

Active Retirements 1 November 2011 - 31 January 2012

## Responses to Retirement Questionnaire from Actives

Number of Questionnaires in this period

56

1	Was the information provided to you by the Avon Pension Fund both clear & concise?	Yes	54	96%
		NO	2	4%
2	Did you receive your LGPS Retirement Benefits Option Form.....	A Before R'ment date	31	55%
		B Within 10 working days after R'ment date	19	34%
		C Later than 10 days after R'ment date	6	11%
3A	Did you receive your Lump Sum Payment....	Within 10 days after R'ment date	26	84%
		Later than 10 days after R'ment date	5	16%
3B	Did you receive your Lump Sum Payment....	Within 10 days after returning Opt Form	13	68%
		Later than 10 days after returning Opt Form	6	32%
3C	Did you receive your Lump Sum Payment....	Within 10 days after returning Opt Form	3	50%
		Later than 10 days after returning Opt Form	3	50%
4	Did you receive your first Pension Payment....	Within 1 month after R'ment date	49	88%
		Later than 1 month after R'ment date	7	13%
5	Overall, how would you rate the service you received from Avon Pension Fund?	Excellent	30	54%
		Good	20	36%
		Average	6	11%
		Poor	0	0%
6	Is there anything we could have done to improve the service we provided?	Yes	10	18%
		No	46	82%
7	Were you treated with sensitivity & fairness?	Yes	55	98%
		No	1	2%

**Pension Fund Administration Report**  
**Deferred Retirements 1 November 2011 - 31 January 2012**

**APPENDIX 4B**

**Responses to Retirement Questionnaire from Deferreds**

<b>Number of Questionnaires in this period</b>	21
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1	Was the information provided to you by the Avon Pension Fund both clear & concise?	Yes	20	95%
		NO	1	5%

2	Did you receive your LGPS Retirement Benefits Option Form.....	A	Before R'ment date	21	100%
		B	Within 10 working days after R'ment date	0	0%
		C	Later than 10 days after R'ment date	0	0%

3A	Did you receive your Lump Sum Payment.....	Within 10 days after R'ment date	18	86%
		Later than 10 days after R'ment date	3	14%

3B	Did you receive your Lump Sum Payment.....	Within 10 days after returning Opt Form	0	N/A
		Later than 10 days after returning Opt Form	0	N/A

3C	Did you receive your Lump Sum Payment.....	Within 10 days after returning Opt Form	0	N/A
		Later than 10 days after returning Opt Form	0	N/A

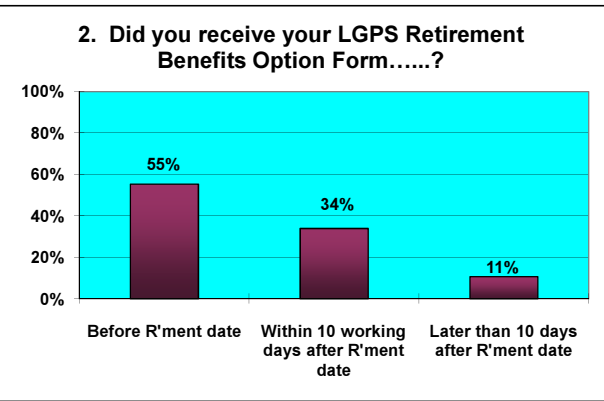
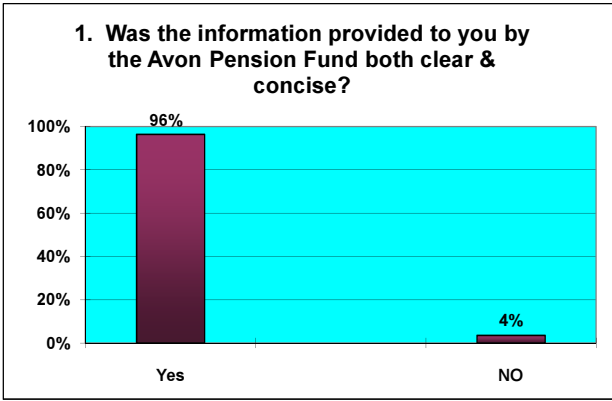
4	Did you receive your first Pension Payment....	Within 1 month after R'ment date	21	100%
		Later than 1 month after R'ment date	0	0%

