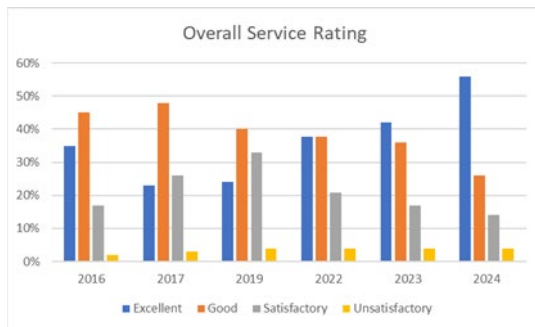


JSS Customer Satisfaction Survey 2024

Engagement

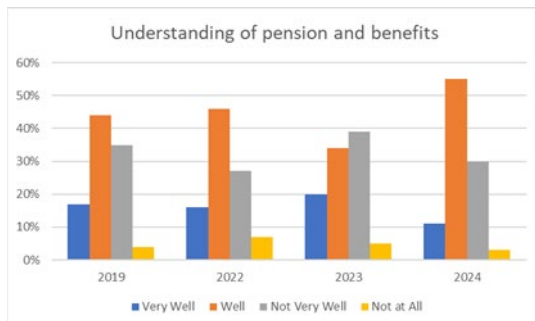
Engagement with the survey was lower than for previous years but overall the service that JSS provides was classed as Excellent/Good, this combined is 82%.

JSS has always strived to provide a good service and this can be seen over the last few years.



Pension Understanding

Most people understand their pension and benefits and this has been improving over the years.



The webinars provided by JSS are helping with this.

Contacting JSS

JSS provide numerous methods of contact, the most popular is via email. This is consistent with previous survey results.

Communication methods offered by JSS in order of importance:

1. Email
2. Website
3. Telephone
4. In Person
5. By Letter/post

General comments include:

- JSS provide excellent service
- JSS are always quick to respond to queries
- JSS are always professional
- JSS offer a personal service
- JSS are friendly and approachable

Of those that had contact with JSS 93% were satisfied with the response they received.

Answers to Queries

Most queries were answered by JSS on the same day or within a week.

JSS Website

79% of responses stated that they used the website, of these 77% could find what they wanted.

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

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Webinars

JSS started providing online webinars in 2023. These have been very well received.

Comments include:

- The webinars are really helpful
- I have found them very useful
- I wasn't aware of them but will look out for them in the future

JSS will continue to provide webinars for as long as they are required.

What JSS did following the 2023 Survey results

- We added additional information to our letters and forms
- We set up pension webinars
- We have updated the glossary on our website
- We have added presentations to our website
- We have reduced links on our website where possible

What are JSS going to do next based on survey responses?

- We will run the survey later in the year and for longer (01 March to 01 June)
- We will include a survey with Annual Benefit Statements and consider doing the same for Pension Increase letters
- We will continue to provide Pension Webinars

- We will publish Survey results and review where JSS can implement any changes
- We will continue to deliver the high levels of service that our members expect

Please note that JSS are unable to provide:

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

Contact JSS

Our contact details can be found on our website:

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

There are a number of options to provide feedback to us:

- By survey on our email footers
- Via our website
- Call or email us direct to discuss

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

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