

## Customer Survey Results - Lincolnshire Members (1<sup>st</sup> April to 30<sup>th</sup> June 2023)

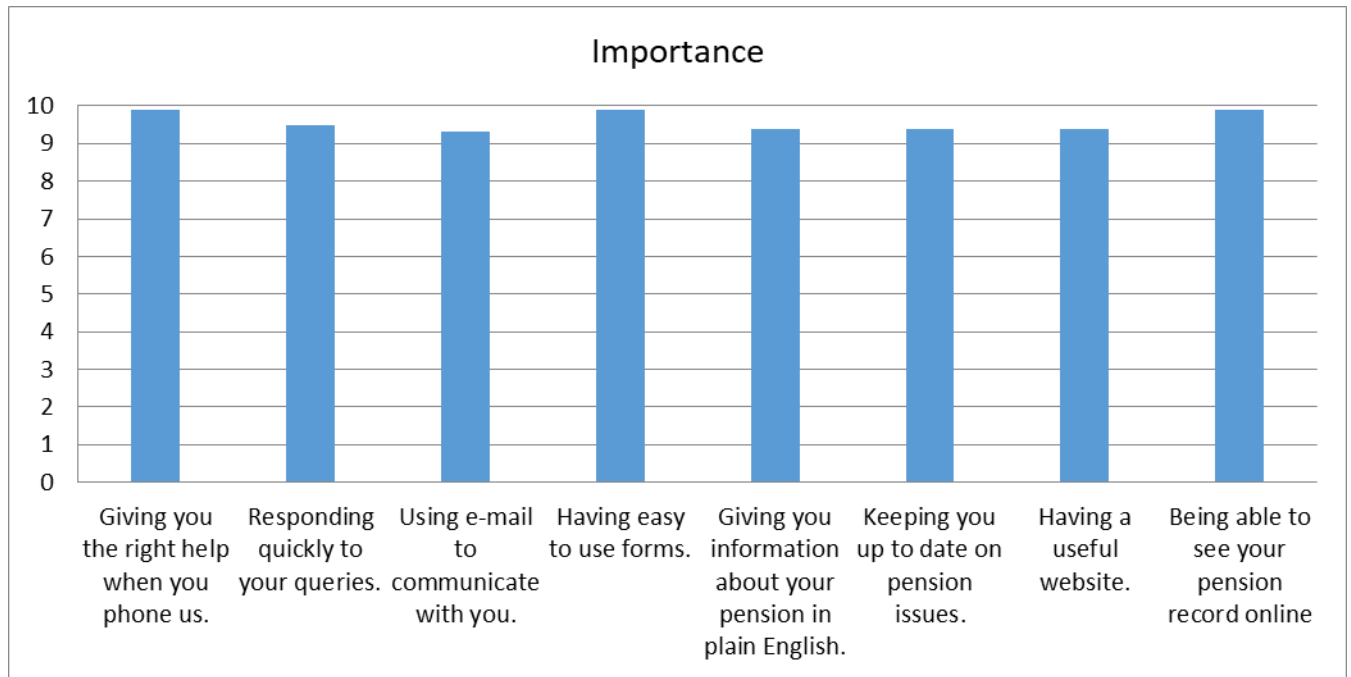
Over the quarter April to June we received **2** online customer responses.

Over the quarter April to June **139** Lincolnshire member's sample survey letters were sent out and **18 (13%)** returned:

Overall Customer Satisfaction Score;

April to June 2022	July to September 2022	October to December 2022	January to March 2023	April to June 2023
80.2%	90.4%	81.3%	89.9%	88.9%

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>
8139179	Good service, helpful staff and useful website. Easier access to see actual pension.
8149087	I was very satisfied with the service I received. The transition of my pension fund was made smooth and quickly
8151025	The information I have received so far is very helpful. I have been impressed by how swiftly the pension department dealt with changes in my job specification.
8060032 (online)	Easy to use pension website. Easy to use website, made one telephone call and got a pleasant and helpful person who answered my questions.

**Complaints/Suggestions:**

<b>Member Number</b>	<b>Comments</b>	<b>Summary of Acknowledgement Letter Sent to Member</b>
8133891	Crap. To transfer a pension should not take 8 months.	Member was unhappy at length of time taken to transfer out preserved refund. Returned leaver option form 13/09/2022 - CETV provided 24/11/2022 within 12 weeks Transfer pack returned 01/03/2023 Delay in querying information provided - request sent to Aviva 18/04/2023 Various chasers for information - finally received all information from Aviva 24/05/2023 - transfer paid 30/05/2023  Apologised for delay following receipt of transfer pack.
8145411 (online)	I received a letter on the 20th March 2023 stating that my refund will be with me in the next few working days, it's nearly been a month and I'm still waiting for my refund to come in my bank.	We paid a refund to this member but he gave us the wrong bank details. When the money was returned from the bank we then contacted the member (4 August) to say it had been returned then he gave us the correct bank details to pay the refund. He was aware what was happening because he completed the questionnaire on the 17 August.