

What our Pulse is telling us.

The Pulse Survey is showing some heartening trends and workable gaps for us to grow.

About our colleagues

For the last 2 years, all Avivo colleagues have been invited to share their thoughts and experiences in our six-monthly Pulse survey. The data helps us learn about what's working well for people and what we need to pay attention to.

- ✓ **What's going well**
Most of us feel committed and connected at work
- ▲ **What we're getting better at**
More of us feel we have the technology and information to do our jobs well
- * **What we need to work on**
Many of us want more appreciation and recognition, and more opportunities to be involved in decision making

60%

employee engagement



*Since May 2019

About our customers and their families

Over the last 2 years we have invited different groups of customers to share their thoughts and experiences - here's what we know:

- ✓ **What's going well**
Our customers consistently rate us over 8 out of 10 in satisfaction
- ▲ **What we're getting better at**
Listening to people's concerns and complaints
- * **What we need to work on**
Helping people get clear on their goals and how to use their funding flexibly

86%

customer satisfaction



*Since May 2019