

Customer Survey Results - Lincolnshire Members (1st April to 30th June 2022)

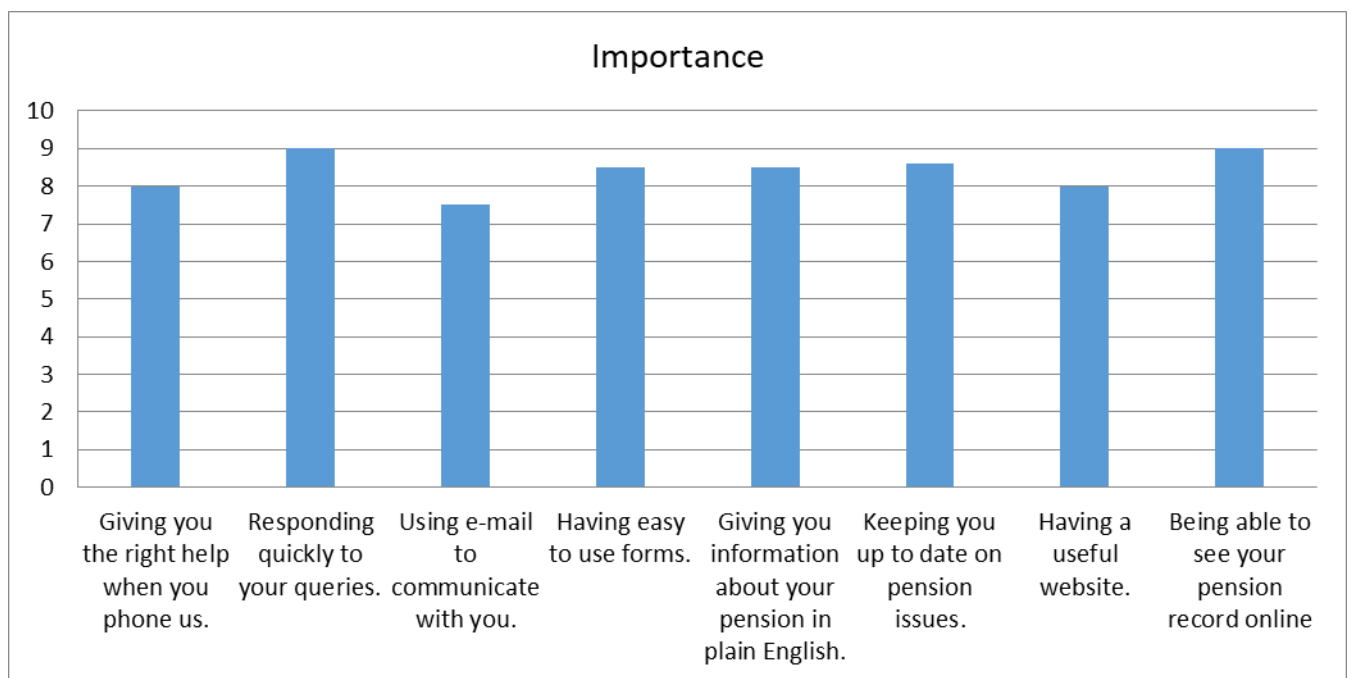
Over the quarter April to June we received **0** online customer responses.

Over the quarter April to June **128** Lincolnshire member's sample survey letters were sent out and **12 (9.4%)** returned:

Overall Customer Satisfaction Score;

April to June 2021	July to September 2021	October to December 2021	January to March 2022	April to June 2022
81.7%	96.9%	91.5%	95.3%	80.2%

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



Sample of positive comments:

Member Number	Comments
8041781	I was very happy because my pension was paid quickly. Very polite people on the phone, happy thank you.
8117831	Excellent both online and on the phone.
8027461	Professional easy to access. Very knowledgeable and very helpful staff.
8023149	Easy to follow online when I managed to get into it. Happy with your service, thanks.

Complaints/Suggestions:

Member Number	Comments	Summary of Acknowledgement Letter Sent to Member
8140071	<p>Took too long to answer phone, operator was a little rude and accent difficult to understand.</p> <p>I wanted a balance of my account and I was told I would have to wait until May for a statement. Not a good service.</p>	Response sent by Sandra - Letter sent apologising for call waiting times and explained our annual benefit statements start to be produced between May and August each year. If you have registered for our online service you will receive an email when yours is ready.
8136881	Worrying, I wish I had invested elsewhere. It's taken over a year to transfer my previous pension to yourself. I have lost on the value because of the timing etc	Response sent by Lucy – Reasons for delay were explained.