

NPS SUMMARY
MARCH 2016 – MAY 2018

WHOLESALE

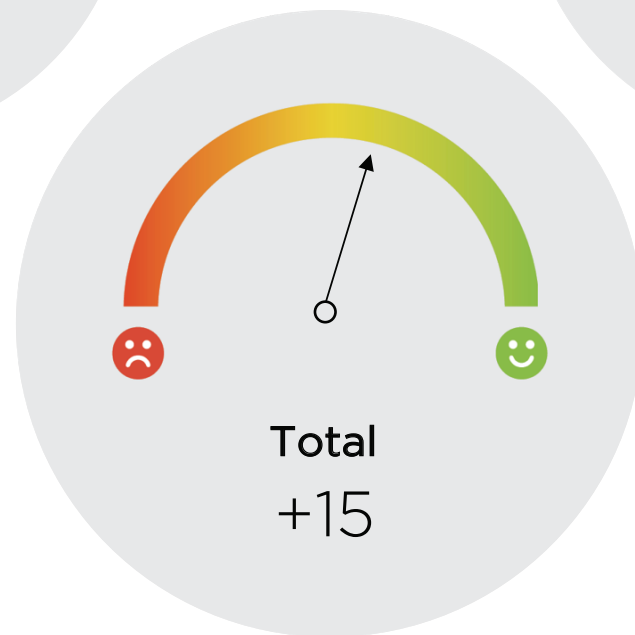


TOTAL* n=2,286
*Total survey responses for this industry

MEAN EXPECTATION 3.41

MEAN CUSTOMER EFFORT 6.98

NPS



CUSTOMER SERVICE MEAN SCORES



Polite & friendly

| | |
|----------------|-----|
| TOTAL | 4.0 |
| Injured Worker | 4.0 |
| Employer | 4.1 |



Easily accessible

| | |
|----------------|-----|
| TOTAL | 3.4 |
| Injured Worker | 3.4 |
| Employer | 3.4 |



Easy to understand

| | |
|----------------|-----|
| TOTAL | 3.7 |
| Injured Worker | 3.9 |
| Employer | 3.4 |



Knowledgeable & helpful

| | |
|----------------|-----|
| TOTAL | 3.5 |
| Injured Worker | 3.5 |



Dealt with in timely manner

| | |
|----------------|-----|
| TOTAL | 3.2 |
| Injured Worker | 3.2 |



Clear instruction & expectations

| | |
|----------------|-----|
| TOTAL | 3.5 |
| Injured Worker | 3.5 |



SURVEYS

Sent in last 12 months



Sent survey invitations 9,864



Responses received 1,231



Injured Workers 1,012



Employers 219



MARCS



MARCS 460
Most at risk customers, 0-4 score in NPS



Injured Workers 357



Employers 67



Others 36