

Customer Survey Results - Lincolnshire Members (1st April to 30th June 2018)

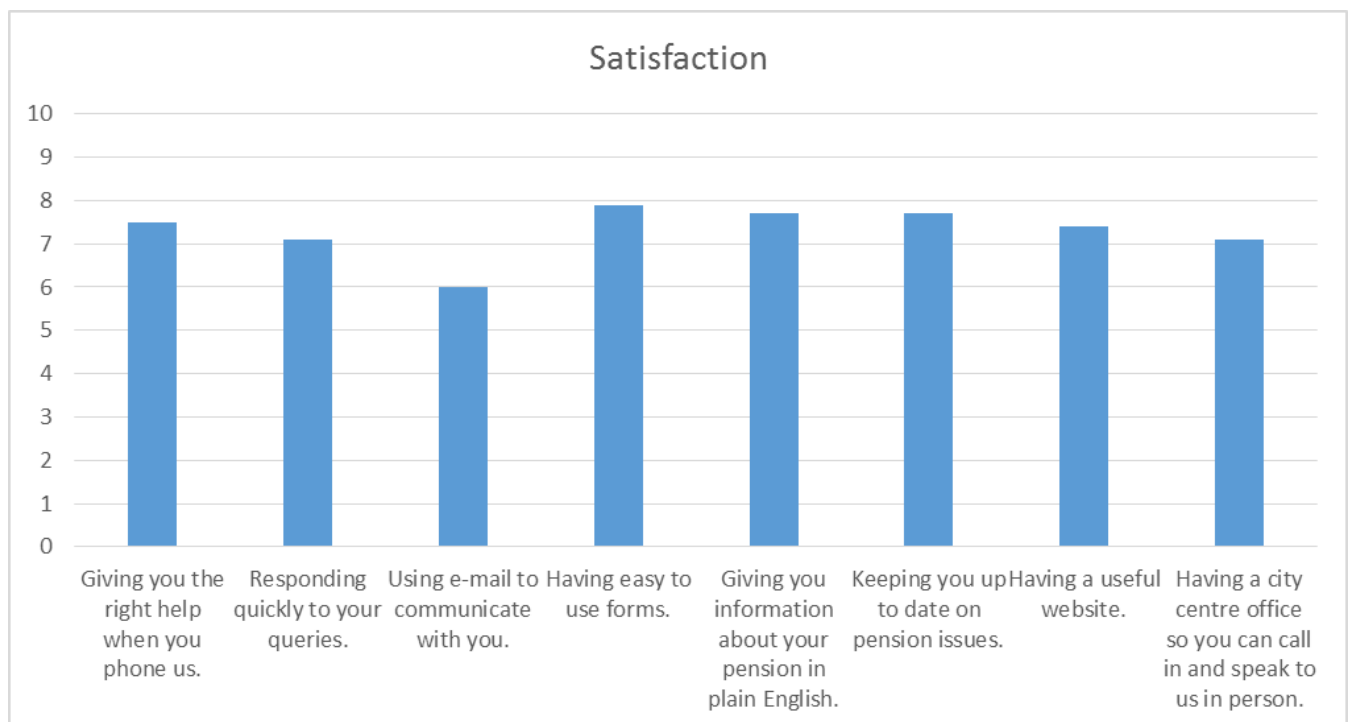
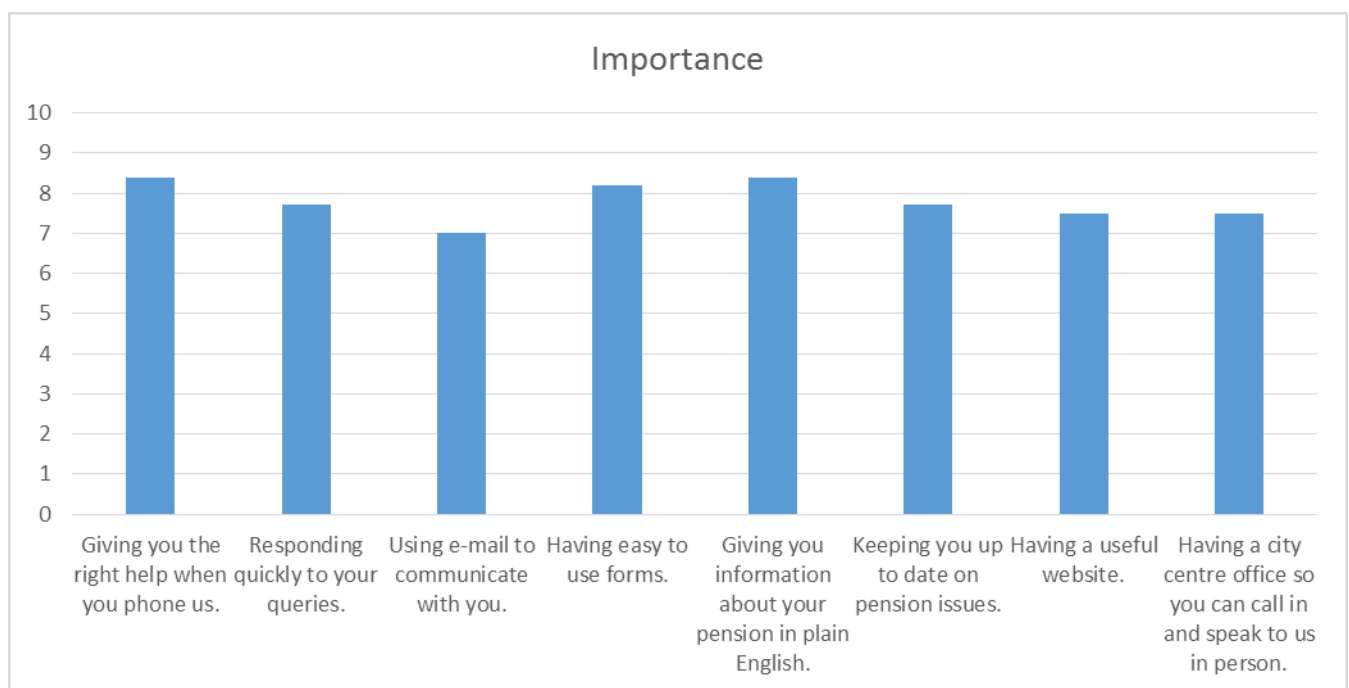
Over the quarter April to June we received **3** online customer responses.

