

Live Assistance

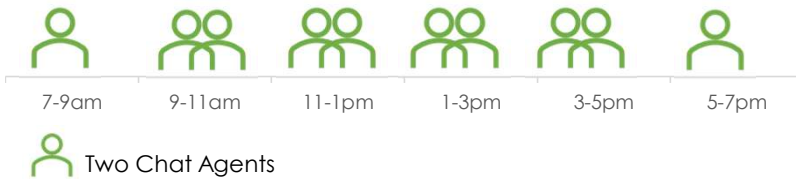
Support Report March 2025

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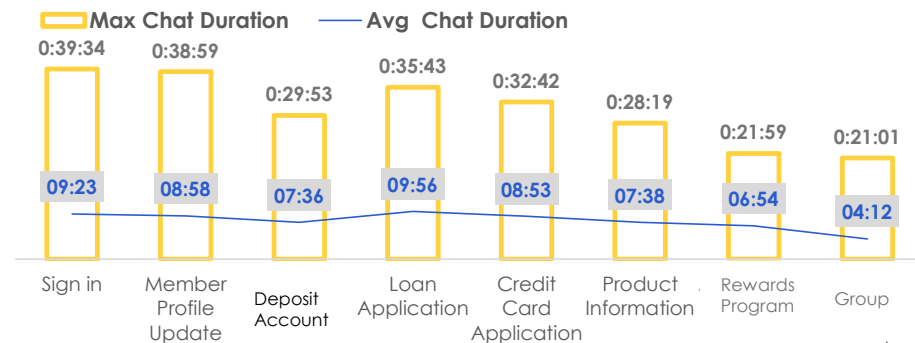
2,473 Chats were handled by the team during reporting period
37% of chats handled are from the Member Profile Update category.
70% are accepted during the period of 9am to 3pm.

Queries related to **Loan Applications** have the highest average chat duration. Despite this, **all categories maintain average durations within the acceptable limit of 10 minutes**. However, the maximum chat durations across all categories exceed 20 minutes, require further chat history review of these occurrences.

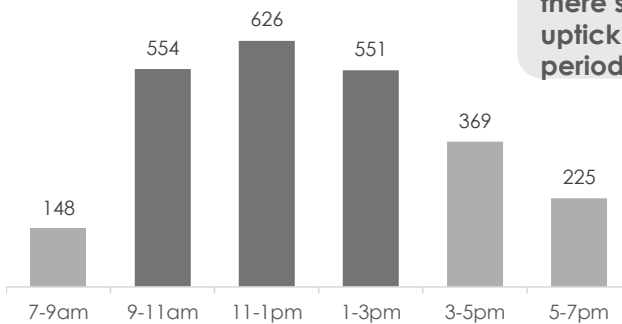
Weekday Distribution of Chat Agents by Time Band for March



Average Chat Duration by Chat Category

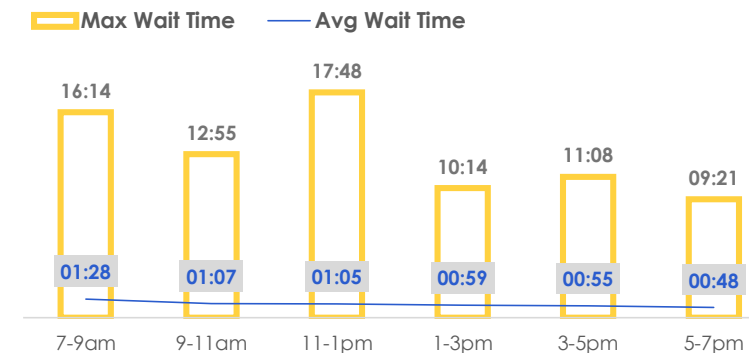


Total Chats for March by Time Band



Most chats occur between 9AM–3PM, but there's a noticeable uptick in the 3PM–7PM period.

Average Wait Time by Time Band



Targeted action is required to reduce chats exceeding 10 minutes duration.

This will help to maintain the Chat Wait Time (the time for an agent to accept a chat) within the acceptable limit of 1 minute 30 seconds for all chats.



