

settle.

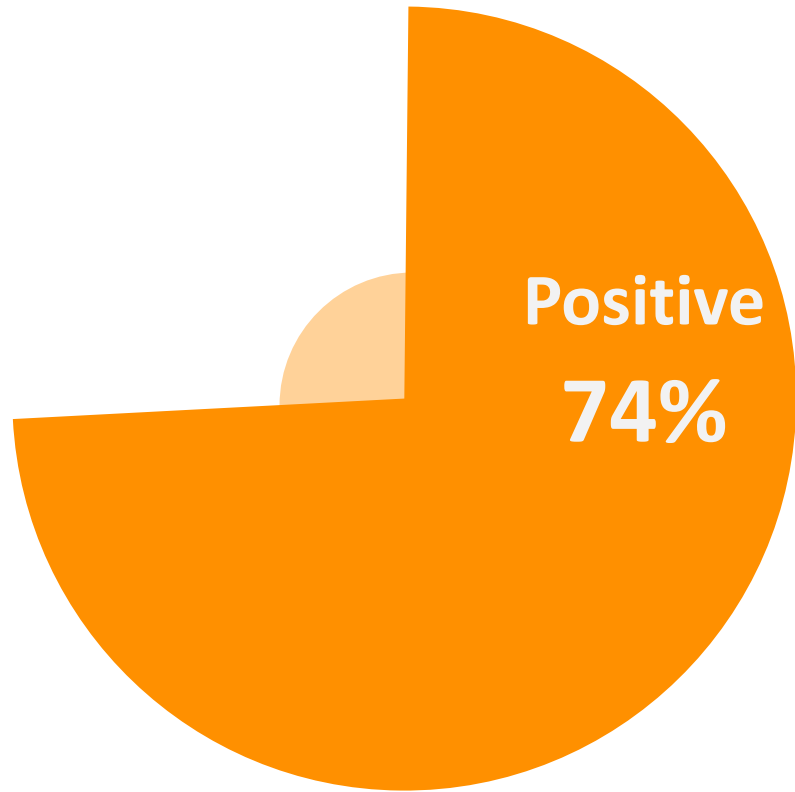


The big door knock - results

**420 customers visited by settle
colleagues**

1525 responses

Overall Customer Satisfaction



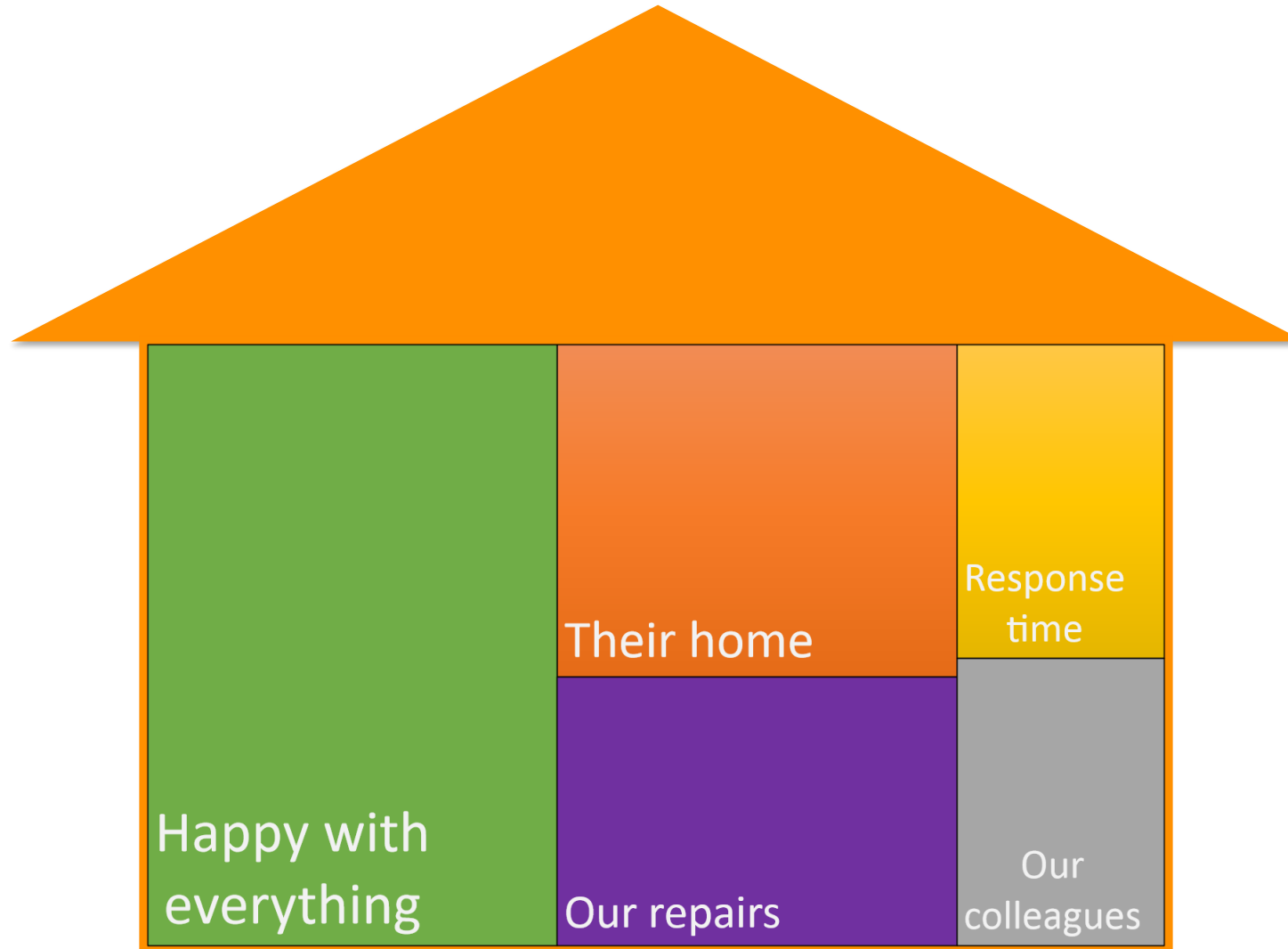
“Customer service is really good”

