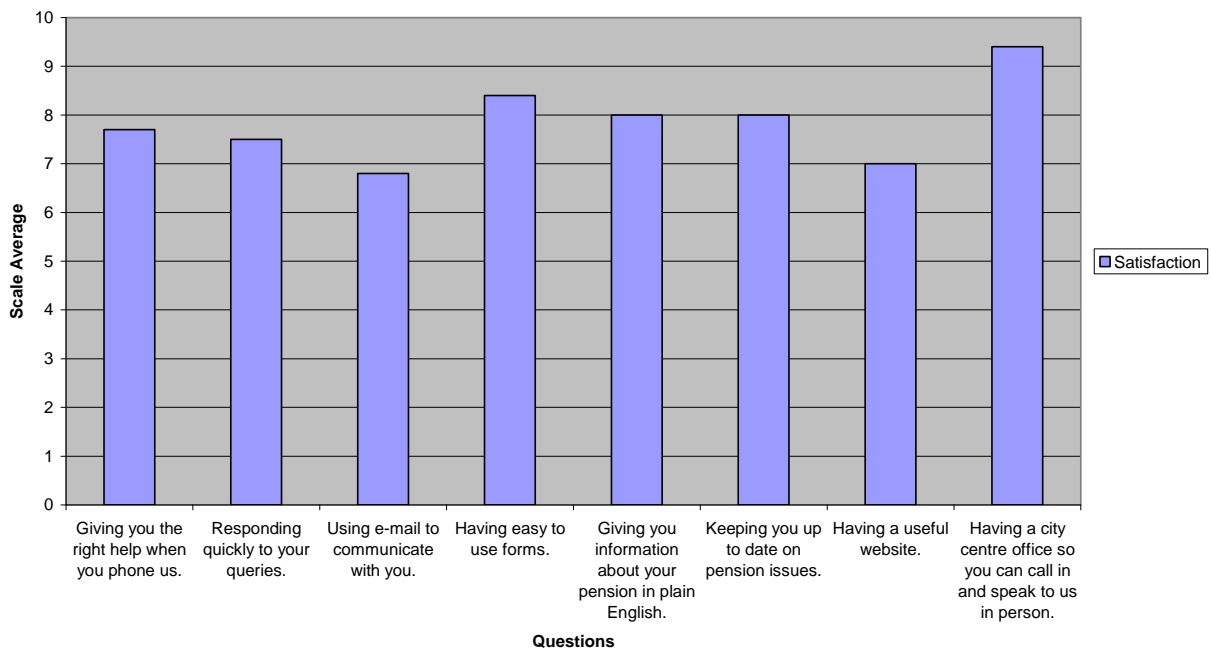
Overall Customer Satisfaction Score: **78.34%**

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

Customer Survey Results April to June 2015



Customer Survey Results April to June 2015



Sample of positive comments:

Member Number	Comments
901YW6341011	Teething problems with it being a new provider, hopefully it will get better. Big thank you to Kayleigh Smith at Lincoln Office for chasing SERCO.
901WA8433411	The customer service was excellent. Sure other companies could learn from you.
901YX4968361	Just that I am satisfied with the level of service given, that I worked for Lincol and you have recently taken over.
901we7609761	My last query was by email. Would have been more efficient to have had response by email not by post.
901WL5368752	Quick and efficient service. I'd like to thank you for how quickly you sorted my pension out. I'm very impressed on how quick this was carried out. Communication was excellent.

Complaints:

Member Number	Comments	Corrective/ Preventive Actions
None		