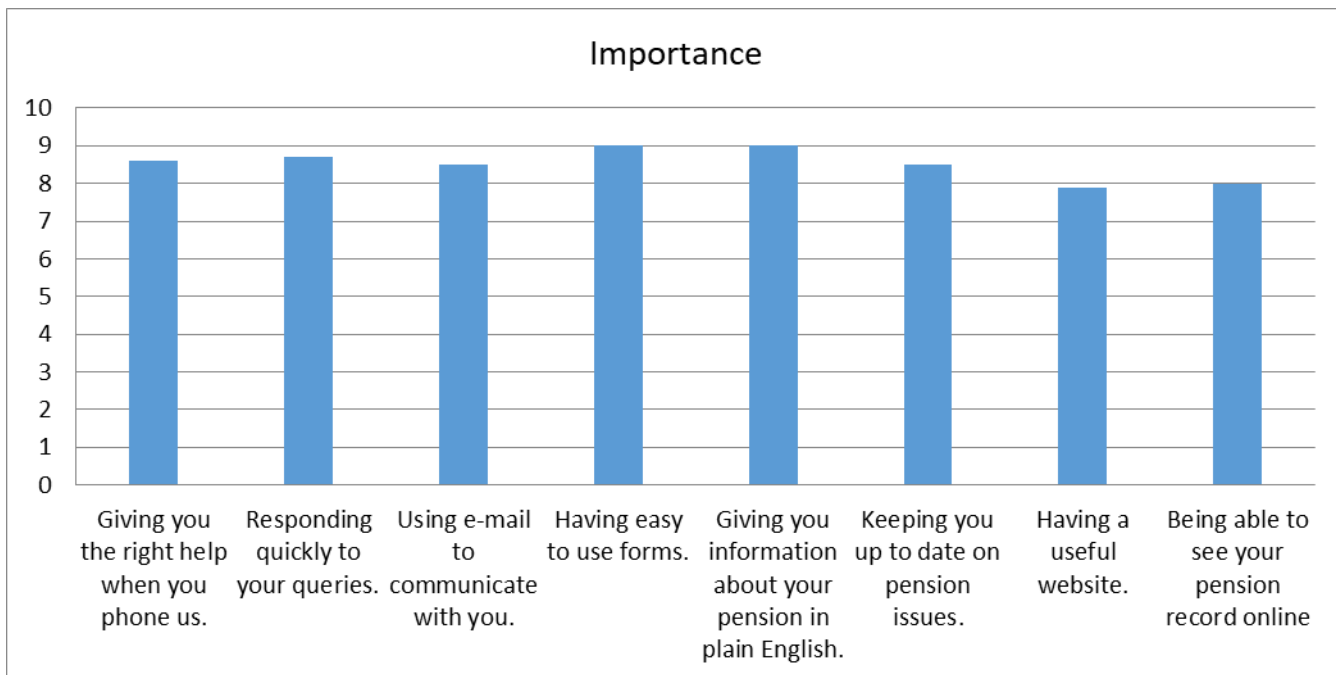


# Customer Survey Results - Lincolnshire Members (1<sup>st</sup> October to 31<sup>st</sup> December 2023)

Over the quarter October to December, **821** survey forms were emailed to Lincoln members; of those, **21 (2.55%)** were returned.

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



### Sample of positive comments:

Member Number	Comments
8015350	Efficient system with good on-line, email and postal communication. Good Service, Quick Replies.
8070519	Excellent and efficient. Really Happy With Service And Prompt Release Of Lump Sum. Thanks 😊
8154996	Handled my retirement very efficiently.

**Complaints/Suggestions:**

<b>Member Number</b>	<b>Comments</b>	<b>Summary of Acknowledgement Letter Sent to Member</b>
	Poor and not helpful in my position of terminally ill. No flexibility. Slow to process transfer. No communication.	Incorrect MN supplied. Unable to respond.