

Customer Survey Results - Lincolnshire Members (1st July to 30th September 2022)

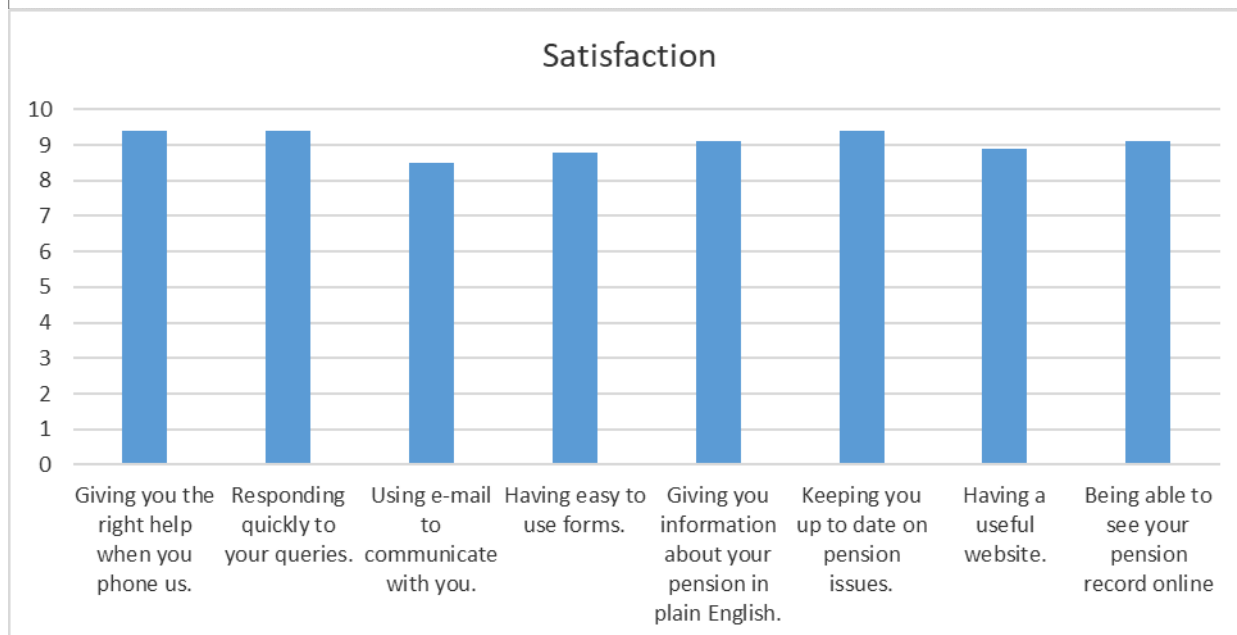
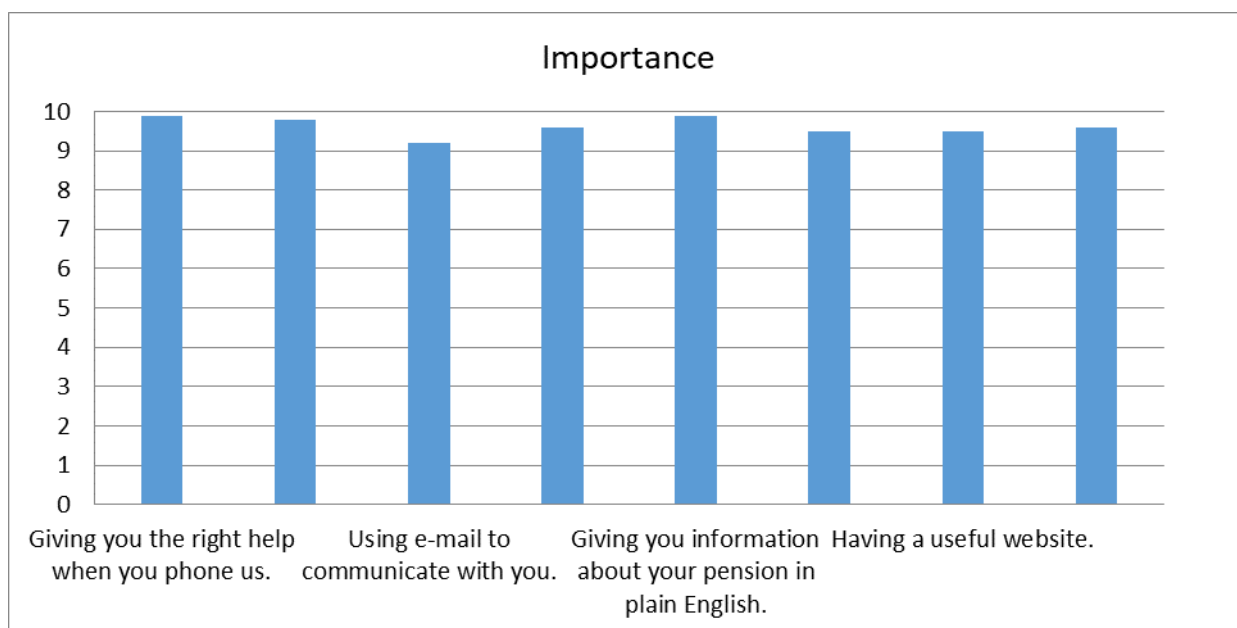
Over the quarter July to September we received **1** online customer response.

Over the quarter July to September **153** Lincolnshire member's sample survey letters were sent out and **21 (13.8%)** returned:

Overall Customer Satisfaction Score;

July to September 2021	October to December 2021	January to March 2022	April to June 2022	July to September 2022
96.9%	91.5%	95.3%	80.2%	90.4%

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



Sample of positive comments:

Member Number	Comments
8056174 Email	<p>Hello</p> <p>I would like to say thank you for all your help over the past 8 months. Kirsten has been particularly patient and helpful and David.</p> <p>I had a pleasant surprise when checking my bank account today.</p> <p>Again thank you, your customer service as a company is excellent and all staff have been so helpful and pleasant.</p> <p>take care</p> <p>Sandy Burns</p>
8126602	Very helpful and dealt with quickly. Excellent service, polite and professional staff, thank you.
8069064	I prefer written communication rather than online services. Generally, I have very good service.
8126763	Friendly and helpful, sorted out issues.

Complaints/Suggestions:

Member Number	Comments	Summary of Acknowledgement Letter Sent to Member
8139697	<p>My queries have been answered. I have recently transferred in 2 previous pensions, the transfer value although sent by letter cannot be found anywhere on my online record. The two transfers showing on my record don't mean anything to me, apart from the company name, what do the headings mean, no information to explain.</p>	<p>Response sent by Lucy - Letter sent to member 11/08/2022 to acknowledge survey comments and respond to member's query regarding her transfer in values.</p> <p>Raised with Stuart D who confirmed that the TV IN page on MPO was in development to include CARE benefits as well as per 14 service.</p>