

NPS SUMMARY

MARCH 2016 – MAY 2018

RETAIL TRADE



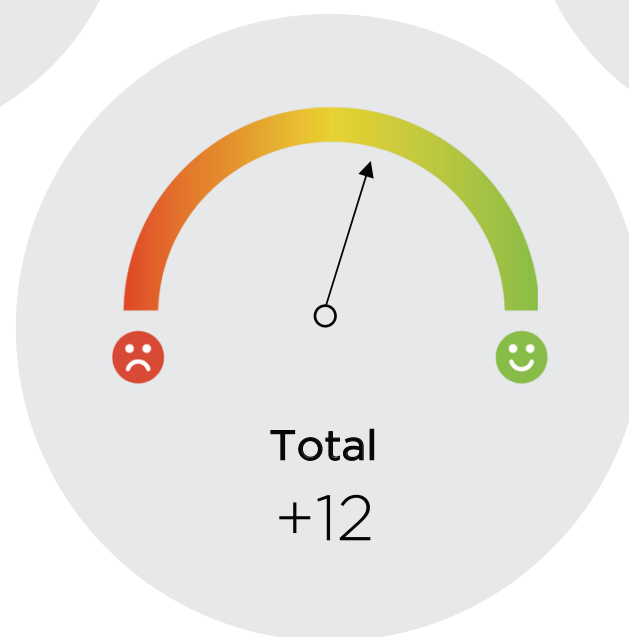
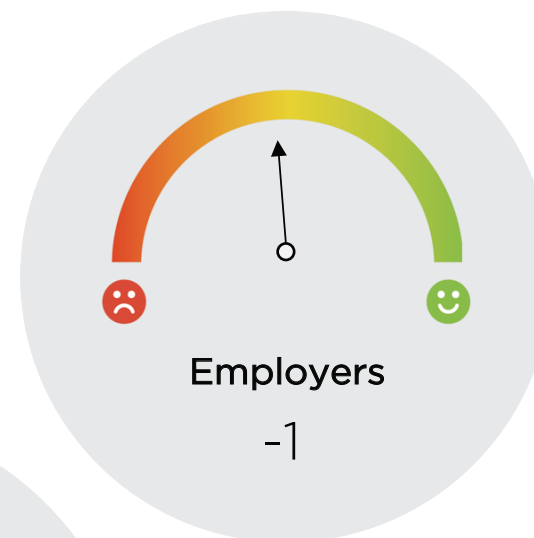
TOTAL* n=2,587

*Total survey responses for this industry

MEAN EXPECTATION 3.31

MEAN CUSTOMER EFFORT 6.83

NPS



CUSTOMER SERVICE MEAN SCORES



Polite & friendly

TOTAL 4.0
Injured Worker 3.9
Employer 4.2



Easily accessible

TOTAL 3.3
Injured Worker 3.3
Employer 3.3



Easy to understand

TOTAL 3.6
Injured Worker 3.8
Employer 3.3



Knowledgeable & helpful

TOTAL 3.6
Injured Worker 3.6



Dealt with in timely manner

TOTAL 3.3
Injured Worker 3.3



Clear instruction & expectations

TOTAL 3.3
Injured Worker 3.3



SURVEYS

Sent in last 12 months



Sent survey invitations

11,839



Responses received

1,366



Injured Workers

1,124



Employers

242



MARCS



MARCS

596

Most at risk customers, 0-4 score in NPS



Injured Workers

462



Employers

101



Others

33