

Épargne Placements Québec

Épargne Placements Québec, which is responsible for the marketing of Québec savings products, has set three main objectives in its Service Statement:

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

Achievement of the commitments set out in the Service Statement is measured periodically through satisfaction surveys. The last two surveys were conducted in the fall of 2017 and 2019. The results in the following table show, for each of the seven aspects defined in the Service Statement, the percentage of respondents that gave a rating of 8 out of 10 or more.

Result summary of the Service Statement commitments

(according to the results of satisfaction surveys, as a percentage of respondents who gave a rating of 8 out of 10 or more)

Commitments	Indicators	Targets set by the Service Statement	2019–2020 results	2017–2018 results
Confidential services	Controls for the protection of personal information	Protect the confidentiality of the information in files by implementing strict controls and by informing staff of the obligations to protect personal information	89%	93%
	Compliance with transaction security requirements	Ensure that the rules and procedures relating to transaction security meet the highest requirements		
	Protection of personal information	Ensure the confidentiality of personal information and allow it to be used only for the purposes set out in the <i>Act respecting Access to documents held by public bodies and the Protection of personal information</i>		
Operational efficiency	Average waiting time	Promptly answer calls with an average response time of less than 75 seconds	96%	96%
	Average transaction processing time	Process transactions as quickly as possible, within 24 hours if the request is made before 2 p.m., and within 48 hours otherwise		
	Accuracy of recorded transactions	Accurately record transactions and keep all information on file up to date.		
	Call return time	Return calls within a maximum of one working day		
	Follow-up time for requests sent through the website	Follow up on requests for information sent through the website within a maximum of two business days		

Commitments	Indicators	Targets set by the Service Statement	2019–2020 results	2017–2018 results
Appropriate information	Appropriate information	Provide appropriate information on the various products and services that are offered	96%	95%
	Clear communication	Communicate in a clear, concise and understandable manner and make sure questions are answered		
	Accurate data in transmitted documents	Provide accurate and consistent information, including transaction confirmations, quarterly portfolio statements, tax slips and daily investment summaries available on the website		
Staff courtesy	Courteous welcome	Welcoming you with courtesy and paying full attention to you	98%	98%
	Cordial communications	Being polite and empathetic in communications		
Staff competence	Qualified staff	Ensure entire staff is properly qualified	95%	94%
	Staff supervision	Ensure employees are properly supervised		
	Staff training	Provide ongoing training on products, services and procedures		
Ease of procedures	Simple processes	Simplify as much as possible the steps required to open an account or carry out transactions at Épargne Placements Québec	96%	95%
	Transaction processing time	Undertake, as quickly as possible, to carry out your transactions regardless of the means used (by telephone, in person, over the Internet, by mail or by fax)		
Accessible services	Call centre schedule	Keep our call centre open beyond normal business hours, i.e. Monday to Friday, from 8 a.m. to 8 p.m. at 1-800-463-5229 (toll-free in Canada and the United States)	90%	94%
	Respecting the opening hours of the reception desk	Welcome customers at our offices, Monday through Friday, from 8:30 a.m. to 4:30 p.m.		
	Accessible website	Keep our website accessible and up-to-date: www.epq.gouv.qc.ca		
	Office accessibility for people with reduced mobility	Make our offices accessible to individuals with reduced mobility		

When asked to rate all seven aspects, 98% of respondents gave a score of 8 out of 10 or higher in 2019–2020 (the same percentage as in 2017–2018). The results for each aspect also show that targets have been met.

The average waiting time on the phone in 2019–2020, which reached 260 seconds, proved to be higher than the target of 75 seconds. This result can be explained by the consolidated approach implemented at the call centre in 2019–2020 to adequately meet all customer needs when they call.

- Following this approach, the call centre agents provide more support to customers to:
 - assist them in using the transactional website and suggest ways to maximize their use of the website (e.g. receiving electronic documents rather than paper documents, e-mail notification for amounts due);
 - help them fill out their personal files (e.g. e-mail address, mobile phone number);
 - explain the different functionalities of the transactional website;
 - cover their entire portfolio (e.g. take their instructions for amounts coming due or to invest amounts held in cash in term products).
- Because agents spend more time with each customer to ensure all their needs are met, they respond less quickly to incoming calls, increasing the average wait time.