

Customer Survey Results - Lincolnshire Members (1st October to 31st December 2016)

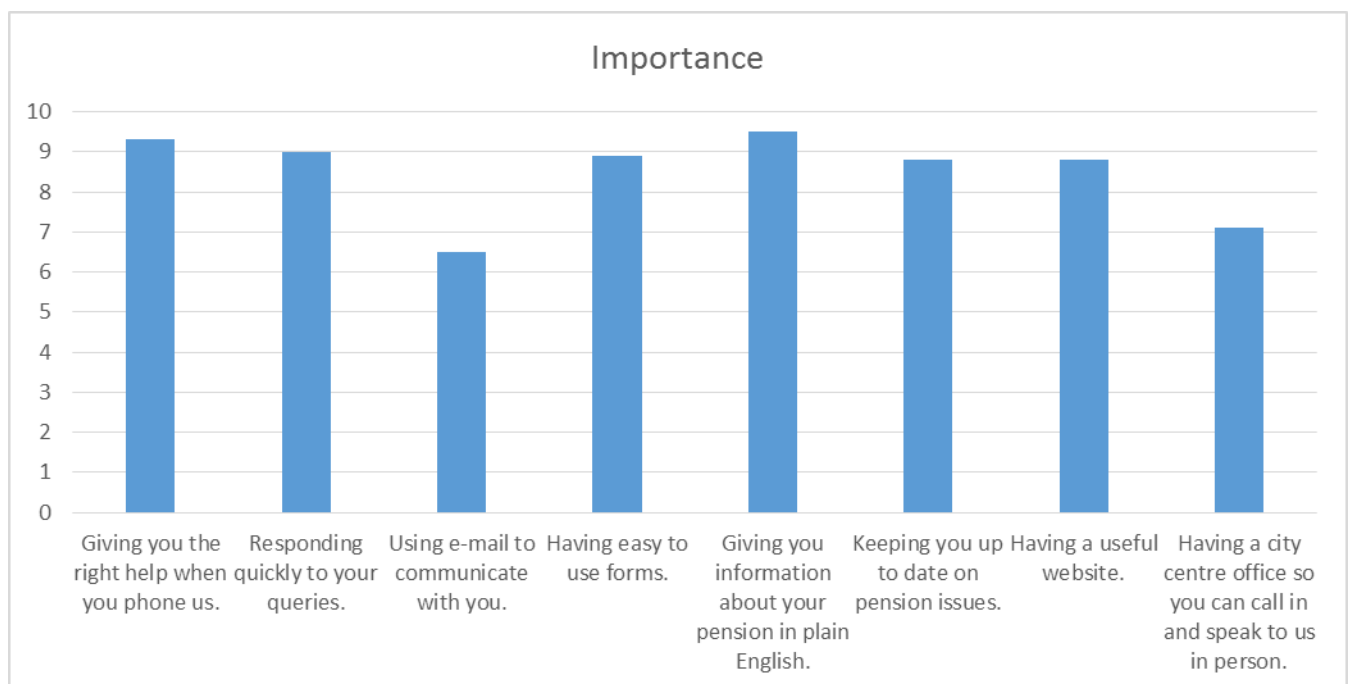
Over the quarter October to December we received **3** online customer responses.

Over the quarter October to December **98** Lincolnshire member's sample survey letters were sent out and **18 (18.4%)** returned:

Overall Customer Satisfaction Score;

October to December 2015	January to March 2016	April to June 2016	July to September 2016	October to December 2016
80.16%	80.34%	80.71%	79.55%	77.22%

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



Sample of positive comments:

Member Number	Comments
Pat Barsley (Email 8031700)	Dear Ms Whitley Many thanks for your prompt reply and information which was a great help. I would like to say that on each occasion I have needed to telephone you, the staff have always been friendly, helpful and are a real credit to the business. Thank you again
8058661	Excellent with very helpful and understanding staff. I am very pleased with the very personal service you offer. I would like to be able to use email exclusively so that I can communicate. This also gives a clear evidence trail of advice given and acted upon.
8032432	Excellent service. Every question I asked was answered clearly. Very helpful. Just a big thank you for being taken through process with ease.

Complaints/Suggestions:

Member Number	Comments	Corrective/ Preventive Actions
8112849	I am little disappointed. I have not heard back or had any correspondence in relation to my previous pensions I hold with Local Govt. I completed the form along with expression of wish nearly two months ago so would have expected some updated correspondence. Please someone could update me on this	Response has sent by WYPF Thank you for returning your customer feedback form. I am sorry to hear that you are disappointed that you haven't heard from us regarding the possibility of transferring you previous pension rights to WYPF. I can confirm that we received your form on 7/10/16, and on that same date my colleague wrote to London Pension Fund Authority to request details of the benefits you hold with them. As yet we haven't received a reply from them. Unfortunately my colleague made an error and omitted to contact East Riding Pension Fund to request your membership details. he has therefore sent them a letter today requesting this information. Please accept my apologies for this error. With regards to your non LGPS pension with Writtle Holdings Ltd we have not had a transfer form from yourself. You need to print a pack from our website and also request a transfer value from your other pension scheme. Instructions regarding this were on the form you completed. I enclose a copy of the form and have highlighted the part that is relevant to this transfer. Once we have received information we need from all 3 companies we will write to you with a quotation/further information. I had this clarifies the position.

8112304	Slow and unsatisfactory. Issues are still unresolved yet. You feel it appropriate to send a satisfaction survey. All I want is pension statement surely it is not to much to ask.	<p>Response has sent by WYPF:</p> <p>Your pension record has now been amended and shows continuous membership from 2 July 2012.</p> <p>A 2016 pension statement has been sent to you showing the current value of your benefits.</p> <p>Please accept my apologies for any confusion caused when you received our letter dated 3 August 2016.</p>
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