

Customer Survey Results - Lincolnshire Members (1st October to 31st December 2015)

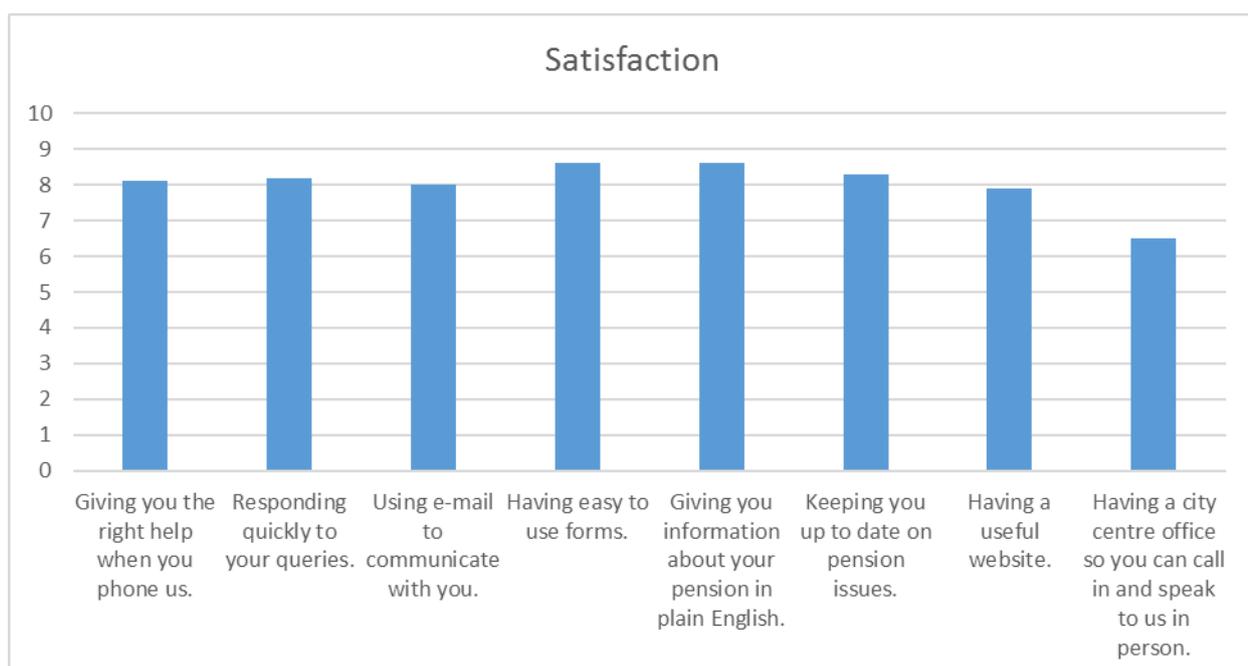
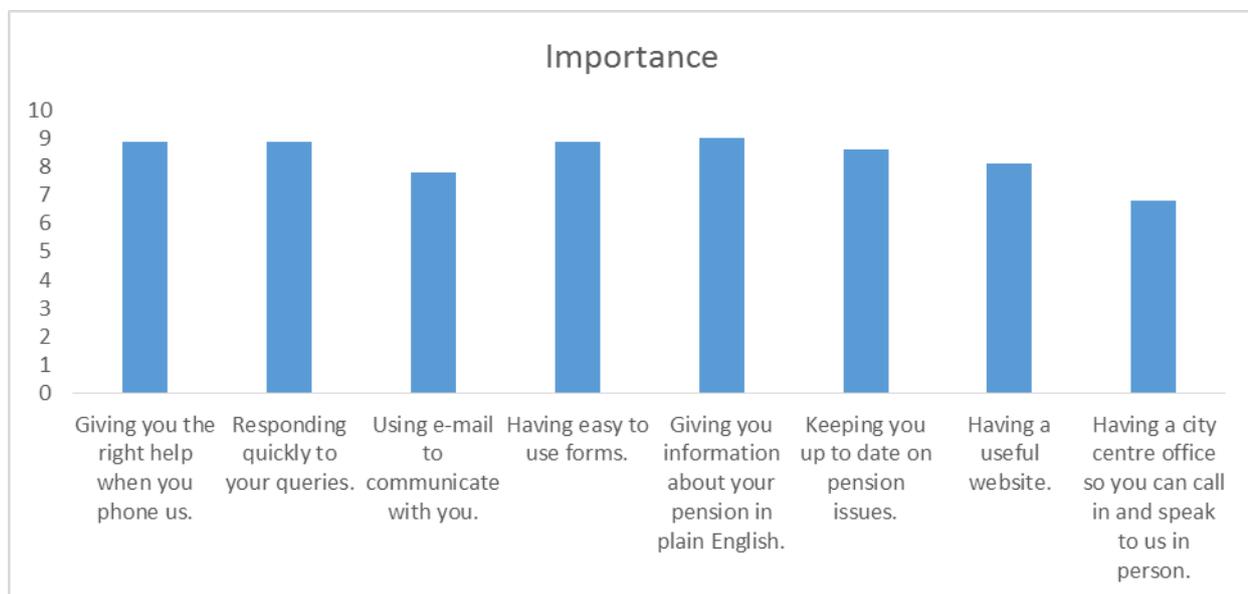
Over the quarter October to December we received **5** online customer responses.

