

# NPS SUMMARY

MARCH 2016 – MAY 2018

## CONSTRUCTION



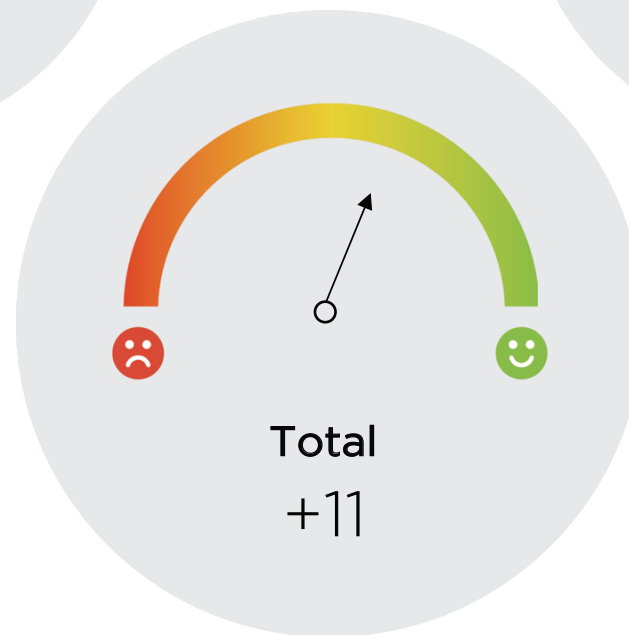
**TOTAL\*** n=3,506

\*Total survey responses for this industry

MEAN EXPECTATION ..... 3.40

MEAN CUSTOMER EFFORT ..... 6.94

### NPS



### CUSTOMER SERVICE MEAN SCORES



Polite & friendly

TOTAL ..... 4.2  
Injured Worker ..... 4.1  
Employer ..... 4.2



Easily accessible

TOTAL ..... 3.5  
Injured Worker ..... 3.5  
Employer ..... 3.5



Easy to understand

TOTAL ..... 3.7  
Injured Worker ..... 3.9  
Employer ..... 3.6



Knowledgeable & helpful

TOTAL ..... 3.8  
Injured Worker ..... 3.8



Dealt with in timely manner

TOTAL ..... 3.5  
Injured Worker ..... 3.5



Clear instruction & expectations

TOTAL ..... 3.7  
Injured Worker ..... 3.7



### SURVEYS

Sent in last 12 months



Sent survey invitations

21,631



Responses received

1,842



Injured Workers

1,309



Employers

533



### MARCS



MARCS

780

Most at risk customers, 0-4 score in NPS



Injured Workers

502



Employers

206



Others

72