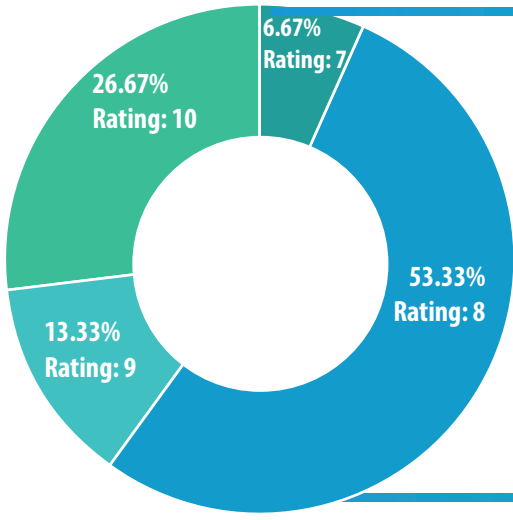


Customer satisfaction survey results

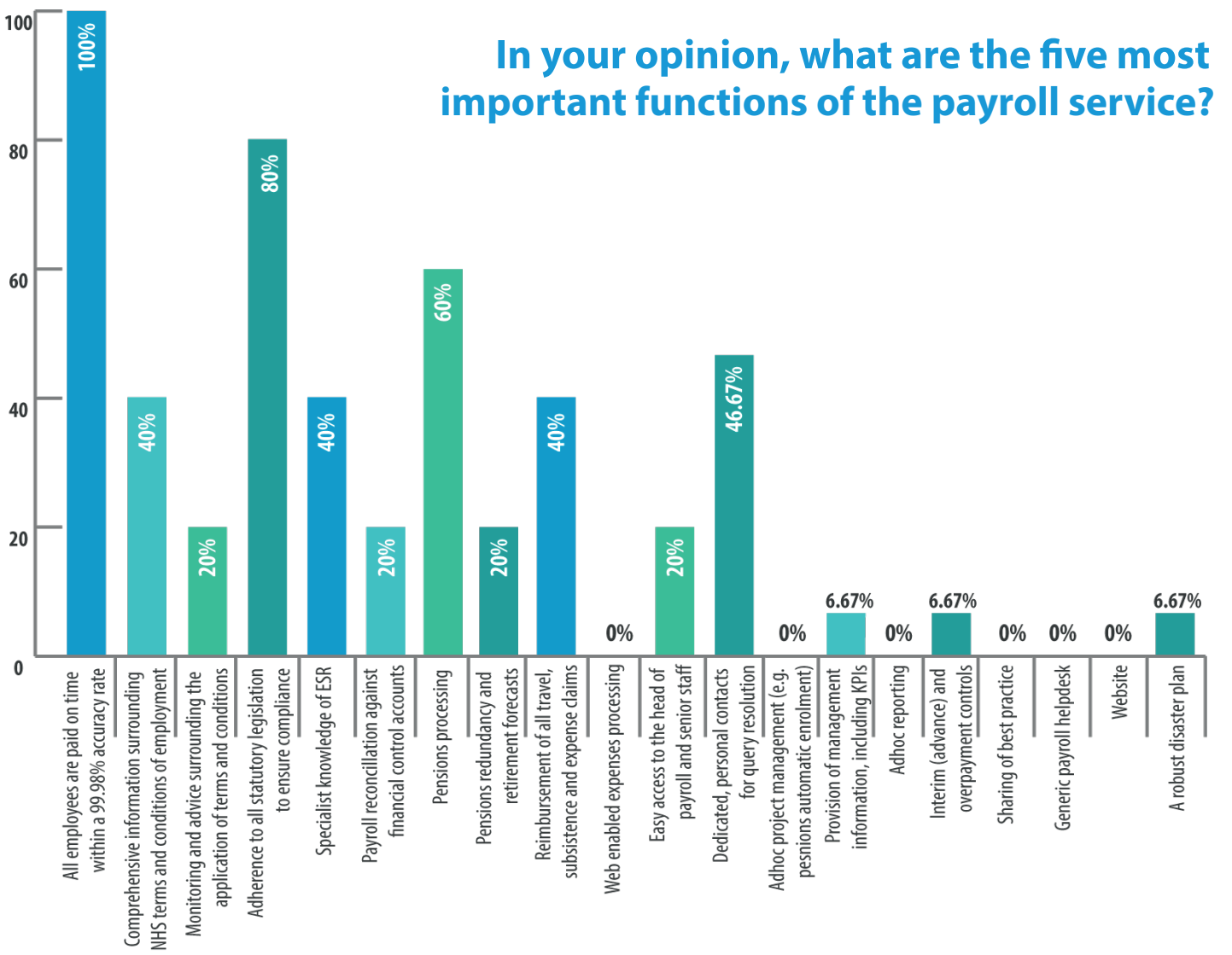
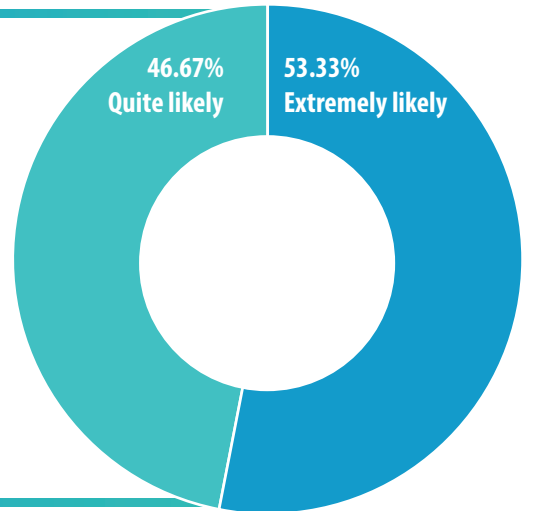


How would you rate your overall satisfaction with the payroll service?

Options:
1 - extremely dissatisfied to 10 - extremely satisfied

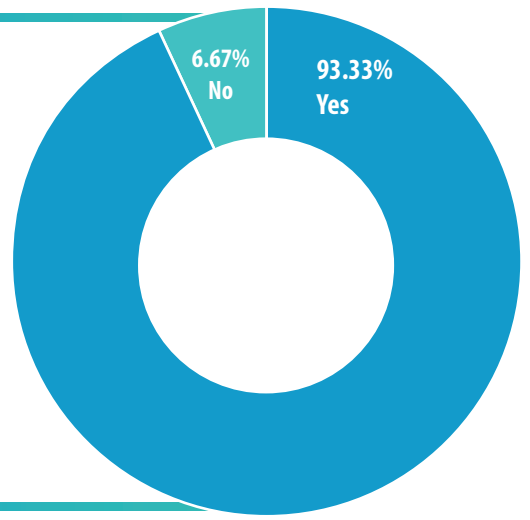
How likely are you to recommend our service to others?

Options:
Extremely likely, Quite likely, Moderately likely, Slightly likely, Not at all likely



Do you feel that you receive a personal, fully managed payroll service?

Options:
Yes, No



None whatsoever, delighted with the service.

What would be the single improvement you would most like to make to the payroll service?

Options:
Free text

N/A - we are extremely happy with the service we receive from the team.

Various elements of the pensions service can sometimes be patchy

Electric appointment, changes, leavers process.

Better communication between payroll admin and employee resources where a mistake / oversight has occurred.

Improvements around expenses processing and accuracy

Electronic payslips