

Customer Survey Results - Lincolnshire Members (1st January to 31st March 2016)

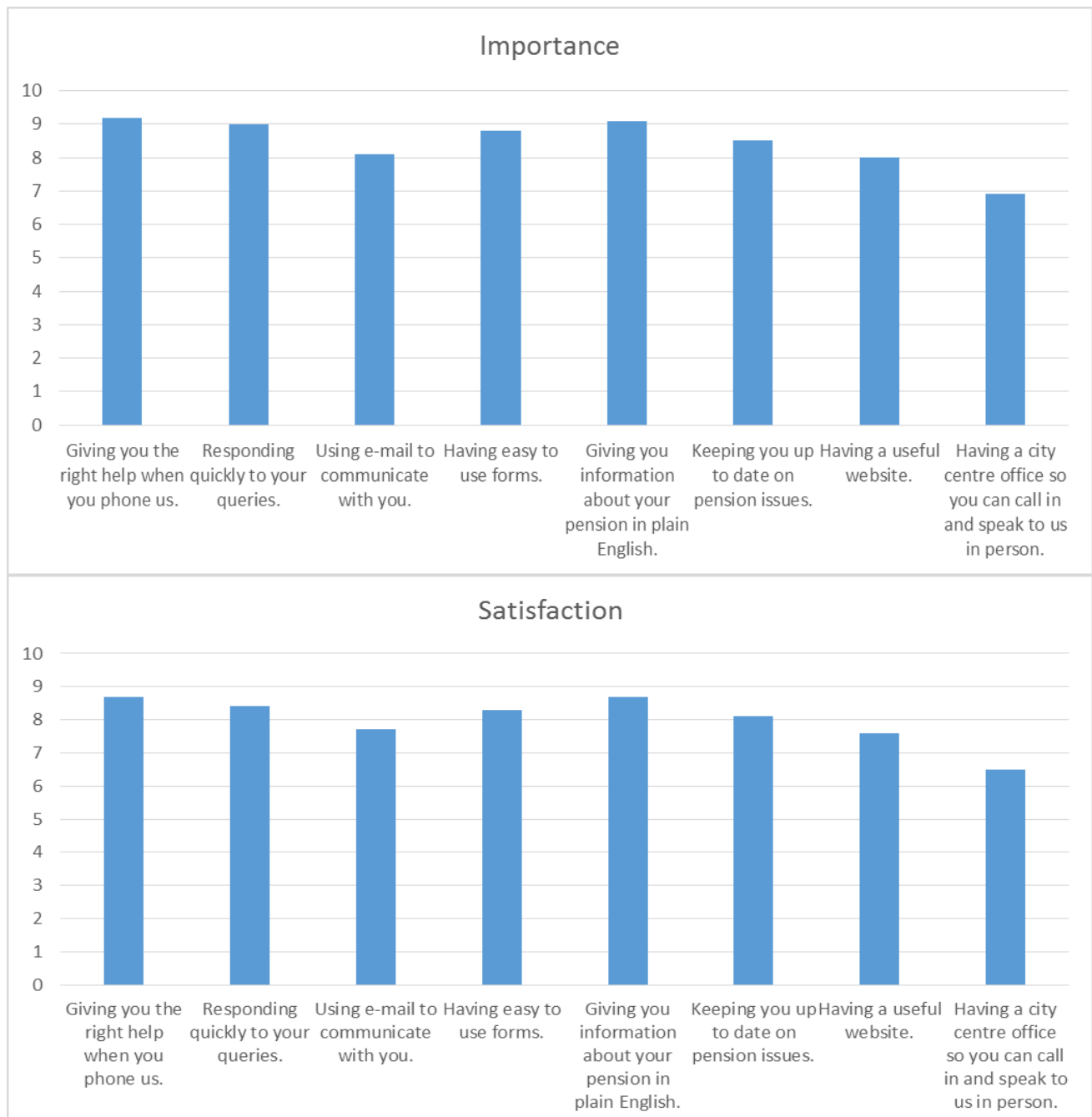
Over the quarter January to March we received **2** online customer responses.

Over the quarter January to March **250** Lincolnshire member's sample survey letters were sent out and **78 (31.2%)** returned:

Overall Customer Satisfaction Score;

January to March 2015	April to June 2015	July to September 2015	October to December 2015	January to March 2016
N/A	78.34%	83.94%	80.16%	80.34%

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



Sample of positive comments:

Member Number	Comments
8072053	Excellent service from everyone that I dealt with. I was very happy with the service from WYPF, everything was dealt with efficiently.
8045261	Superb. The service is outstanding. It has been the one thing that has gone right for me and my family. My health is very poor & having to retire at 52 was a massive shock to us, your clear answers swift actions have made our future much easier to face. You could never imagine what a difference you have made. Thank you
80962313	Confusing paperwork but friendly helpful staff. I found Annamaria Hodgkinson really helpful. She went out of her way to help me understand aspects of pension transfer that I was struggling to understand.
8053641	Very helpful and informative. Nice to be able to speak to someone on the telephone who knew what they are talking about. Thank you
Online (8074736)	Very good to deal with on the whole clear advice and available to answer queries when required. Perhaps the only issue I had was the tendency to post out letters just prior to Christmas when an email or telephone call would have helped to avoid delay but in the end my pension was paid on time and the advice was very helpful indeed.
Online (8044553)	Efficient willing and friendly. A massive improvement on the service provided by the previous LCC pensions Administrator! Thank you

Complaints/Suggestions:

Member Number	Comments	Corrective/ Preventive Actions
8001448	Poor. Shambles. It took your guys about 5 months to process my refund. When you actually got round to sending me the refund form your stupid computer said No. Then you sent me two forms. I never wanted to join your pension fund. This was carried out automatically by my employer.	Response was sent by Stephen.
8029655	Not good enough you need to improve. I have had a bad experience with this company right from when I said I was going to get my insurance up to me actually getting my insurance. I was really disappointed. I am sorry that I have had to say this.	Response was sent by Naheed
8015173	There seemed to be a lack of communication between LCC & WYPF. Everyone blaming each other for this. This resulted in unnecessary delays.	Passed to Kate G