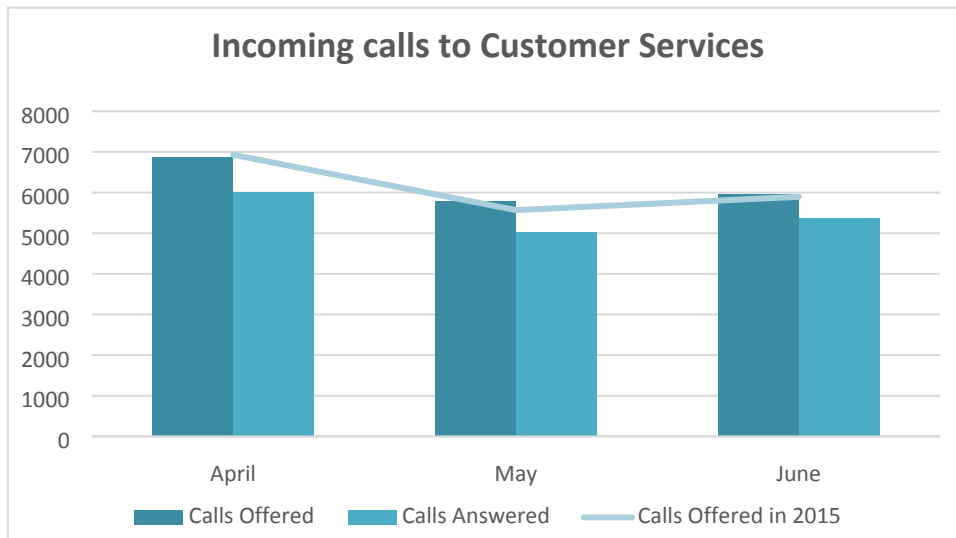
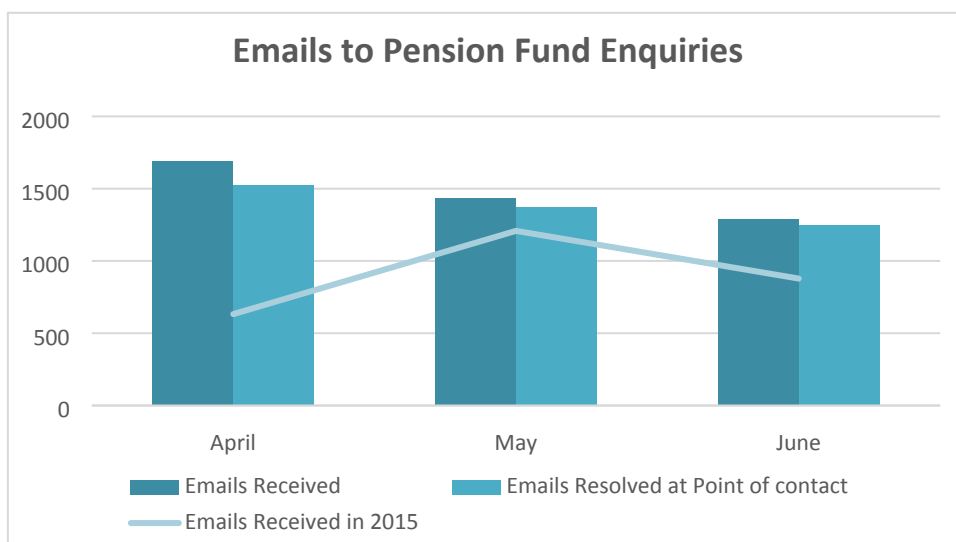


**West Midlands Pension Fund  
Appendix D: Customer  
Service Statistics  
1 April 2016 to 30 June 2016**

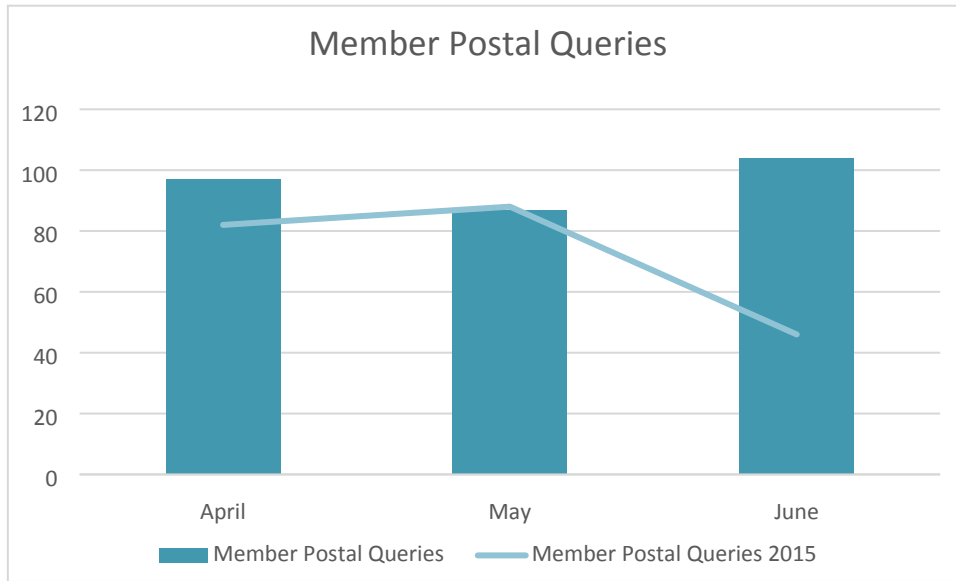


	<b>April</b>	<b>May</b>	<b>June</b>
Calls Offered	6869	5790	5961
Calls Answered	6004	5018	5370
Calls Offered in 2015	6929	5568	5896
Answer Rate	87.41%	86.66%	90.09%

