

NPS SUMMARY
MARCH 2016 - MAY 2018

MANUFACTURING

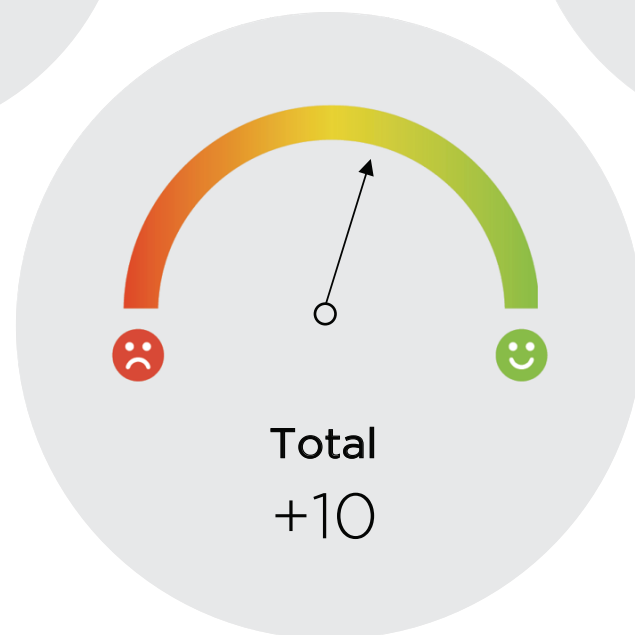


TOTAL* n=3,704
*Total survey responses for this industry

MEAN EXPECTATION 3.37

MEAN CUSTOMER EFFORT 7.06

NPS



CUSTOMER SERVICE MEAN SCORES

Polite & friendly

TOTAL 4.0
Injured Worker 3.9
Employer 4.2

Easily accessible

TOTAL 3.4
Injured Worker 3.3
Employer 3.4

Easy to understand

TOTAL 3.6
Injured Worker 3.6
Employer 3.6

Knowledgeable & helpful

TOTAL 3.5
Injured Worker 3.5

Dealt with in timely manner

TOTAL 3.3
Injured Worker 3.3

Clear instruction & expectations

TOTAL 3.4
Injured Worker 3.4



SURVEYS
Sent in last 12 months

Sent survey invitations 17,853

Responses received 2,021

Injured Workers 1,485

Employers 536



MARCS

MARCS 826
Most at risk customers, 0-4 score in NPS

Injured Workers 570

Employers 185

Others 71