

NPS SUMMARY
MARCH 2016 – MAY 2018

FINANCE & INSURANCE

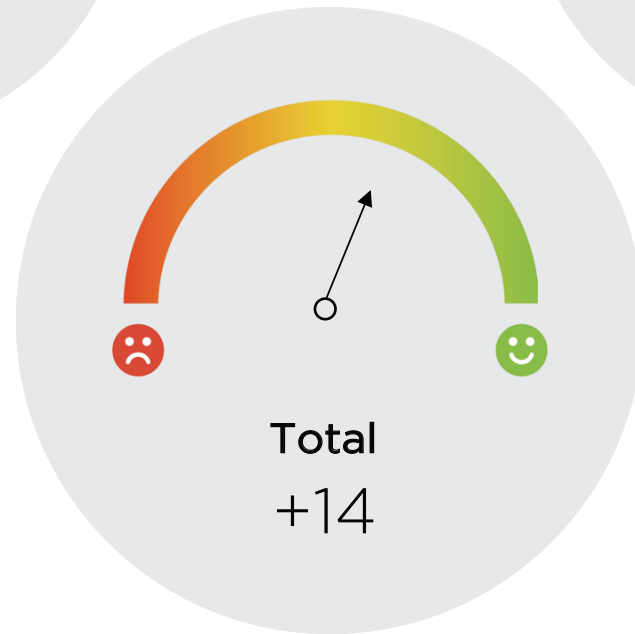
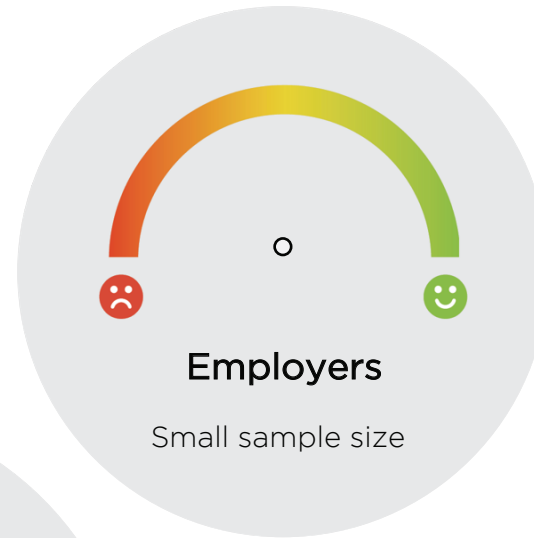


TOTAL* n=531
*Total survey responses for this industry

MEAN EXPECTATION 3.27

MEAN CUSTOMER EFFORT 6.94

NPS



CUSTOMER SERVICE MEAN SCORES



Polite & friendly

TOTAL 3.9

Injured Worker 3.8

Employer 4.2

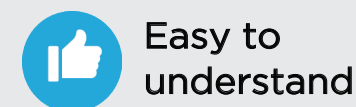


Easily accessible

TOTAL 2.8

Injured Worker 2.8

Employer 2.9

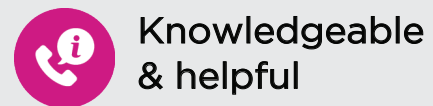


Easy to understand

TOTAL 3.5

Injured Worker 3.5

Employer 3.5



Knowledgeable & helpful

TOTAL 3.3

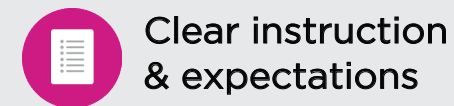
Injured Worker 3.3



Dealt with in timely manner

TOTAL 3.0

Injured Worker 3.0



Clear instruction & expectations

TOTAL 3.0

Injured Worker 3.0



SURVEYS
Sent in last 12 months

Sent survey invitations 1,737

Responses received 322

Injured Workers 287

Employers 35



MARCS

MARCS 132
Most at risk customers, 0-4 score in NPS

Injured Workers 114

Employers 15

Others 3