5	Overall, how would you rate the service you received from Avon Pension Fund?	Excellent	15	71%
		Good	5	24%
		Average	1	5%
		Poor	0	0%

6	Is there anything we could have done to improve the service we provided?	Yes	2	10%
		No	19	90%

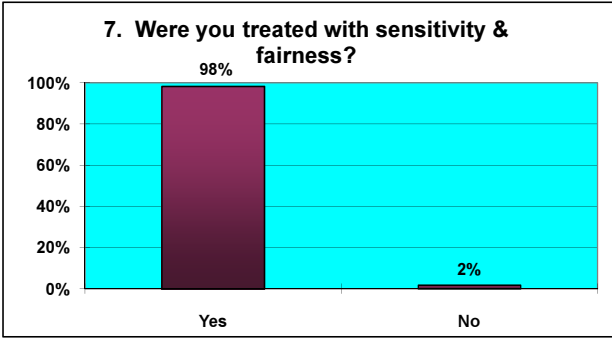
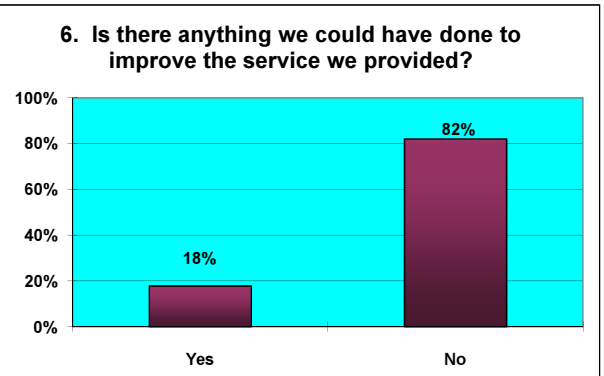
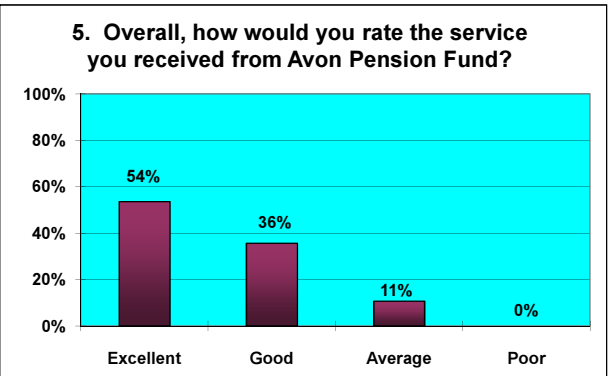
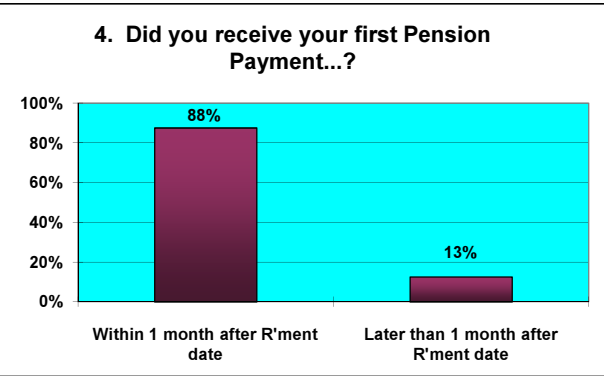
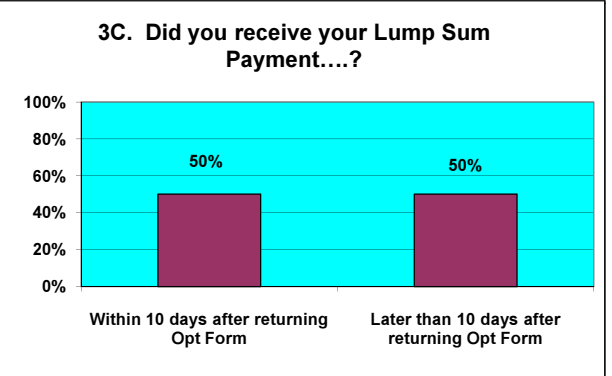
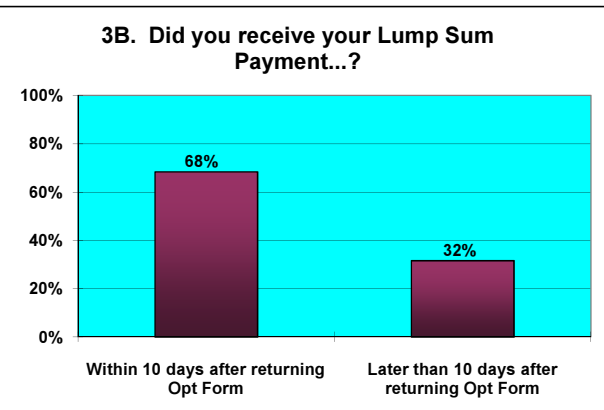
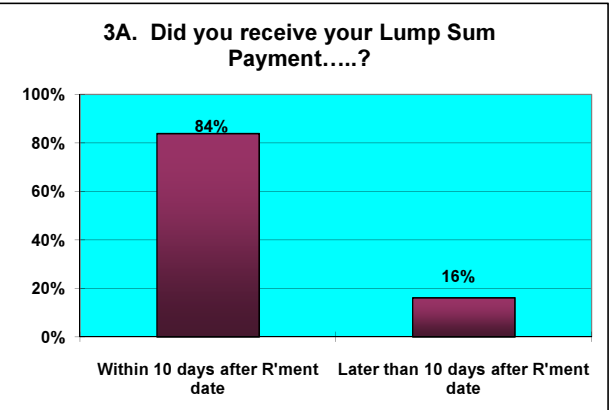
7	Were you treated with sensitivity & fairness?	Yes	21	100%
		No	0	0%

