

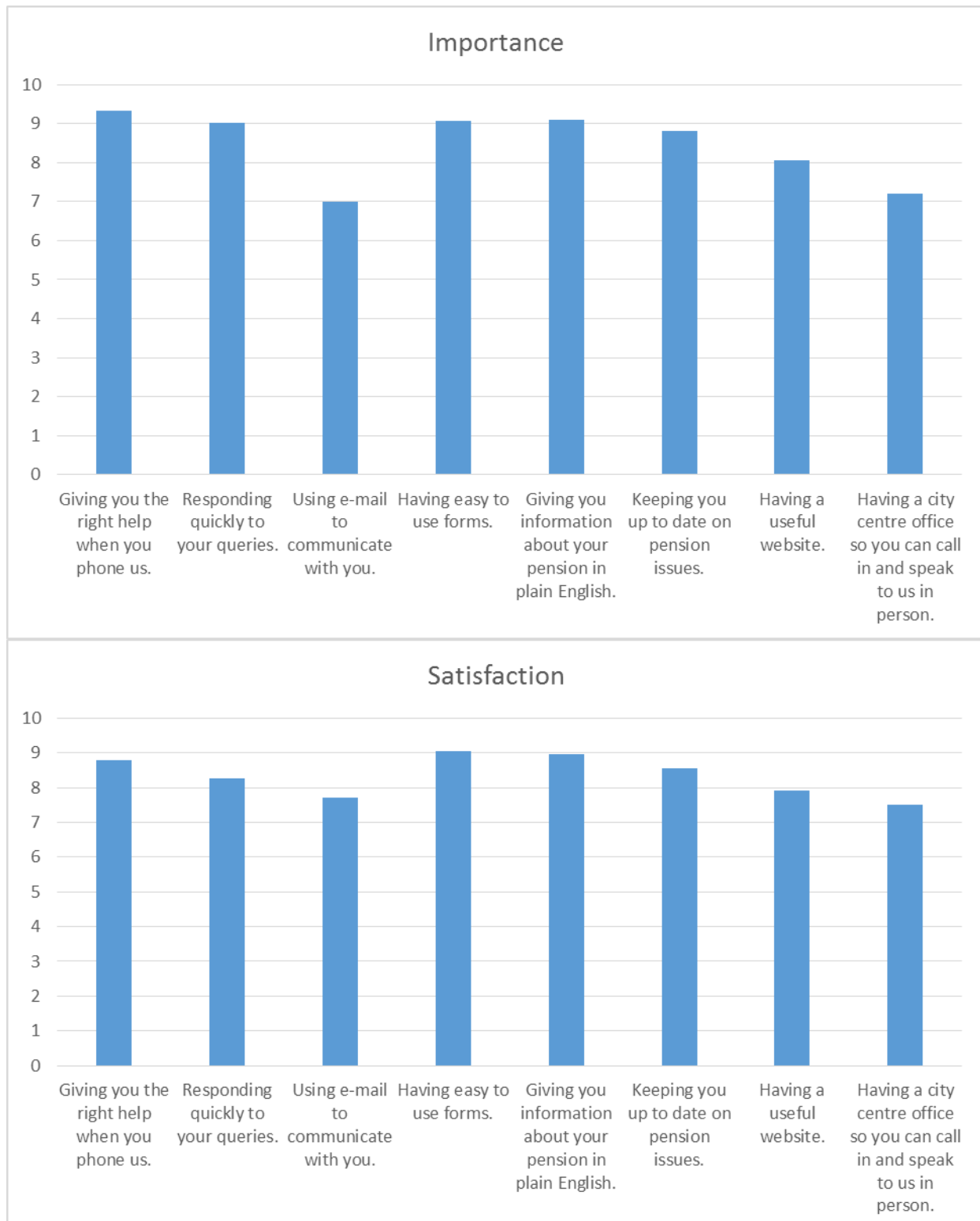
Customer Survey Results - Lincolnshire Members (1st July to 30th September 2015)

Over the quarter July to September we received **3** online customer responses.

Over the quarter July to September **73** Lincolnshire member's sample survey letters were sent out and **27 (36.98%)** returned:

Overall Customer Satisfaction Score: **83.94%**

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



Sample of positive comments:

| Member Number | Comments |
|--------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 990YM103441A | Very helpful, knowledgeable and polite operative. Extremely pleased with the response. |
| 967WA3498841 | Understanding, willing to explain and efficient staff who kept me informed of progress. Very useful to be able to speak to the same person each time regarding my pension. Very helpful staff despite handover from Mouchel. |
| 8026179 | Very good so far, helpful, knowledgeable staff and efficient administration of my pension. Having a named contact is very important and helpful with a direct dial and email. |
| 901WE0355524 (online) | Very impressive feel in good hands. LCC caused great delays in sending necessary information to yourselves. Despite this you completed everything on time. In particular I wish to thank Nicola Kenzie for all her support and hard work. |
| 901YR7161971 (Online) | Efficient, helpful and well informed staff. Staff took their time to explain how things worked as my employer was unable to give me any information on my pension. I feel that If I need further assistance with any information I feel confident in approaching your staff over the phone for help and advice. They are credit to your organisation. |

Complaints/Suggestions:

| Member Number | Comments | Corrective/ Preventive Actions |
|----------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------|
| 990YZ4817361 | Helpful friendly staff. Solved issues which employer had created. Minor issues re forgetting envelopes for birth certificate. Few days delay in payment of lump sum. Incorrect tax code applied. | Passed to Dipika. Points noted. |
| 8021226 | Very disappointing. No one wanted to take responsibility for sorting out problem, being phoned from one person to other. | An explanation letter was sent as appropriate by Naheed. |