Over the quarter October to December **248** Lincolnshire member's sample survey letters were sent out and **84 (33.87%)** returned:

Overall Customer Satisfaction Score for 2015

January to March	April to June	July to September	October to December
N/A	78.34%	83.94%	80.16%

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



Sample of positive comments:

Member Number	Comments
Vincent Elkington (Phone call)	The member called to request a P60 and wanted to pass on his comments regards our administration of the fund since the switchover from Lincoln. He was particularly impressed with the speed with which we answered calls and dealt with any queries he may have had in recent months. He asked that I pass this on as he felt in this day and age not many places offered such an efficient service.
8046487	Extremely good. Your departments chased up my problems and sorted them out wonderfully. No bad comment at all if it had not been for your staff standing my corner I would still be waiting to get my pension form from my employer.
8063616	Very organised and helpful, dealt efficiently with queries. My dealings with my pension are new and involved WYPF having to sort out figures with my employer. I think WYPF handled sorting things out very well as employer did not respond very quickly and accurately.
8062894	Very good service. Very pleased with everything. Spoke mostly on the phone and everyone was always very helpful and keen to sort out my problem. Now receive my pension and process has been very easy and simple to understand.
online 8037474	Once I notified you that I had contacted the LCC Pension Fund earlier in the year your response to my repeated enquiry was instantaneous and the lump sum was paid into my account within a few days and regular monthly payments are now being received.
online	I was a wee bit apprehensive when Lincolnshire told me my pension service was being transferred to Yorkshire but my fears were unfounded you have exceeded my expectations with an easy-to-use website and excellent services! I have been a pensioner for 17 years with no complaints about Lincolnshire and I now look forward to another 17 years with Yorkshire with hopefully the same results.

Complaints/Suggestions:

Member Number	Comments	Corrective/ Preventive Actions
8039941	Still waiting for my query to be sorted. WYPF doesn't know enough about my pension scary to give an answer. Not as friendly as LCC were not as helpful to far away.	Passed to Naheed. An explanation letter was sent as appropriate.

8027800	Poor communication caused me great stress over a long period of time. The pension staff in Yorkshire did their best but were hampered by the total inefficiency at the Lincolnshire office. I retied in July but received my pension in October.	Passed to Kate Gee.
8001122	Very confusing. I had wanted to opt out of the pension. I received a letter of deferred until 2017. In the end I received my pension refund less tax. My place of work and yourself blamed each other for the delay. The only person it affected was myself. I took weeks to receive my refund.	Passed to Selma. An explanation letter was sent as appropriate.
8029628	Not good. Service I received was not good. I had to wait till September to receive the forms for my pension when I left in the July. My employer rang and was told forms would arrive but not. When I received it got sorted but having to wait so long was not good enough.	Passed to Kate Gee.
8064143	Very slow. Was told I was at top of urgent list when enquiring about pension. Second phone call was told at that I was top of urgent list on red. I took 4 months to sort my pension out after I left work.	Passed to Dipika
8030272	Better than that provided by LOCC when they sub contacted to Mouchel. Very disappointed that initial notification of my pension / lump sum was later super ceded by a second figure which was several thousand pounds less. Not a good start.	Passed to Selma. An explanation letter was sent as appropriate.
Online	I have contacted your office numerous times over the last 6 months and found your agents helpful but overall the service I require is appalling and my needs have not been met yet. Since you took over the administration of the Lincolnshire LGPS I have not been impressed. You have not acted upon information supplied by my new employer pension and I have had to repeatedly call to chase up the administration of my transfer to Cumbria. This is still unresolved after 6 months and my last call last week your agent was unable to explain why you could not complete the work or give me any anticipated timescales for completion. This is not acceptable.	Unable to contact as No Member no supplied.

<p>Online 8096751</p>	<p>An absolute disgrace!!The service I have received was appalling. For whatever reason as I have never been given an explanation my transfer request from a previous employer never went through when it should have. I filled out the forms and posted them on time and was told not to contact you as this process can take few months to go through. It was only when several months had past that I received my annual statement that it was apparent that my transfer hadn't gone through!! As you can imagine I was very shocked to receive this news and immediately phoned the Lincolnshire Pension Fund for an answer as to what had gone wrong. Lincolnshire Pension Fund advised me that now West Yorkshire Pension Fund was my pension administrator and that I need to speak to them to find out why the transfer hadn't taken place I was given a number to call almost as if Lincolnshire Pension Fund expected me to do all the calling around looking for answers. I wasn't happy about this so asked them to also and the answers and let me know what is happening. When I did call the West Yorkshire Pension Fund I was told that they will apply for the transfer again and told me not to worry as they didn't think it would affect the original transfer value I was quoted. As you can imagine being told that they didn't think it would affect the value wasn't very reassuring I wanted decisive and accurate answers as to whether my original transfer value would be honoured. Recently I have received a letter notifying me that finally 10 months later the transfer has gone through although it doesn't state on the letter whether the value in cash terms has been affected!! Overall I am very dissatisfied with the service I have received from both pension administrators. They both seemed to try and blame each other for the mess that had happened and I couldn't get a decisive answer on any question I had when calling. I would class both administrators as unfit for purpose.</p>	<p>Passed to Kate Gee</p>
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