



Our Customer Service performance rating for Q2 2024  
as measured by Citizens Advice

| Supplier ranking | Rating | Average telephone wait time | Telephone score (out of 5) | Email response within 2 working days % | Email response score (out of 5) | Ease of contact score (out of 5) |
|------------------|--------|-----------------------------|----------------------------|--|---------------------------------|----------------------------------|
| 3                | 3.4    | 34 seconds                  | 4                          | 100%                                   | 5                               | 4.40                             |

