Customer Survey Results - Lincolnshire Members (1st January to 31st March 2022)

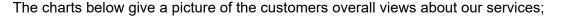
Over the quarter January to March we received **1** online customer response.

Over the quarter January to March **151** Lincolnshire member's sample survey letters were sent out and **13 (8.7%)** returned:

Overall Customer Satisfaction Score;

January to March	April to June	July to	October to	January to
2021	2021	September 2021	December 2021	March 2022
86.8%	81.7%	96.9%	91.5%	95.3%

Importance 10 9 8 7 6 5 4 3 2 1 0 Responding Using e-mail Having easy Giving you Giving you Keeping you Having a Being able to the right help quickly to to use forms. information up to date on useful see your to when you your queries. communicate about your pension website. pension phone us. with you. pension in issues. record online plain English.





Sample of positive comments:

Member Number	Comments
8070898	Very good. I phoned with a query about my pension and spoke to someone who was very helpful and friendly. She answered my query straight away.
8139364	Satisfactory. Think email communication rather than postal would have made the process quicker.
8140601	Spot on. Kaele Pilcher was really helpful
8082146	Very nice, thank you. It's excellent again

Complaints/Suggestions:

Member Number	Comments	Summary of Acknowledgement Letter Sent to Member
None		