

## October 2022 Survey Results:

Our satisfaction rate for **October 2022** is **95%**, with **88.5%** of consumers reporting that they were either very or extremely satisfied.

The UKICC recovered an average of **£1646 per consumer** for the month of October.

**97%** of consumers rated the listening skills of our advisors as good, with **91%** of people rating that they thought the friendliness and politeness of our advisors was either extremely or very good.

Consumer comments:

*“The staff member Clever Muringi was very calm, collected all the required information was very polite and professional. I do not know the outcome of my case but this service is excellent.”*

*“Emma Drury-Laker was extremely helpful & professional on the phone. To know that someone is prepared to try & help me is massively important & cannot be underestimated. Thank you.”*

*“Very professional and helpful.”*

*“We are so very grateful that the UKICC is trying to help us find resolve with the company in question. Our only concern is that communication only occurs once a month due to the abundance of cases you have, and the information we*

*receive for feedback in minimal. We wish you had more case workers to meet the demand for your wonderful service.”*