



**At InvestAcc, doing what we say we will is our number one priority.**

To demonstrate this, we publish stretching service standards, and update our achievement against those standards each month.

Period to 31<sup>st</sup> January 2012:

**Percentage of work completed within service standard: 96.8%**

We continue to deliver a very high level of customer service, and would like to hear from you if you have any comments on ways we can improve what we do.

#### Methodology

Our measurements are done by taking a random 10% sample of all work done each month, which we then compare against the standards published on our website. We use the same measurements to determine Key Performance Indicators for our staff, who are rewarded based on these values.

To iron out statistical and seasonal variances, we look at the previous 12 month period, which allows us to demonstrate our long term service commitment.