Member Insights and Satisfaction

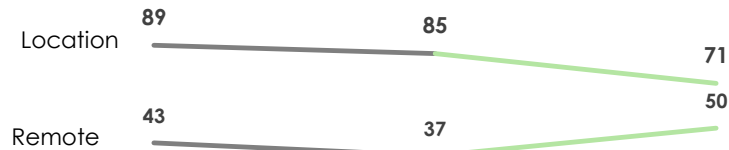
Support Report March 2025

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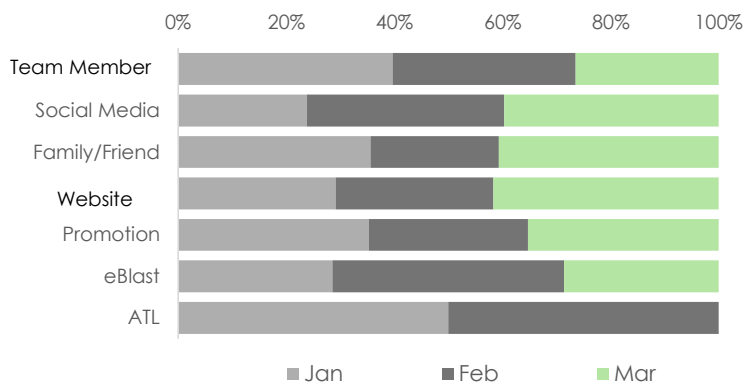


375 members who completed onboarding January 2025 to March 2025 shared their feedback on their experience via survey.

Where respondents onboarded

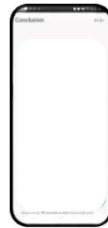


Steady increase in respondents being referred to ONE JN Passport via Social Media and Family/Friends

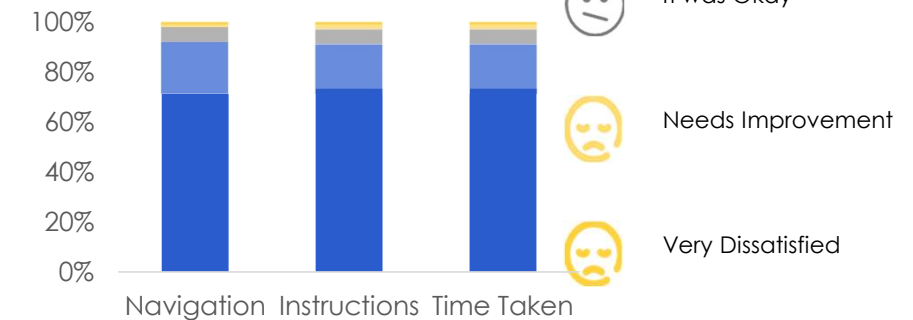


85% and over of the respondents in March 2025, are very satisfied with navigating, the instructions provided, and the time taken to onboard and update their profile .

Onboarding



Profile Update

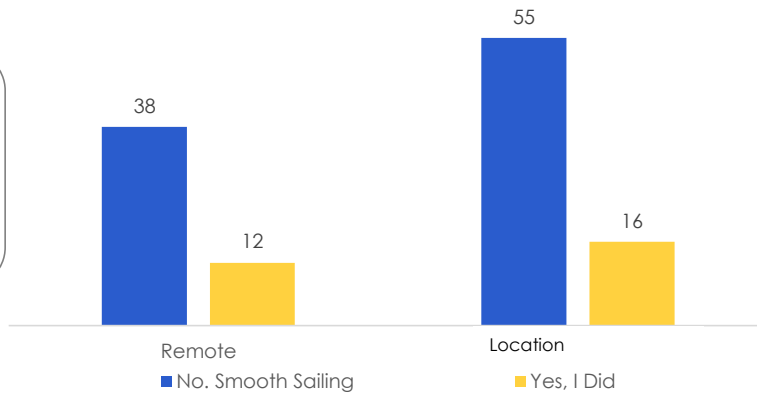


Considering the **start of the process for onboarding to completion of a savings account 76%** of respondents noted **the process to get a savings account was faster than expected.**

Member Insights and Satisfaction

Did you experience challenges using the application?

77% did not experience any challenges whether the user was remote or within a location.



Ratings from Users January 2025 to March 2025

4.4 ★★★★★ Surveys

2.8 ★★☆☆☆ PlayStore

1.6 ★★☆☆☆ App Store

Despite the positive sentiments via survey. The reviews in our app stores are lower than desired.

The main issues identified are with creation of profile, logging in and app crashing.

Promoters



70% 66% 71%

Passives



22% 23% 18%

Detractors



8% 11% 11%

Jan Feb Mar

+61
overall NPS
for March
and **5%**
increase in
Promoters
compared
to February.

Distribution of Ratings in Apple and Play Store for January to March 2025

