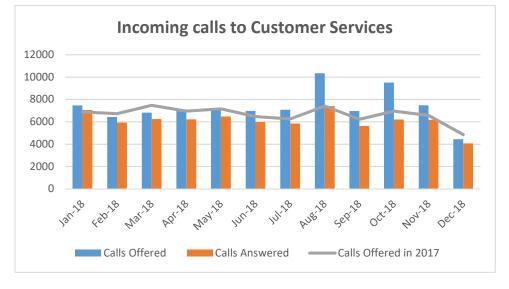
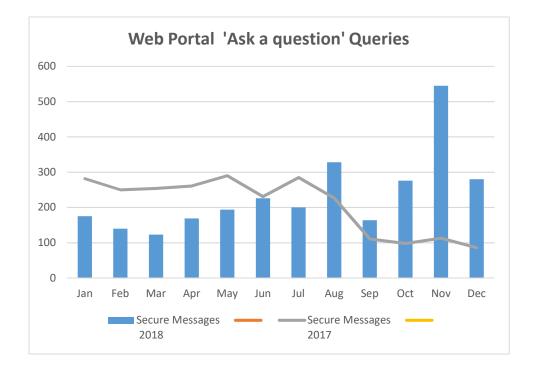
Sensitivity: PUBLIC - NOT PROTECTIVELY MARKED

West Midlands Pension Fund

Appendix E: Customer Service Statistics 1 October 2018 – 31 December 2018



	October	November	December
Calls Offered	9513	7476	4431
Calls Answered	6206	6171	4071
Calls Offered over same period in 2017	6963	6572	4853
Answer Rate (Target 85%)	65.24%	82.54%	91.88%



'Ask a question' Queries Received

'Ask a question' Queries Received 2017

October	276	98
November	545	113
December	280	86

Sensitivity: PUBLIC - NOT PROTECTIVELY MARKED

West Midlands Pension Fund

Appendix E: Customer Service Statistics 1 October 2018 – 31 December 2018

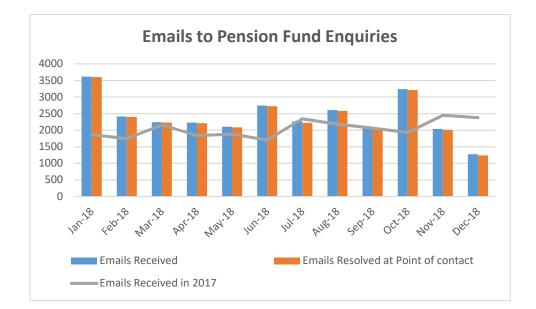
December

1273

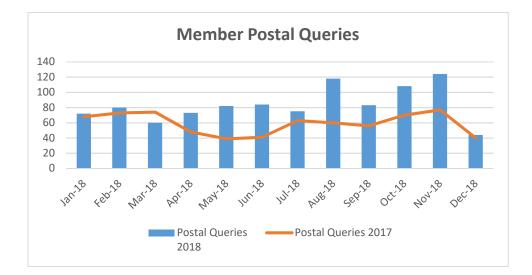
1237

2378

97%



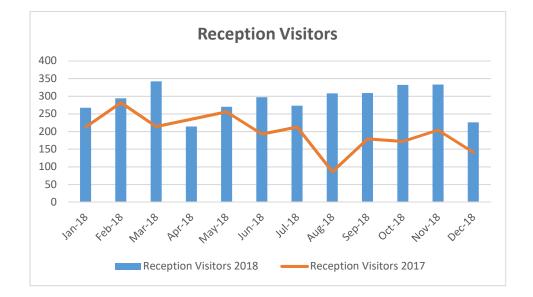
OctoberNovemberEmails Received32382033Emails Resolved at Point of contact32092005Emails Received in 201719272450% of emails resolved at point of99.10%98.62%contact32093209



	Member Postal Queries	Member Postal Queries 2017	
October	108	70	
November	124	77	
December	44	40	

West Midlands Pension Fund

Appendix E: Customer Service Statistics 1 October 2018 – 31 December 2018



	October	November	December
Visitors to Reception 2017	296	254	243
Visitors to Reception 2018	332	333	226