

NPS SUMMARY
MARCH 2016 – MAY 2018

PROPERTY & BUSINESS SERVICES

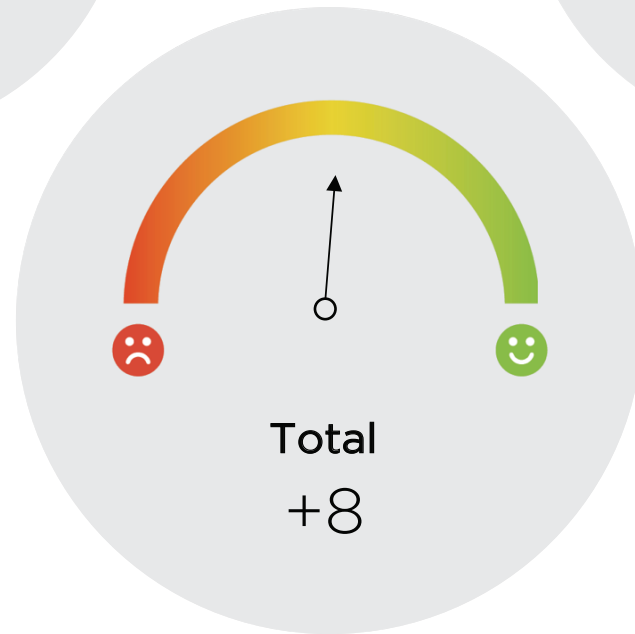


TOTAL* n=2,714
*Total survey responses for this industry

MEAN EXPECTATION 3.30

MEAN CUSTOMER EFFORT 6.93

NPS



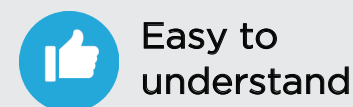
CUSTOMER SERVICE MEAN SCORES



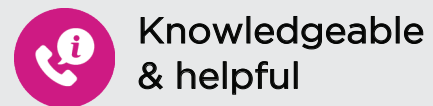
TOTAL	4.0
Injured Worker	3.9
Employer	4.3



TOTAL	3.4
Injured Worker	3.3
Employer	3.5



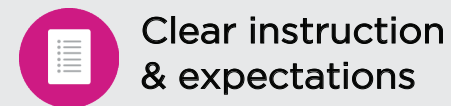
TOTAL	3.7
Injured Worker	3.7
Employer	3.7



TOTAL	3.5
Injured Worker	3.5



TOTAL	3.2
Injured Worker	3.2



TOTAL	3.4
Injured Worker	3.4



SURVEYS
Sent in last 12 months

Sent survey invitations 12,027

Responses received 1,530

Injured Workers 1,274

Employers 256



MARCS

MARCS 674
Most at risk customers, 0-4 score in NPS

Injured Workers 548

Employers 83

Others 43