Over the quarter April to June **205** Lincolnshire member's sample survey letters were sent out and **26 (12.69%)** returned:

Overall Customer Satisfaction Score;

April to June 2017	July to September 2017	October to December 2017	January to March 2018	April to June 2018
78.63%	89.62%	91.74%	87.34%	72.1%

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



Sample of positive comments:

Member Number	Comments
8059215 (Member phoned)	Compliment for Hannah - Member stated she have provided him excellent service and thanked her so much for her help, he said the service he has received has been spot on and we have done everything he asked of us in a timely manner.
8048302 Online	Excellent. I sent an e-mail in the middle of Friday night, got an acknowledgement on the Monday and a hard copy reply in the post on Thursday. Most impressive. Thanks to Suki and her colleagues.
Online	WYPF officers have continued to provide very helpful and balanced, unbiased professional information so I could arrive at an informed decision regarding my best option. Thank you for your continued input to help clarify pension options available through WYPF and for your patience in discussing matters towards a final decision.
8029977	Helpful / efficient, issues were quickly resolved. It is good to have personal contact with staff that know what they are doing. When I phoned it was answered promptly and in a helpful manner.
8026264	Excellent and reported to enquiries a timely manner. Very helpful. Made me feel nothing was too much trouble. Excellent service. Just need to be a clear about how rises can affect pension the final year of employment

Complaints/Suggestions:

Member Number	Comments	Corrective/ Preventive Actions
8121744	Automatic opt in and then needed opt out, so unwanted payment paid which reduced my monthly pay. Still waiting for a refund, following opt out. Seems to be taking a while to sort out. I started work in November 17.	<p>Response sent by Naheed</p> <p>Thank you for taking time to complete and return our customer survey.</p> <p>On the 15th June we received confirmation from Lincolnshire that you had opted out of the scheme and they confirmed that they refunded your contributions in January 2018.</p> <p>Our scheme rules state if a member opts out within 3 months of joining, then the employer must refund the contributions paid. I am concerned that you have said you are still waiting for your refund. Please contact your HR department if this is still the case as the form they have sent us implies that it has already been refunded.</p> <p>Please contact me if you have any further problems.</p>