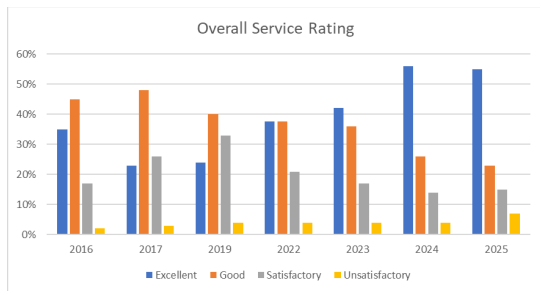


JSS Customer Satisfaction Survey 2025

Engagement

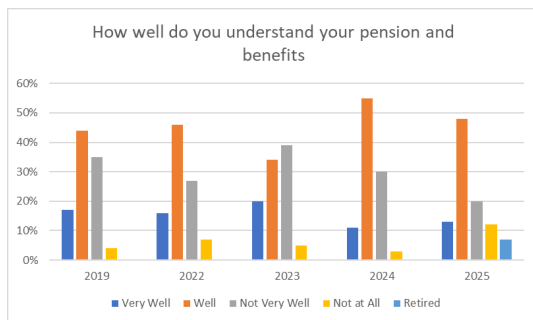
Survey Engagement continues to be low. Overall the service that we provide was rated as 55% Excellent, 23% Good, 15% Satisfactory.

We have always strived to provide a good service and this evidenced in previous surveys.



Pension Understanding

Most people understand their pension and benefits.



Contacting JSS

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

We also offer telephone, in person, online (Zoom/Teams) and by letter. The website provides contact details and a means of commenting anonymously.

The Five Top Comments are:

- Queries are answered quickly
- JSS are prompt and professional
- JSS are very helpful
- Please keep to laymans terms
- Excellent information provided via the website

Of those that had contact with JSS 77% were satisfied with the response they received.

Answers to Queries

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

JSS Website

67% of responses stated that they used the website.

Most use the website when prompted by their employer.

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

Webinars

We started online webinars in 2023, which have been popular.

Comments include:

- The webinars are informative
- They are very useful
- Would like them every six months

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

JSS Customer Satisfaction Survey 2025

What we did following the 2024 survey results

- We ran the survey later in the year 1st March to 1st June
- Continued to provide pension webinars
- Published an overview of the survey results
- Continued to strive to provide the best service possible
- Added more information to our website

What are we going to do next based on the 2025 survey responses?

- We will update our website and add more information as identified in the survey
- Continue to provide webinars if possible and look at bitesize information bursts
- Publish an overview of the survey results
- Continue to strive to provide an excellent service and response rate
- Communicate regularly and look at other ways to do this
- Run the survey again 01 March to 01 June 2026

Please note that we are unable to provide:

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

Summary

The information that we receive via this survey helps us to review the service we provide.

We are pleased with the results from this survey and will continue to take on board your comments.

We would like to remind you that we are happy for you to visit us in Polaris House, Swindon if you have any queries that you would like to discuss in person. Please call to arrange an appointment.

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.