

Customer Survey Results - Lincolnshire Members (1st July to 30th September 2017)

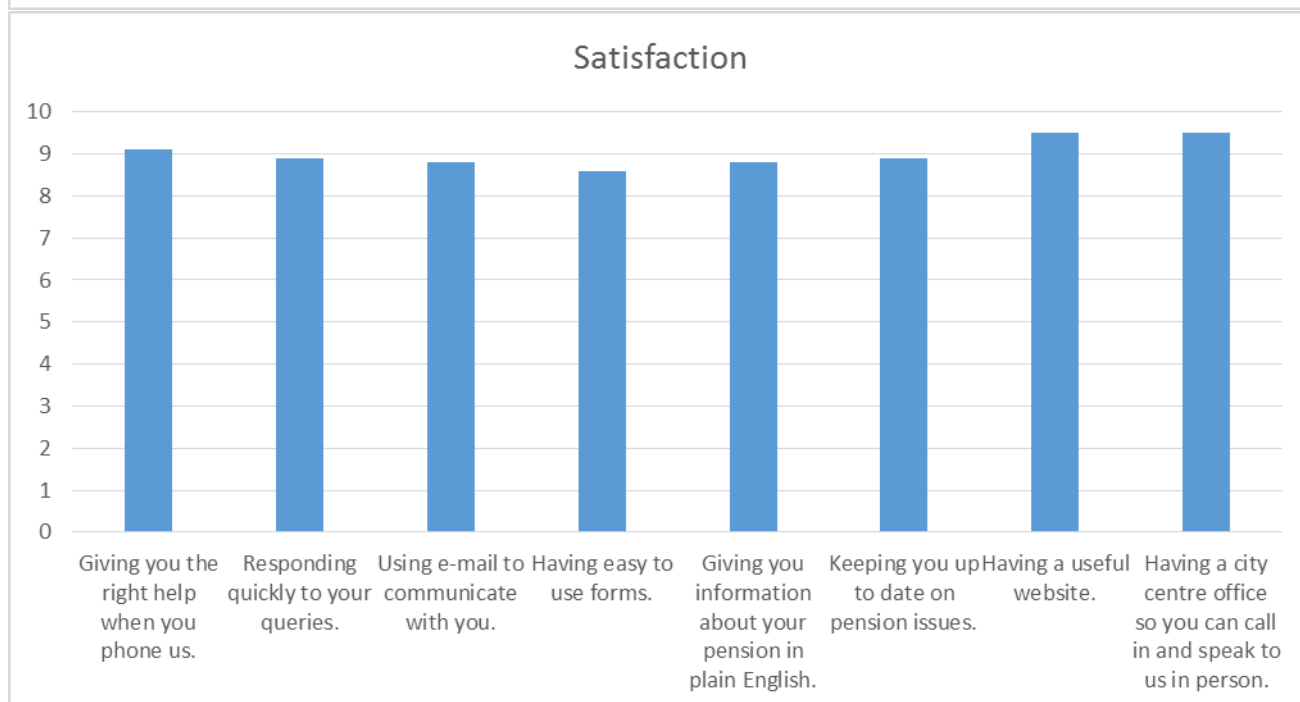
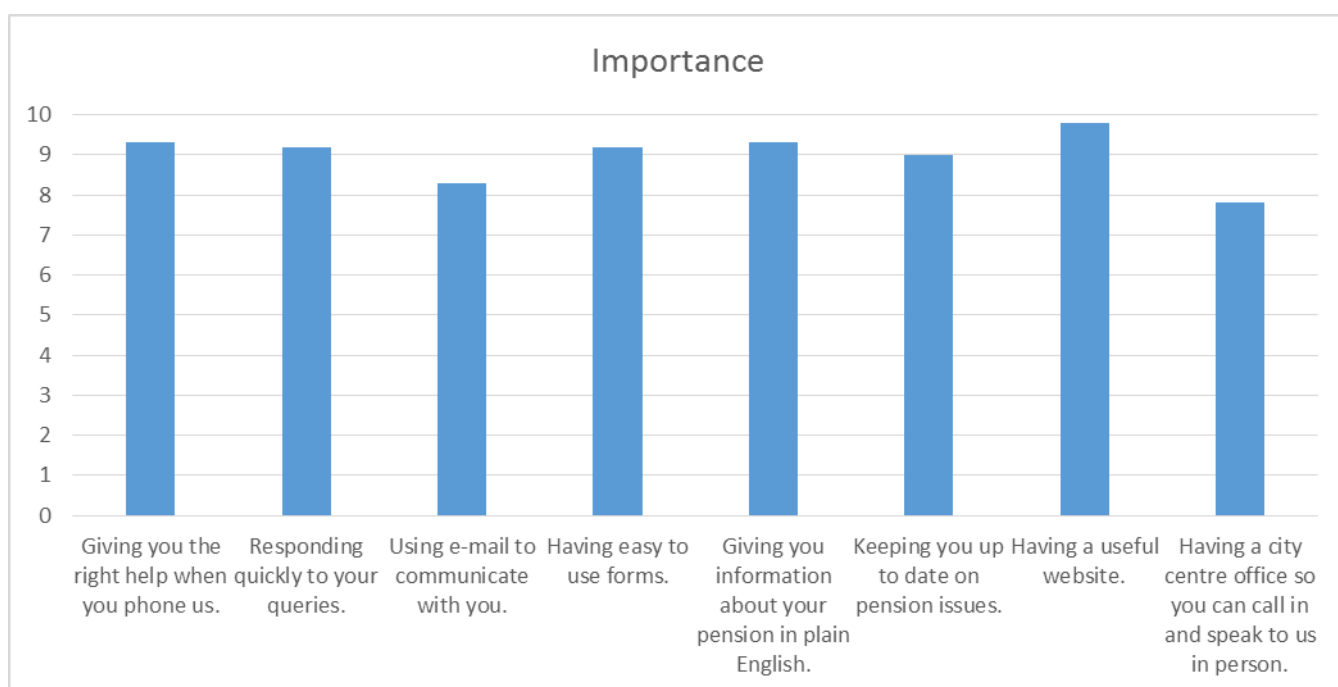
Over the quarter July to September we received **5** online customer responses.

Over the quarter July to September **113** Lincolnshire member's sample survey letters were sent out and **13 (11.51%)** returned:

Overall Customer Satisfaction Score;

| July to September 2016 | October to December 2016 | January to March 2017 | April to June 2017 | July to September 2017 |
|------------------------|--------------------------|-----------------------|--------------------|------------------------|
| 79.55% | 77.22% | 87.07% | 78.63% | 89.62% |

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



Sample of positive comments:

| Member Number | Comments |
|----------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Online | Got straight through without the annoying selection stuff and I talked to Nicola who was straight and understood what I wanted. Excellent service. Can't think of any improvements needed. |
| Online | Generally satisfactory since website available. I would like to see information become available on an ongoing basis regarding the amount a spouse would receive on death of the pensioner so they know what they are likely to receive. |
| 8030755 | Very good service which gave me peace of mind |

Complaints/Suggestions:

| Member Number | Comments | Corrective/ Preventive Actions |
|----------------------|-----------------|---------------------------------------|
| None | | |