

STATEMENT OF SERVICE TO THE PUBLIC

ACCOUNTABILITY REPORT 2018-2019 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, and the next one is scheduled for the fall of 2019.

The results of the fall 2017 survey show that, for all seven service aspects presented in the Statement of Service to the Public, 98% of respondents gave a score equivalent to or higher than 8 out of 10 on the quality of the service provided.

Perception of service quality by service aspect - 2017

	% of respondents who gave a score equal to or greater than 8 out of 10
Staff courtesy	98
Operational efficiency	96
Appropriate information	95
Ease of procedures	95
Staff competence	94
Accessible services	94
Confidential services	93
Average of the seven aspects (n: 1003)	98

Note: These are the results of the client satisfaction survey conducted in the fall of 2017.

Moreover, with regard to the overall level of satisfaction with Épargne Placements Québec, it also remains very high since 95% of respondents gave a score equal to or greater than 8 out of 10 in this respect.

Lastly, the majority of customers (95%) interviewed would recommend the services of Épargne Placements Québec to their family and friends.

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.

Engagement	Indicators	Objectives	2016-2017 Results	2017-2018 Results	2018-2019 Results
An efficient way of operating	Call abandonment rate	< 4.50%	3.07%	3.07%	2.90%
Complaint management	Complaint rate	< 0.05%	0.02%	0.01%	0.01%

RESULTS

Outstanding savings products as at March 31, 2019 amounted to \$11 billion, compared with \$10.3 billion as at March 31, 2018, an increase of 6.8% in fiscal year 2018-2019. On the other hand, the number of customers as at March 31, 2019 was 172 591 compared with 173 115 as at March 31, 2018, representing a decrease of 0.03%.

1 800 463-5229
epq.gouv.qc.ca

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