

## OPG Annual customer survey 2016

### Team support: EPOAR post-registration service

#### We targeted

- ✓ 200 solicitors who submitted powers of attorney via EPOAR between 2015 - 2016
- ✓ 14 replied = 6.5% response rate
- ✓ Questionnaires sent by e-mail

#### What about our service? You said...

86% said that our staff had the necessary knowledge to deal with their issue

85% contacted us between 1 – 3 times before their issue was resolved

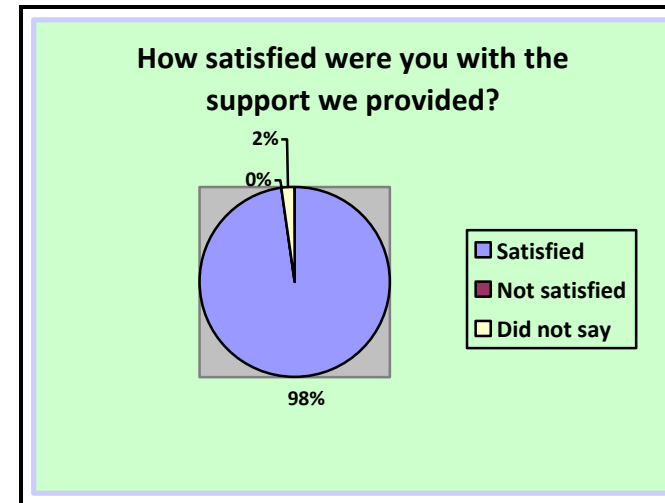
85% said we provided accurate information

86% said we dealt with the enquiry within a reasonable time

15% said they noticed a change to our service after we merged teams

86% visited the EPOAR pages of the website and were satisfied with the information

#### Levels of customer satisfaction



#### What do you like about EPOAR? You said...

- Speed, retained information making input quicker
- Easy to use
- Generally a quicker, more efficient service
- User friendly
- Easy website and quicker registration of documents

## What you don't like about EPOAR ...

Sometimes turnaround times can be slow but I appreciate the high volumes you are dealing with

Extra work. Poor quality of finish. Not accepted by some bank and building societies.

Re-entering details of addresses where granters are Mr & Mrs and family are also at the same address, repetitive address entry.

Inability to search for PoAs not submitted through EPOAR

## What can we do to improve our service?

- Ensure turnaround times are good
- Offer direct debit service for payment by Law Firms rather than use a Partners' credit card
- Produce a better quality PoA
- I find when disturbed (which is often) I can be unsure which document I am working on and would like to see the name of the granter at the top of the screen
- Keep the processing period as short as possible and make expedited processing very quick
- Turnaround times for registration seem to vary. It would be helpful if an indication of likely turnaround times were given on submission

## Next steps

We will publish the summary

Our actions: we will.....

1. We have asked our supplier to update the e-mail sent confirming payment. This e-mail will have a link to our news page which advises of the current processing times.
2. We know that our turnaround times could be better. We have recruited 2 extra members of staff to help process PoAs. Once trained this will help improve the turnaround times.
3. We have asked our supplier to look into the possibility and cost of adding the name of the granter to the top of the EPOAR page.
4. We will look into the issue raised about the quality of the documents
5. We are looking into the possibility of having a public system that could be used to search for registered PoAs. This may offer solicitors an option to search for PoAs not submitted through EPOAR.