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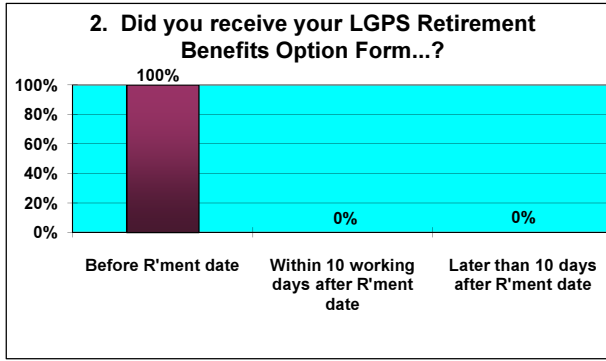
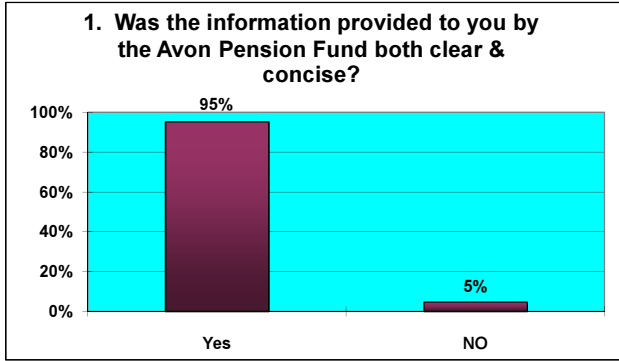


**From Question 2 above (column 1)**

**From Question 2 above (column 2 & 3)**



**Deferred Retirements 1 November 2011 - 31 January 2012**



**From Question 2 above (column 1)**

**From Question 2 above (column 2 & 3)**