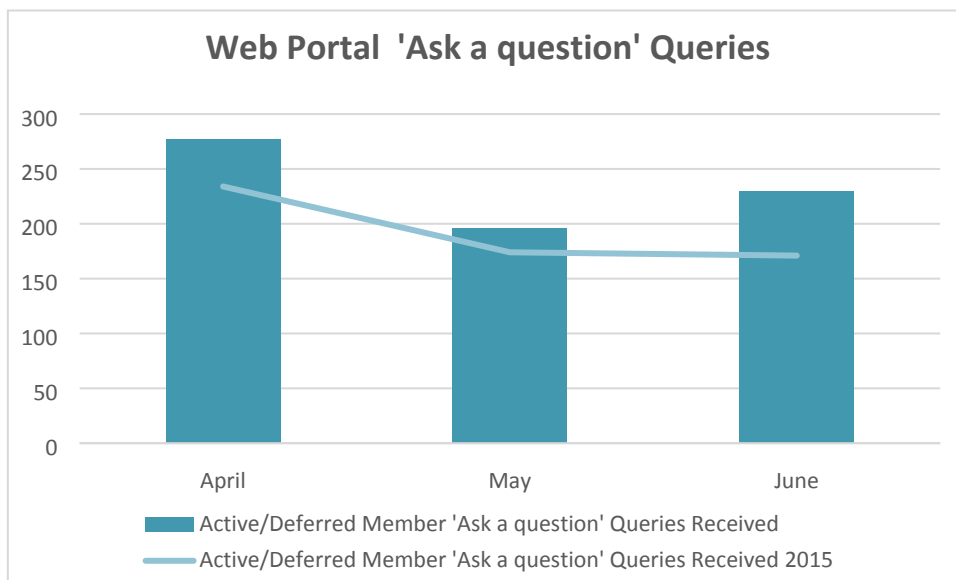


	<b>April</b>	<b>May</b>	<b>June</b>
Emails Received	1694	1433	1289
Emails Resolved at Point of contact	1522	1375	1246
Emails Received in 2015	632	1208	878

**West Midlands Pension Fund  
Appendix D: Customer  
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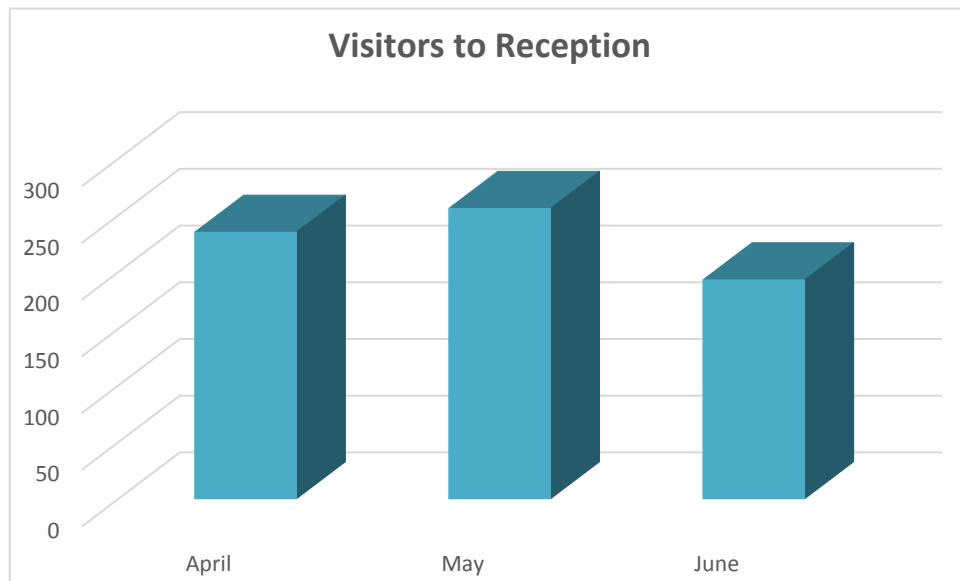


	Member Postal Queries	Member Postal Queries 2015
<b>April</b>	97	82
<b>May</b>	87	88
<b>June</b>	104	46



	Active/Deferred Member 'Ask a question' Queries Received	Active/Deferred Member 'Ask a question' Queries Received 2015
<b>April</b>	277	234
<b>May</b>	196	174
<b>June</b>	230	171

**West Midlands Pension Fund  
Appendix D: Customer  
Service Statistics  
1 April 2016 to 30 June 2016**



	<b>April</b>	<b>May</b>	<b>June</b>
Visitors to Reception	235	256	193