



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	Sep 10	Oct 10	Nov 10	Dec 10	Jan 11	Feb 11	Mar 11	Apr 11	May 11	Jun 11	Jul 11	Aug 11
Speed of acknowledgement of application	8.60	8.61	8.41	8.55	8.91	8.81	8.99	8.57	8.74	8.64	8.11	8.47
Clarity of our evidence and income requirements	8.33	8.28	7.90	8.07	8.45	8.48	8.63	8.05	8.40	8.18	7.51	8.04
Information provided by us during application process	8.81	8.16	7.79	7.98	8.57	8.40	8.61	8.00	8.31	8.08	7.39	7.88
Speed to offer	7.88	7.70	7.24	7.60	8.43	8.09	8.46	7.58	8.04	7.59	6.74	7.48
Accuracy of paperwork and offer	8.92	8.85	8.62	8.85	9.11	8.99	9.01	8.72	8.85	8.84	8.33	8.88
Speed of answering telephone	7.07	6.99	6.57	7.39	7.66	7.73	7.80	7.57	7.69	7.48	6.97	6.91
Knowledge of our personnel	8.34	8.34	7.93	8.15	8.57	8.46	8.67	8.24	8.49	8.32	7.74	8.12
Helpfulness of our personnel	8.66	8.66	8.34	8.62	8.83	8.89	8.99	8.55	8.73	8.66	7.95	8.42
Calls returned within agreed timescales / in good time	7.41	7.65	7.05	7.77	7.76	8.06	8.23	7.77	7.80	7.70	6.94	7.37
Overall satisfaction with handling of your business	8.28	8.19	7.73	8.21	8.64	8.51	8.67	8.09	8.39	8.17	7.43	7.90
Overall score out of 100	82.30	81.44	77.58	81.19	84.93	84.41	86.05	81.13	83.43	81.66	75.11	79.47