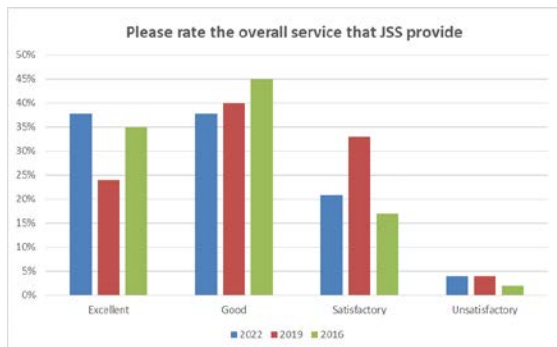


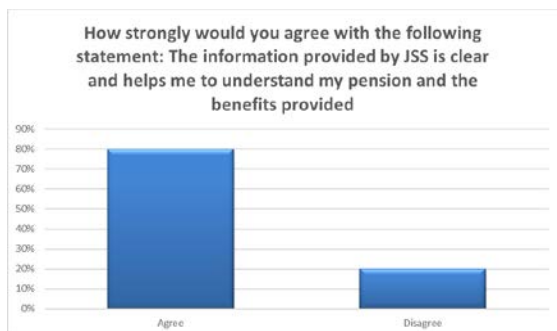
JSS Customer Satisfaction Survey Summary 2022

The fourth JSS Customer Satisfaction Survey ran for four weeks during January and February 2022. These are the highlight results.

The service that JSS provides overall was classed as Excellent/Good, this combined is 73%.



The information we provide is mainly clear and helps people to understand their pension benefits, this has remained consistent in the last three surveys



The most popular method of contacting JSS is via Email, with the use of the website being next. The ability to contact JSS by telephone is also considered important.

The ability to use post/letter and talk in person to JSS also remains an option used.

Communication methods offered by JSS in order of importance

1. Email
2. Website
3. Telephone
4. Post/Letter
5. Face to Face / In Person

General comments include:

- JSS provide excellent and valuable service and always endeavour to answer queries.
- Always expert, understanding and patient.
- They treat you as a customer who requires service.
- Overall service provided by JSS is excellent
- JSS have always responded very fast and very helpfully to enquiries
- Very knowledgeable and helpful when I need it
- More options to help with understanding my pension benefits would be helpful
- More regular updates and information
- Unable to answer questions about personal circumstances
- Too much jargon
- Would like to see more options on benefits and detail on pensions and how they work

JSS Have:

- 6,029 Active Members
- 9,560 Preserved Members
- 14,932 Pensioners

JSS Website

Specific questions were asked about the website:

67% of responses said that they used the JSS website and of these 80% could find what they needed.

There were some suggestions on how to improve the website and this is currently being looked at.

Understanding your pension benefits

The majority of responses indicated that they understood their pension benefits, however a third did not. Some suggestions included carrying out remote sessions e.g. zoom and pension awareness webinars, JSS are currently looking into this as a future option.

Contact methods used by JSS

88% of responses had contacted JSS by email at some point and answers to queries were mostly received on the same day or within 3 days. Our target response time is 10 days.

20% of responses had contacted JSS via post at some point and of these 93% were satisfied.

29% had contacted JSS by telephone and 94% of these were about to talk to a member of staff immediately.

12% had spoken in person to a JSS advisor and 83% were satisfied with the conversation.

What are JSS going to do next?

We are going to:

- Review the full results and set out an action plan
- Add more information to the website based on some comments received
- Look into adding an option to the website for ongoing comments
- Review the FAQ page on the website
- Consider ways to improve awareness of this survey and contact with deferred members and pensioners
- Look at options for providing pension awareness sessions for active scheme members
- Continue to carry out the survey annually

Please note that JSS are unable to provide:

- Independent financial advice
- A list of recommended experts
- Tax related advice
- Advice on personal circumstances

We would like to thank all of our members and pensioners for completing the survey.

We would like to encourage you to feed back to us any further suggestions that you may have to continuously provide an excellent service to you.

Contact details can be found on the JSS website:

<http://jsspensions.nerc.ac.uk/default.asp>