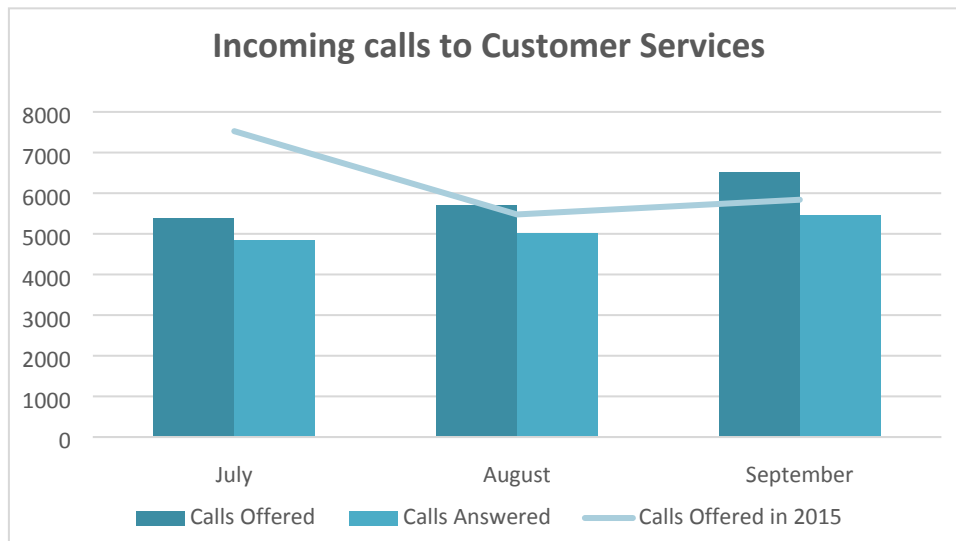
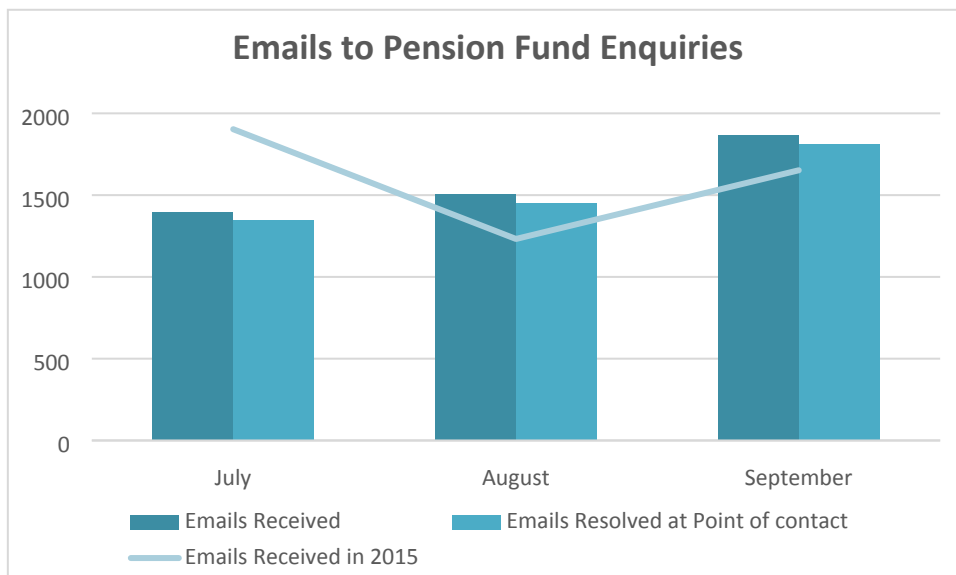


**West Midlands Pension Fund
Customer Service Statistics 1 July 2016 to 30 September 2016**

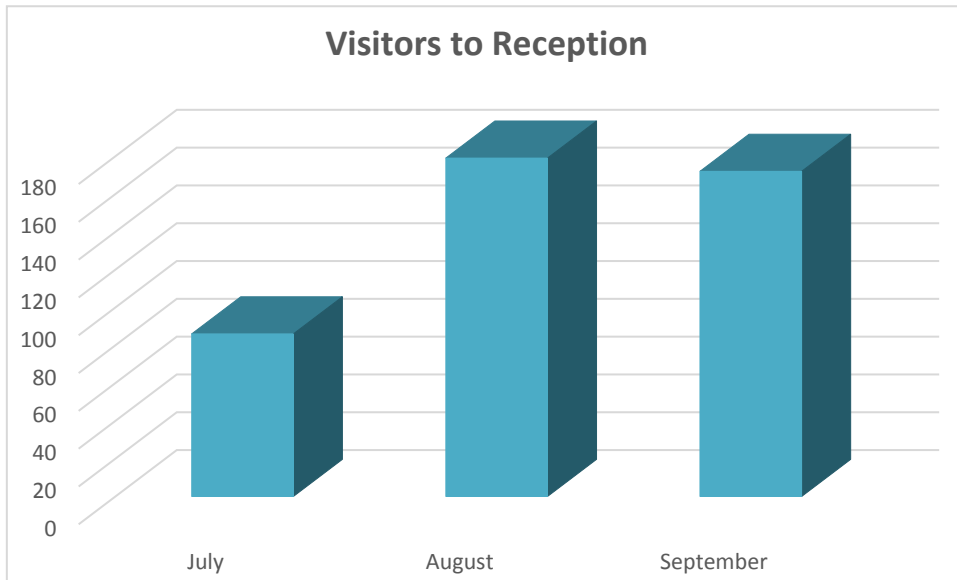
Appendix D:



