

# YOU SPOKE, WE'RE LISTENING

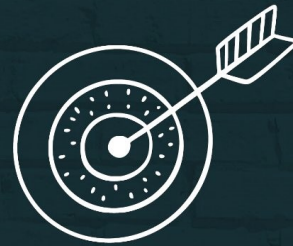


## You said:

"It's not always clear when an issue isn't being treated as a formal complaint."

## We did:

We're developing new training to help employees understand when something should be treated as a formal complaint, and communicate clearly with you about what to expect.



## You said:

"There's no opportunity to give you feedback on how my complaint was handled."

## We did:

We'll send you a short survey when your complaint is closed, to help us understand the handling process and identify what works well or where we can improve.



## You said:

"There are long pauses on webchat so I don't always know what's happening."

## We did:

We're now using hold messages and monitoring advisors on their average handling time.

