

# Listening to our customers

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# Review of Employer Survey 2018

- ▶ **Changes implemented following 2018 survey**
  - Introduction of Employer Queries through EmployerWeb
  - Launched employer online quote facility
  - Members able to produce unlimited retirement quotes online
  - Updated MDC spreadsheet for clarity
  - Introduction of an employee helpline
  - Two new engagement officers to assist with employer and staff training



# Review of Employer Survey 2021

- ▶ Issued Dec 2021 following previous survey in 2018
- ▶ To 600+ employers
- ▶ 42 responses – relatively low rate compared to 2018 survey. We want feedback!
- ▶ On-going feedback will be logged and reviewed on a regular basis.



# Review of Employer Survey 2021

## Overall satisfaction with the service

- ▶ Very satisfied – 25%
- ▶ Satisfied – 69%
- ▶ Dissatisfied – 6%
- ▶ Very dissatisfied – 0%



The results are similar to the 2018 survey and show an overall assurance that we are meeting the needs of employers.

# Review of Employer Survey 2021

## Individual aspects of the service

► **Employers scored on individual aspects of our service, including:**

- Timely response to queries
- EPIC system
- Employer Web
- Demos and Guides
- Employer Training
- Employer Area of the Website
- Helpfulness of SYPA staff
- Scheme presentations to members



All aspects corresponded with the overall satisfaction results – around 85-95% satisfied with the service.

What do you think we can improve about the administration service you receive from us?

▶ **Terminology and use of acronyms**

- What we'll do – any training material to include a glossary of terms, plus a standalone document explaining terms and acronyms.

▶ **Issues resolved at first point of contact**

- What we'll do – further training to be provided to our contact centre to resolve MDC issues on first contact
- What we'll do – comprehensive Q&A doc plus training videos for common issues



# What do you think we can improve about the administration service you receive from us?

- ▶ **EmployerWeb queries can be too vague**
  - What we'll do – feedback will be provided to the benefits team to review queries for clarity
  - What you can do – let us know if anything is unclear!
  
- ▶ **Loss of dedicated MDC contact**
  - What we'll do – on-going training for customer centre and benefits team staff to resolve issues
  - What you can do – try to submit MDCs by the preferred date where possible in case any issues arise

# Review of Employer Survey 2021

- ▶ **Others points of note:**
  - The preference for training is now virtual rather than in-person.
  - Employer newsletters are informative and useful.
  - The employer training currently provided is of a high standard.
  - Continuous improvement in MDC submission rates

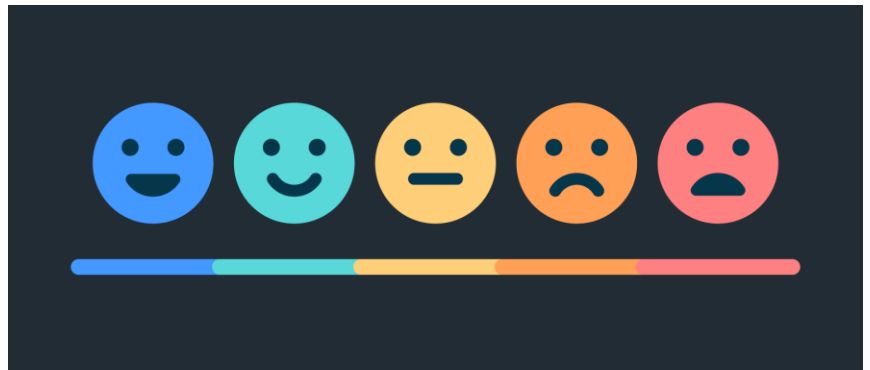




# Employee Satisfaction

## Retirement Surveys

- ▶ **A retirement survey was issued to all new retirees in the last year:**
  - 2321 surveys issued
  - 521 responses
  - 22% response rate
- ▶ **Results:**
  - Very satisfied – 62.38%
  - Satisfied – 29.56%
  - Dissatisfied – 5.95%
  - Very dissatisfied – 2.11%



# Employee Satisfaction

## Retirement Surveys – Feedback

- ▶ Better online facilities for retirement needed – launch of Retire Online facility.
- ▶ Delays in receiving information from employers when a member signals their intention to retire. New retirement data form to be released soon.
- ▶ Delays caused by AVC providers – issues with Prudential.



# Employee Satisfaction

## Customer Centre Data

- ▶ **When a member contacts us, we issue an electronic survey to gather feedback. In the last 12 months:**
  - 12,845 surveys issued
  - 1,695 responses
  - 13% response rate
- ▶ **Results:**
  - Very satisfied – 62.18%
  - Satisfied – 27.79%
  - Dissatisfied – 6.96%
  - Very dissatisfied – 3.07%



# Employee Satisfaction

## Customer Centre – Feedback

- ▶ Delays in online system showing contributions, especially regarding AVCs.
- ▶ Delays with transfers.
- ▶ Occasionally call backs not made in promised timeframe.



Any questions?