

November 2022 Survey Results:

Our satisfaction rate for **November 2022** is **97%**, with **74%** of consumers reporting that they were either very or extremely satisfied.

The UKICC recovered an average of **£573 per consumer** for the month of October.

100% of consumers rated the knowledge and understanding of our advisors as good, with **85%** of people rating the professionalism of our advisors was either extremely or very good.

Consumer comments:

“The customer service is very good, they give you time to talk and explain your worries, and they explain back for more details and in professional manner to make sure that we really understand and satisfied.”

“Excellent service and supportive team”

“The representative stayed on my case and provided updates of the progress throughout.”

“The advisor was very nice and helped me to understand the process and the various things i needed to send to her so she could start the process.”