

EFORM HANDLING SURVEY

April to December 2025

i We asked customers who completed an online form (eform) to give their views on the way we've handled their request.

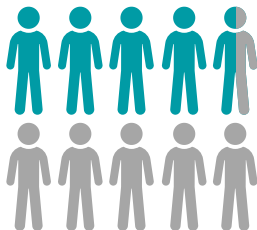
6,094
Surveys sent



592
Gave feedback

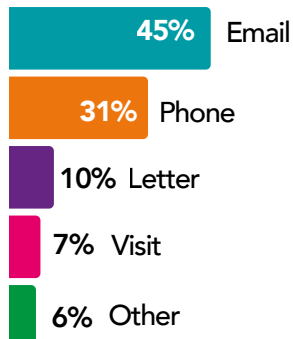


You told us...



45% received contact

If contacted, this was done by...



Acknowledged in reasonable time

Compared to 2024/25



83%

↑ 1%



Answered enquiry



96%

New to 25/26



Explained next steps



61%

↓ 9%



Explained when they will be contacted



37%

New to 25/26



Overall satisfaction



34%

↑ 1%