

NPS SUMMARY

MARCH 2016 – MAY 2018

PERSONAL & OTHER SERVICES

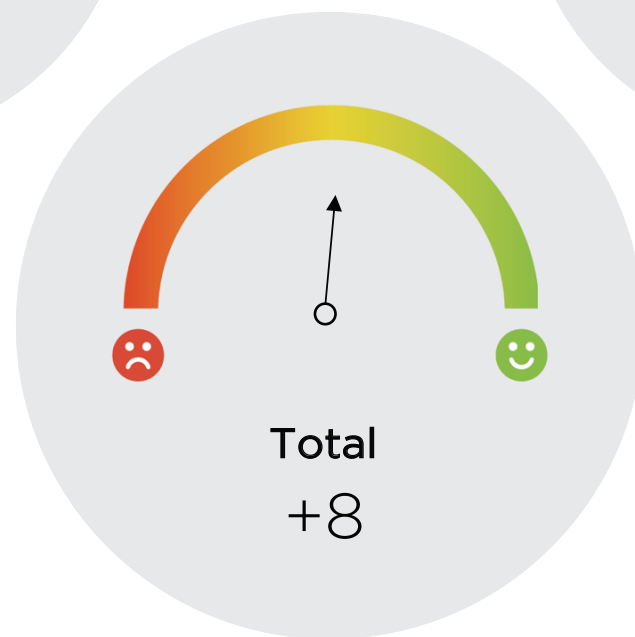


TOTAL* n=1,814
*Total survey responses for this industry

MEAN EXPECTATION 3.38

MEAN CUSTOMER EFFORT 6.62

NPS



CUSTOMER SERVICE MEAN SCORES



Polite & friendly

TOTAL	4.1
Injured Worker	4.1
Employer	4.1



Easily accessible

TOTAL	3.3
Injured Worker	3.5
Employer	3.1



Easy to understand

TOTAL	3.5
Injured Worker	3.7
Employer	3.4



Knowledgeable & helpful

TOTAL	3.6
Injured Worker	3.6



Dealt with in timely manner

TOTAL	3.4
Injured Worker	3.4



Clear instruction & expectations

TOTAL	3.5
Injured Worker	3.5



SURVEYS

Sent in last 12 months



Sent survey invitations 7,211



Responses received 916



Injured Workers 684



Employers 232



MARCS



MARCS 430
Most at risk customers, 0-4 score in NPS



Injured Workers 302



Employers 98



Others 27