

## What people have to say about our service

### Bupa Service

- Staff are respectful 96%
- Quality of Service 94%
- How well our staff listen and understand 93%
- Promptness regarding enquiries 91%
- Amount of information given 91%
- Response when you press your pendant 94%

**Overall Service Rating 93%**

### Bupa Alarms

- Easy to use 95%
- Any issues are resolved quickly 90%
- Fits your needs 92%
- Level of information 94%
- Quality of alarm 92%

**Overall Alarm 96%**

### Your Payments

- Good information about payment systems 90%
- Payment methods 86%
- Good experience with Bupa accounts team 89%

**Overall payments system 91%**