“Problems get sorted quickly”

“On the whole happy”

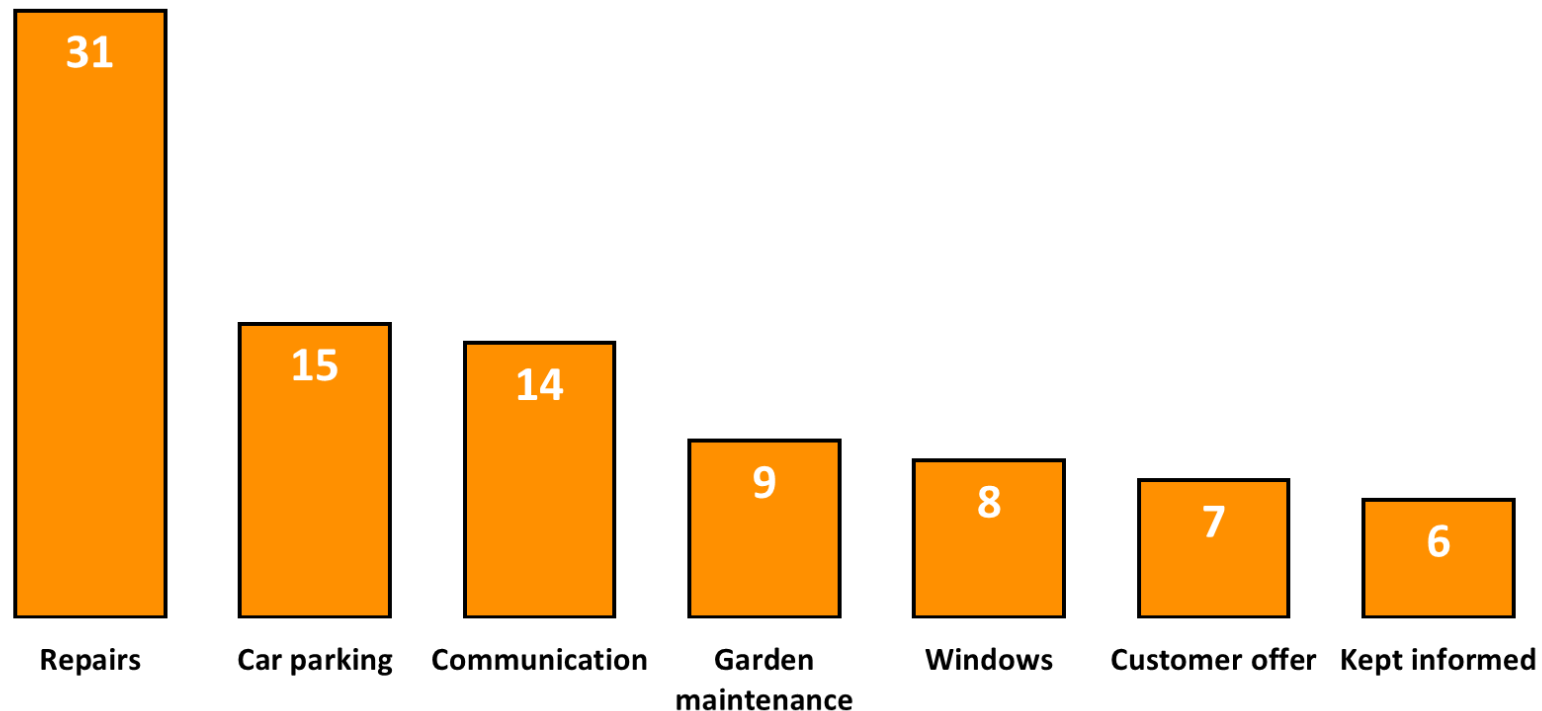
“Easy to contact”

What is the one thing you really like about settle?



