

NPS SUMMARY

MARCH 2016 – MAY 2018

MINING

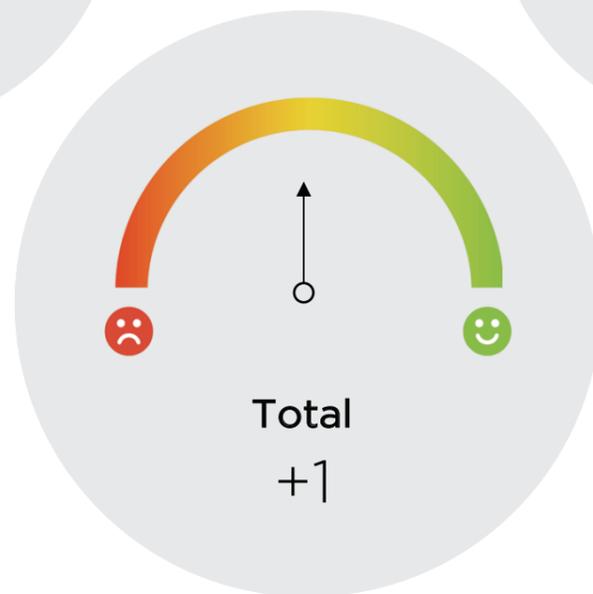
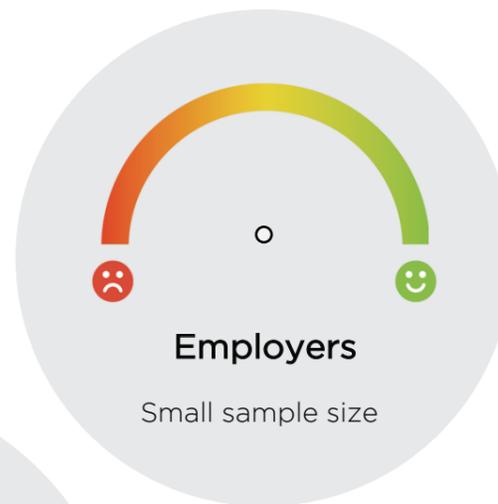


TOTAL* n=174
*Total survey responses for this industry

MEAN EXPECTATION 3.14

MEAN CUSTOMER EFFORT 6.44

NPS



CUSTOMER SERVICE MEAN SCORES

Polite & friendly

TOTAL 4.3
Injured Worker 4.3
Employer 4.3

Easily accessible

TOTAL 3.9
Injured Worker 4.0
Employer 3.8

Easy to understand

TOTAL 4.1
Injured Worker 4.1
Employer 4.0

Knowledgeable & helpful

TOTAL 4.1
Injured Worker 4.1

Dealt with in timely manner

TOTAL 3.3
Injured Worker 3.3

Clear instruction & expectations

TOTAL 3.8
Injured Worker 3.8



SURVEYS

Sent in last 12 months



Sent survey invitations

726



Responses received

88



Injured Workers

76



Employers

12



MARCS



MARCS

40

Most at risk customers, 0-4 score in NPS



Injured Workers

33



Employers

3



Others

4