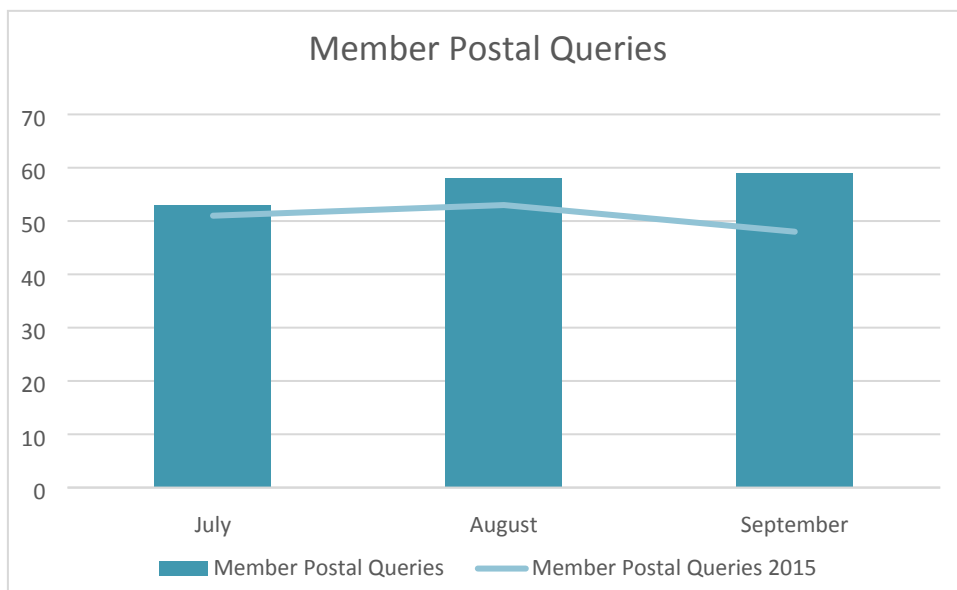
	July	August	September
Calls Offered	5384	5697	6503
Calls Answered	4825	5019	5458
Answer Rate	90.11%	88.10%	83.90%



	July	August	September
Emails Received	1399	1507	1865
Emails Resolved at Point of contact	1347	1450	1812
% of emails resolved at point of contact	96.28%	96.21%	97%

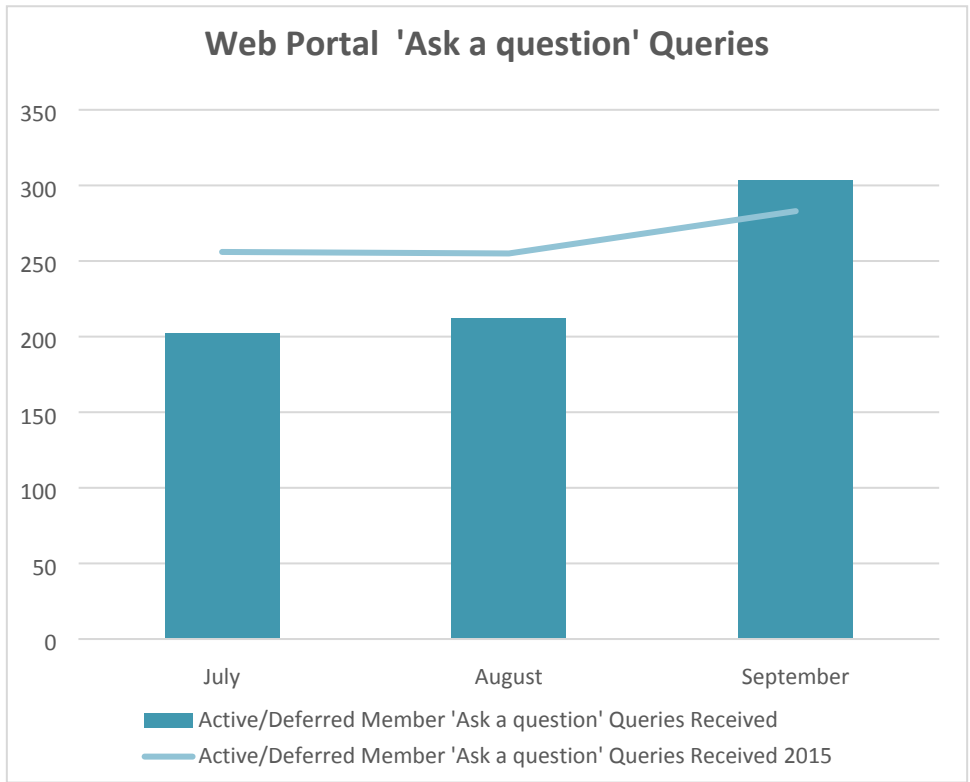


	July-16	August-16	September-16
Visitors to Reception	86	179	172



Member Postal Queries

July	53
August	58
September	59



Active/Deferred
Member 'Ask a
question' Queries
Received

July
August
September

202
212
303