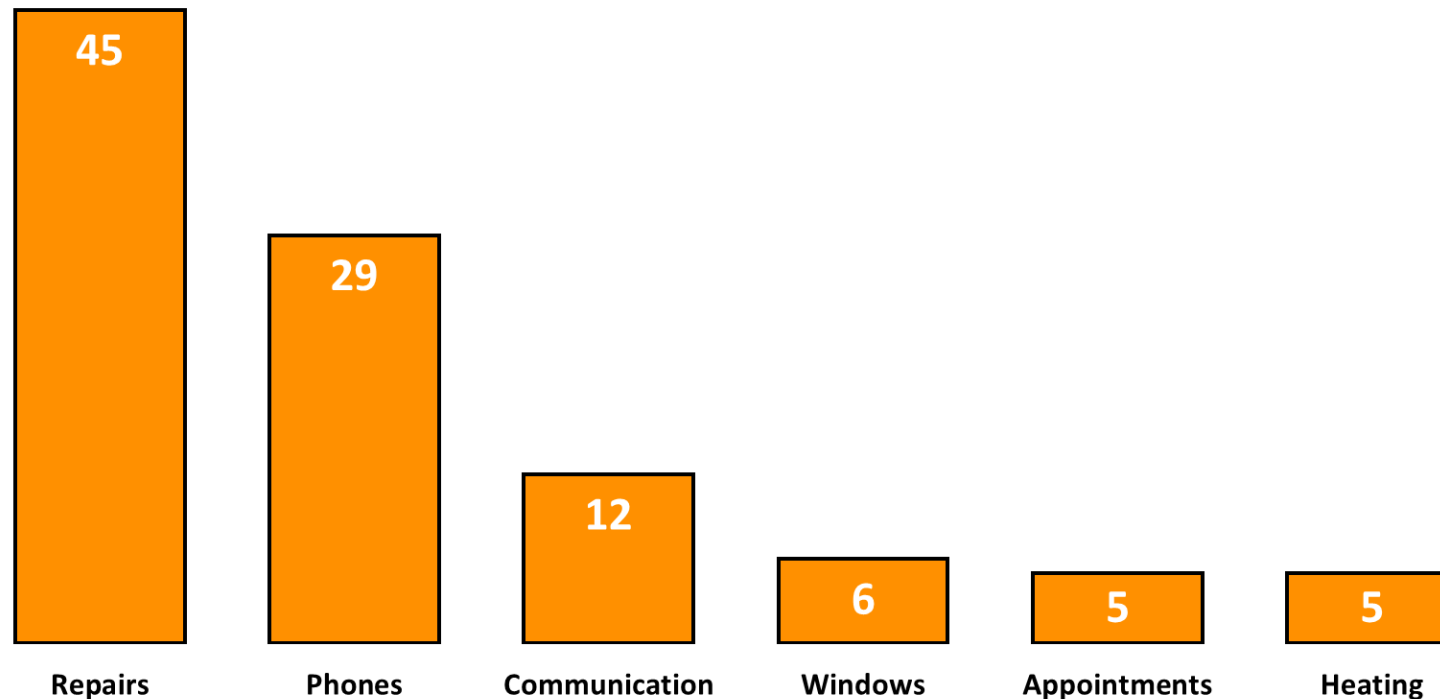
What is the one thing you would change?

51% of customers put forward suggestions



What's the biggest hassle in dealing with settle?

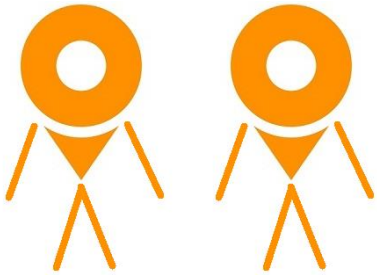
59% of customers didn't identify anything
41% of customers identified an issue



Are there any services/times when you would really want to see someone face to face? Can you tell me what they are?



7 in 10 customers did not want face to face contact



2 in 10 customers did want face to face contact



1 in 10 customers happy with current face to face contact

settle.

