# E-form submission survey summary

## April to September 2026





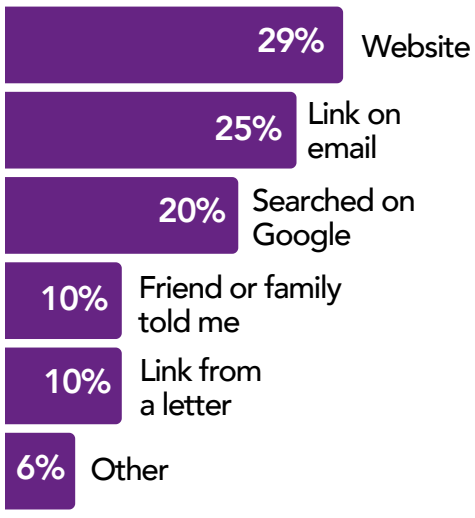
When customers complete an online form (e-form) they are asked to give feedback about the e-form.

**7,535** surveys sent

**114** gave feedback

## Satisfaction results

### How did you hear about this e-form...




| | | Compared to 2025/26 |
|---|---|---|
| Easy to find e-form | 72% | ↓ 5% |
| Easy to complete | 75% | ↓ 9% |
| Overall satisfaction | 74% | ↑ 5% |
| Likely to use again | 78% | ↓ 2% |

berneslai homes