



## Monthly Survey Results - Rolling year to date scores

At the start of each month, we write to all brokers who have cases that completed in the previous month. We ask them to give us marks out of 10 for 10 key service standards, plus any comments. This table shows the combined teams total.

Questions	Jul 09	Aug 09	Sep 09	Oct 09	Nov 09	Dec 09	Jan 10	Feb 10	Mar 10	Apr 10	May 10	Jun 10
Speed of acknowledgement of application	8.78	9.02	8.85	8.97	8.67	8.85	9.11	9.08	8.98	9.22	8.40	8.95
Clarity of our evidence and income requirements	8.33	8.55	8.40	8.66	8.34	8.61	8.59	8.90	8.75	8.75	8.10	8.44
Information provided by us during application process	8.08	8.22	8.28	8.60	8.26	8.57	8.74	8.92	8.65	8.88	8.03	8.46
Speed to offer	8.28	8.13	8.27	8.72	8.74	8.57	8.94	8.84	8.43	9.21	7.59	8.11
Accuracy of paperwork and offer	8.74	9.06	8.67	8.75	8.79	8.61	9.07	8.96	8.80	9.09	8.69	8.92
Speed of answering telephone	8.50	8.60	8.45	8.53	8.10	8.29	8.39	8.43	8.39	8.35	7.51	8.12
Knowledge of our personnel	8.45	8.50	8.39	8.64	8.26	8.57	8.62	8.67	8.79	8.94	8.25	8.69
Helpfulness of our personnel	8.45	8.66	8.99	9.00	8.57	8.96	8.91	9.22	9.23	9.29	8.61	9.04
Calls returned within agreed timescales / in good time	8.10	8.72	9.02	9.04	8.29	8.55	8.57	8.73	9.08	8.50	7.84	8.68
Overall satisfaction with handling of your business	8.40	8.37	8.68	8.94	8.56	8.75	8.70	8.89	8.70	9.15	8.16	8.71
Overall score out of 100	84.10	85.82	85.99	87.85	84.60	86.33	87.64	88.64	87.83	89.39	81.17	86.13