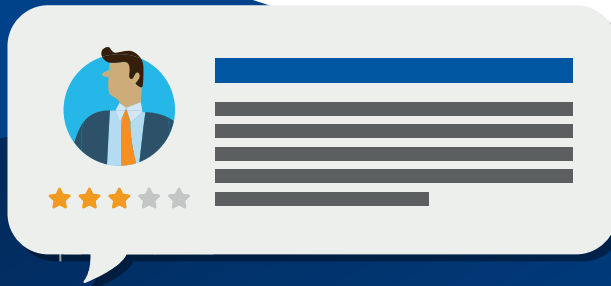
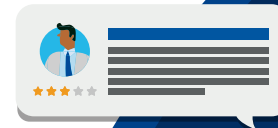




Partner Survey Results 2022





Explaining Our Results & Progress

Emma Stott, Customer Service Director

I would like to thank all our Partners who completed our annual Chess Partner Survey. Your feedback is invaluable in helping us understand first-hand where we are getting things right and the areas we need to improve on.

I'm delighted to say that our feedback tells us that Partnersatisfaction is improving. I am immensely proud of how our people and our Partners have responded during a challenging 2-year pandemic journey.

Overall Net Promoter Score (NPS)

We measure your satisfaction by using NPS. This is a recognised benchmark to show customer satisfaction on an index from -100 to 100. We continually assess and support any areas that fall below our NPS targets.

We're pleased to share our NPS score for the period of 2021-22 was +40 points

How Our Partners Describe Us

How easy is it to deal with Chess



Our Partners scored us 4.1 out of 5 when asked how easy it was to deal with Chess

64% of Partners said that Chess Cares about their Business

71% of Partners said that Chess is open and transparent

78% of Partners said they trust Chess as their wholesale provider

How Our Partners Describe Us

Partners were asked to best describe their experience in 3 words, lots of Partners said we were helpful, reliable and knowledgeable.

We were pleased to hear that **'helpful'** continues to be the most popular word to describe Chess

The 'One Thing' Partners want to see improve

To help focus attention on what matters most to customers, we identified 5 'one thing' areas to improve.

- 1 Support Partners with the 2025 PSTN switch off
- 2 More regular Marketing and Communication via the iBill platform
- 3 Ability to re-rate call traffic for Bureau Partners
- 4 Quicker responses on billing queries
- 5 Ability to raise tickets via iBill

