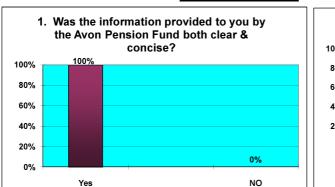
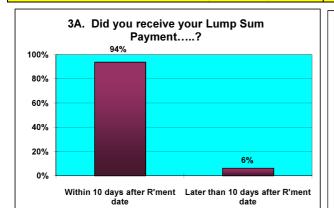
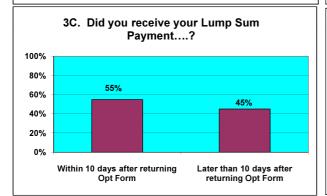
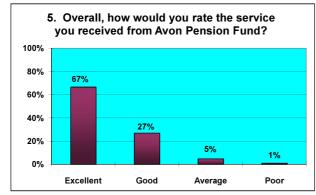
Responses to Retirement Questionnaire 1 May 2010 - 31 July 2010 Number of Questionnaires in this period 63 Was the information provided to you bythe Avon 100% 1 Yes 63 Pension Fund both clear & concise? NO 0% Α Before R'ment date 32 51% Did you receive your LGPS Retirement Benefits Option 2 Form..... В Within 10 working days after R'ment date 11 17% С 32% Later than 10 days after R'ment date 20 Within 10 days after R'ment date 30 94% Did you receive your Lump Sum Payment..... 3A 2 6% Later than 10 days after R'ment date Within 10 days after returning Opt Form 10 91% Did you receive your Lump Sum Payment..... 3B 1 9% Later than 10 days after returning Opt Form Within 10 days after returning Opt Form 11 55% 3C Did you receive your Lump Sum Payment..... Later than 10 days after returning Opt Form 9 45% Within 1 month after R'ment date 48 76% Did you receive your first Pension Payment.... 4 Later than 1 month after R'ment date 15 24% 67% 42 Excellent 27% Good 17 Overall, how would you rate the service you received 5 from Avon Pension Fund? 5% Average 3 Poor 1 1% 9 14% Yes Is there anything we could have done to improve the 6 service we provided? 86% No 54 Yes 63 100% Were you treated with sensitivity & fairness? 7 No 0%



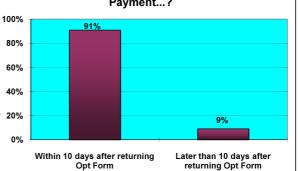
From Question 2 above (column 1)

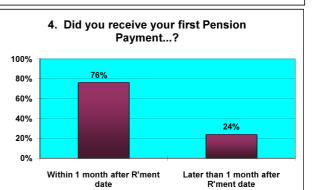




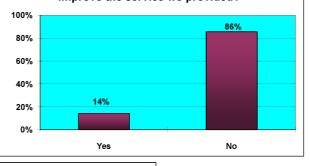


From Question 2 above (column 2 & 3) 3B. Did you receive your Lump Sum Payment...?





6. Is there anything we could have done to improve the service we provided?



7. Were you treated with sensitivity & fairness?

2. Did you receive your LGPS Retirement Benefits Option Form.....? 100% 80% 51% 60% 32% 40% 17% 20% 0% Within 10 working Before R'ment date Later than 10 days days after R'ment after R'ment date date

1 May 2010 - 31 July 2010

Appendix 4B

APPENDIX 4B

	Responses to Retirement Questionnaire				
	<u>1 May 2010 - 31 July 2010</u>				
	Number of Questionnaires in this period]	31		
		-			
	Was the information provided to you bythe Aven				
1	Was the information provided to you bythe Avon Pension Fund both clear & concise?		Yes NO	30 1	97% 3%
					3 78
2		Α	Before R'ment date	26	84%
	Did you receive your LGPS Retirement Benefits Option Form				
		В	Within 10 working days after R'ment date	3	10%
		-			
		С	Later than 10 days after R'ment date	2	6%
		7		05	0.0%
3A	Did you receive your Lump Sum Payment		Within 10 days after R'ment date	25	96%
			Later than 10 days after R'ment date	1	4%
		-			
3B	Did you receive your Lump Sum Payment		Within 10 days after returning Opt Form	2	67%
			Later than 10 days after returning Opt Form	1	33%
3C	Did you receive your Lump Sum Payment	1	Within 10 days after returning Opt Form	1	50%
			Later than 10 days after returning Opt Form	1	50%
		-			
4	Did you receive your first Pension Payment	1	Within 1 month after R'ment date	27	87%
				L	
			Later than 1 month after R'ment date	4	13%
			Excellent	20	65%
5	Overall, how would you rate the service you received from Avon Pension Fund?	1	Good	11	35%
					0070
			Average		0%
			Poor		0%
			Fooi		0 /8
6	Is there anything we could have done to improve the service we provided?	1	Yes	2	6%
			· · · ·		
			No	29	94%
7	Were you treated with sensitivity & fairness?		Yes	31	100%
			Νο		0%
		4			• /5

