

Having read the proposed updates for the Star Rating for Customer Service, please see our below comments:

Question 3: We believe this would be difficult to measure, especially as there are scenarios where subsequent customer emails are not responded to. i.e. when customers send emails thanking us for our help, these are not responded to. Additionally, there are scenarios where customers send us an email and afterwards call our customer services team. As their query is then dealt with over the phone, their email is not responded to.

Question 4: This varies as some customers expect quick and accurate service, whereas others are surprised and grateful for receiving a quick response. I think this is based on previous experiences they have had with other companies.

Question 10: By experience, customers expect a quicker response via social media, as this is classed as instant messaging, and therefore expecting a reply to be instant, sort of acting as an online chat.

Other than the above, the updates and changes are agreeable, however if you have any further queries, please do not hesitate to contact me.