

STATEMENT OF SERVICE TO THE PUBLIC

ACCOUNTABILITY REPORT 2017-2018 ÉPARGNE PLACEMENTS QUÉBEC

Épargne Placements Québec – responsible for managing operations relating to Québec savings products – has set three main objectives as part of its Statement of Service to the Public:

- maintain a high level of confidence with each of its customers;
- place the quality of the relation with its customers at the centre of its daily activities;
- offer quality services that meet the expectations of its customers.

Achievement of these objectives is periodically measured through satisfaction surveys. The last survey was conducted in the fall of 2017. It covered 1 003 customers who had been in contact with the call centre during the previous six months. An independent market research firm carried out a telephone survey using the Outil québécois de mesure, a measurement instrument developed by the Secrétariat du Conseil du trésor.

The survey results show that for the seven service aspects described in the Statement of Service to the Public, the perception of the quality of service offered is always very positive. Indeed, 98% of respondents gave a score equal to or greater than 8 out of 10 to the quality of service offered, the same result as in the 2015 survey.

The overall level of satisfaction with Épargne Placements Québec also remains very high since 95% of respondents gave a score equal to or greater than 8 out of 10 in this respect. This is the same result as in the survey conducted in the fall of 2015.

Lastly, the majority of customers (95%) interviewed would recommend the services of Épargne Placements Québec to their family and friends, the same result as in the 2015 survey. Once again, this result is indicative of a very high level of customer satisfaction and loyalty.

PERFORMANCE INDICATORS

Some indicators that help measure the level of efficiency of the customer relationship centre, the main vehicle by which Épargne Placements Québec serves its customers.

Indicators	Objectives	2016-2017 Results	2017-2018 Results
Call abandonment rate	< 4.50%	3.07%	3.07%
Complaint rate	< 0.05%	0.02%	0.01%

RESULTS

Outstanding savings products as at March 31, 2018 amounted to \$10.3 billion, compared with \$9.9 billion as at March 31, 2017, an increase of 4.0% in fiscal year 2017-2018. On the other hand, the number of customers as at March 31, 2018 was 173 115 compared with 176 174 as at March 31, 2017, representing a decrease of 1.7%.