
Customer satisfaction feedback



How you rate us?

In January, we contacted members with an online account to ask about our pension service and communications.

Your feedback suggested that we need to make some changes to our communications and the vehicles we use to communicate with you.

Firstly, you felt the service we provided was excellent, scoring us **4.61 out of 5**



Obtaining information

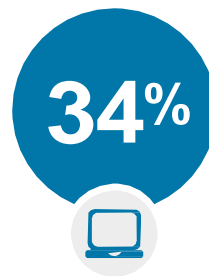
When asked where you obtain information about your pension scheme, you said:

- 93% from our newsletters
- 41% from our website

The channels you prefer to receive information via are detailed below:



by post
and email



by email



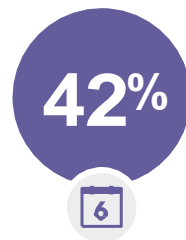
by email
and website



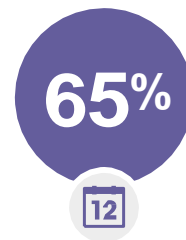
by post

Our website

We asked you how frequently you use our website, you said:



in the last
6 months



in the last
12 months



not at all within
the last year

When we asked about what you use our website for, you said:

- Viewing benefit statements
- Viewing latest payslips, payments, P60's and contributions
- Retirement information
- Using calculators to forecast
- Checking for recent updates and general information
- Important news
- Changing personal details

Listening to you

We also undertook two focus groups in Reading and Birmingham, and one usability study in Bristol to understand how you feel about our annual benefit statement.

This is what you told us:

Tell me when I can get it

**Show me how much
pension and cash I'll get**

**Show me the impact of
reductions for taking
early retirement**

**Tell me everything
in plain english**

Get involved

Based on your feedback and to help the environment, we're changing the way we communicate. We're looking to go digital, but we need your support.

What's changing?

- The next edition of the newsletter (Winter) will be circulated via email and will be available via our website
- We're asking volunteers to access a digital annual benefit statement. If you'd like to find out more or to take part in the trial contact us at: **eapf@environment-agency.gov.uk**

