

March 2022 Survey Results:

Our satisfaction rate for **March 2022** is **90%**, with **84.5%** of consumers reporting that they were either very or extremely satisfied.

The UKICC recovered an average of **£393 per consumer** for the month of March.

96% said our responsiveness was good, with **90%** of people rating the listening and understanding of the advisors either extremely or very good.

Consumer comments:

"The situation was very clearly explained and my dispute was resolved in full, and much quicker than I would've expected"

"A priceless service that really is special and supportive. Especially for people like me who suffer from anxiety I can't thank you enough. A fair and thorough service."

"I am very pleased to have decided to ask for your help and I will have no hesitation to refer your services. Your responses have been knowledgeable, professional, reassuring but objective throughout the process. I had a clear picture on where we are at with the case and where we are going."

"I would have been totally unable to resolve the issue without them."

"I found the staff I spoke to were extremely attentive to the concerns which led to a dispute being raised. They seemed to care about my issue and were invested in trying to obtain a satisfactory outcome. In my view, their approach is very rare as my experience in dealing with different organisations is that the

customer is not valued and the information provided is often contradictory and confusing. Thank you so much for a really good experience."