

NPS SUMMARY
MARCH 2016 – MAY 2018

COMMUNICATION SERVICES

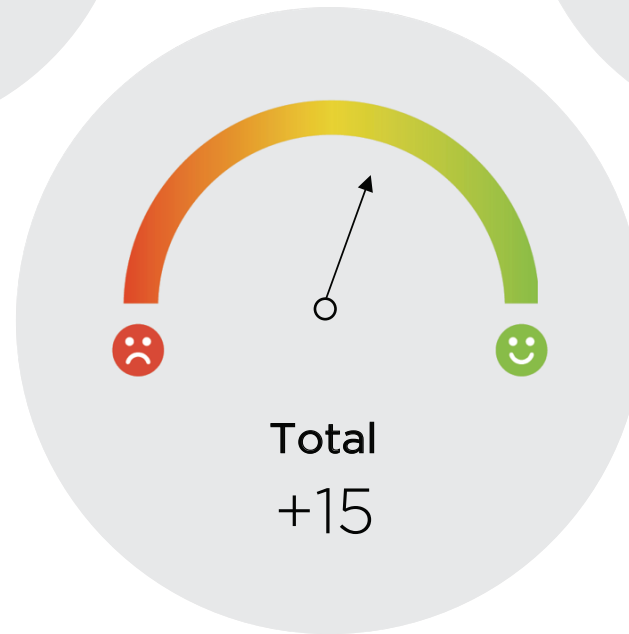
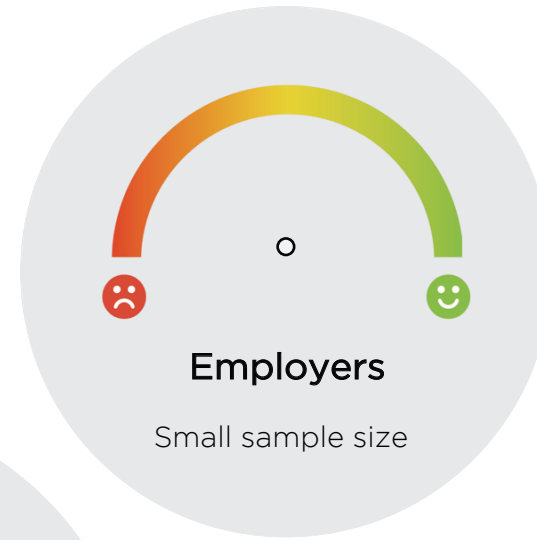


TOTAL* n=201
*Total survey responses for this industry

MEAN EXPECTATION 3.40

MEAN CUSTOMER EFFORT 7.60

NPS



CUSTOMER SERVICE MEAN SCORES



Polite & friendly

TOTAL	4.3
Injured Worker	4.1
Employer	4.6



Easily accessible

TOTAL	3.8
Injured Worker	3.5
Employer	4.4



Easy to understand

TOTAL	3.8
Injured Worker	3.7
Employer	4.1



Knowledgeable & helpful

TOTAL	3.5
Injured Worker	3.5



Dealt with in timely manner

TOTAL	3.2
Injured Worker	3.2



Clear instruction & expectations

TOTAL	3.3
Injured Worker	3.3



SURVEYS
Sent in last 12 months



Sent survey invitations 856



Responses received 121



Injured Workers 98



Employers 23



MARCS



MARCS 43
Most at risk customers, 0-4 score in NPS



Injured Workers 35



Employers 4



Others 7