



**WE'RE MOVING  
FORWARD TOGETHER**

# Picking up the phone and talking to us should be easy.

However, we know this may not always be the case. We don't want to keep you hanging on.

We're investing in our teams and upgrading our systems. We're not quite there yet but you'll start to see a difference in early 2024.

⚠ Remember to call us outside of peak hours for the shortest waiting times. Our busiest times are lunchtimes and Monday mornings.



NOV 2023 – FEB 2024

Recruiting more people for our contact centres



JAN 2024 – MAY 2024

Improving technology to help answer your queries



APR 2024 – JAN 2025

Expanding the training for our frontline teams