

Charter voor klantvriendelijkheid

| Brieven en pakjes | 2017 YTD* | 2017Q2 | 2017Q1 | 2016Q4 | 2016Q3 | 2016Q2 | 2016Q1 |
|----------------------------------|-----------|----------|----------|----------|----------|----------|----------|
| Aantal oproepen | 558.224 | 267.036 | 291.188 | 329.513 | 300.018 | 336.913 | 281.612 |
| Bereikbaarheid | 91% | 91% | 91% | 92% | 91% | 88% | 90% |
| Gemiddelde wachttijd (in sec) | 0:00:55 | 00:00:56 | 00:00:55 | 00:00:47 | 00:00:51 | 00:01:02 | 00:00:52 |
| Service Level klachten | 95% | 95% | 95% | 96% | 97% | 97% | 95% |
| Aantal afgesloten ombudsklachten | 1574 | 833 | 741 | 866 | 884 | 1031 | 820 |

| Bpost bank en fin. prod | 2017 YTD* | 2017Q2 | 2017Q1 | 2016Q4 | 2016Q3 | 2016Q2 | 2016Q1 |
|-------------------------------|-----------|----------|----------|----------|----------|----------|----------|
| Aantal oproepen | 286.272 | 137.816 | 148.456 | 149.498 | 147.324 | 150.858 | 163.397 |
| Bereikbaarheid | 91% | 92% | 91% | 91% | 90% | 90% | 92% |
| Gemiddelde wachttijd (in sec) | 0:01:00 | 00:00:59 | 00:01:00 | 00:00:54 | 00:00:53 | 00:00:53 | 00:00:43 |
| Service Level klachten | 90% | 90% | 89% | 82% | 79% | 79% | 89% |

* resultaten huidig jaar