

## Customer Survey Results - Lincolnshire Members (1<sup>st</sup> October to 31<sup>st</sup> December 2021)

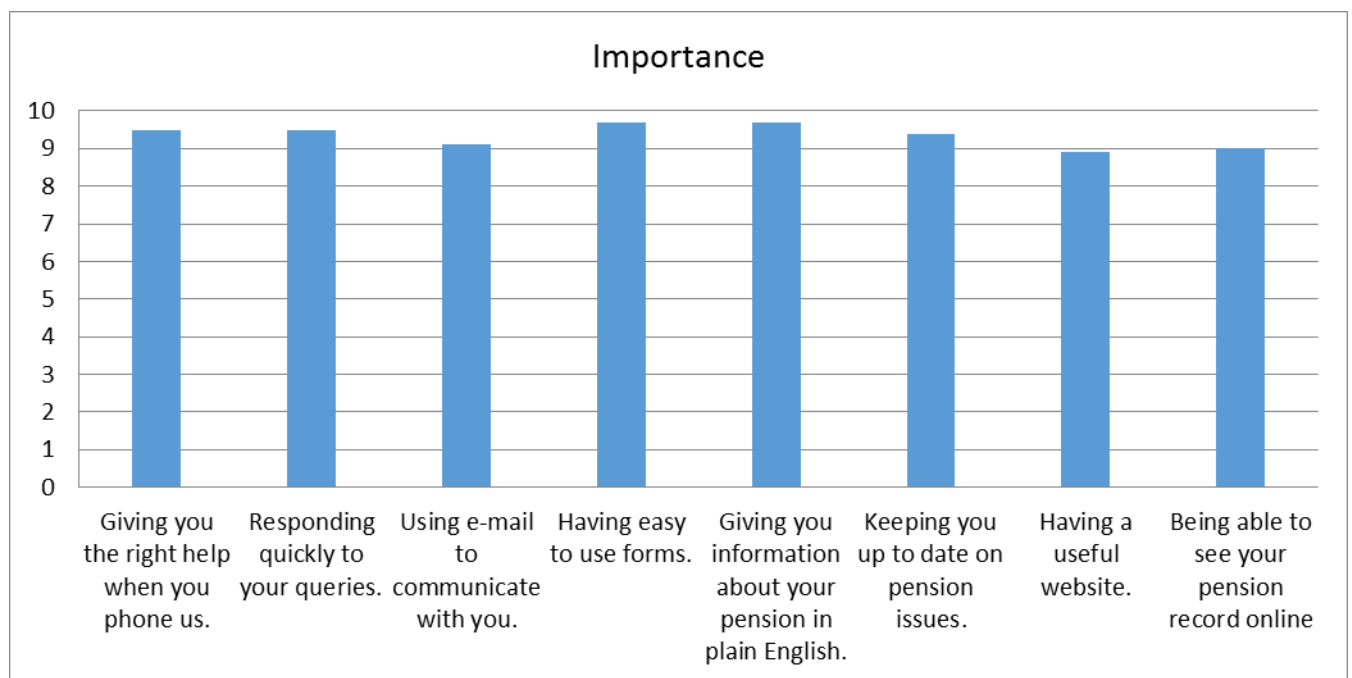
Over the quarter October to December we received **2** online customer responses.

Over the quarter October to December **161** Lincolnshire member's sample survey letters were sent out and **21 (13.1%)** returned:

Overall Customer Satisfaction Score;

October to December 2020	January to March 2021	April to June 2021	July to September 2021	October to December 2021
82.1%	86.8%	81.7%	96.9%	91.5%

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



**Sample of positive comments:**

<b>Member Number</b>	<b>Comments</b>
8135576	Professional and Friendly service. well run company, plain speakers and professionals, great speedy service.
8137928	Simple and effective service. Thank you for your prompt response for my pension transferring to you.
8118723	Well informed, helpful and very efficient. Everyone seems well informed, you are not passed from person to person. The service is excellent. Well done.
8111793	Quick, efficient and very helpful. An excellent service, where all telephone communication was kindly and professional.

**Complaints/Suggestions:**

<b>Member Number</b>	<b>Comments</b>	<b>Summary of Acknowledgement Letter Sent to Member</b>
None		