



Our Customer Service performance rating
for Q2 2025 as measured by Citizens Advice

Current Citizens Advice star rating

3.75 ★★★★★☆☆

| Average telephone wait time | Telephone score (out of 5) | Email response within 2 working days % | Email response score (out of 5) | Ease of contact score (out of 5) |
|-----------------------------|----------------------------|--|---------------------------------|----------------------------------|
| 26 seconds | 5 | 100% | 5 | 5 |