

## Our Customer Service performance rating for Q3 2023 as measured by Citizens Advice

| Supplier<br>ranking | Rating | Average<br>telephone<br>wait time | Telephone<br>score | Email response within 2 working days % | Email response score | Ease of contact score |
|---------------------|--------|-----------------------------------|--------------------|--|----------------------|-----------------------|
| 4                   | 3.07   | 64 seconds                        | 4                  | 100.00%                                | 5                    | 4.40                  |

