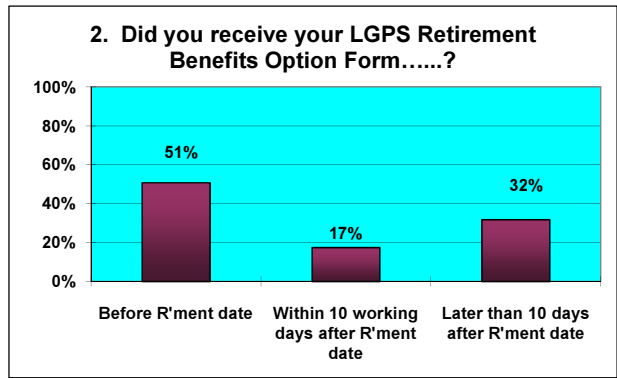
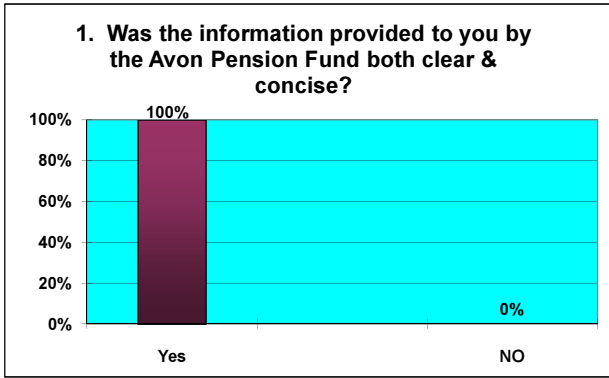


Responses to Retirement Questionnaire

1 May 2010 - 31 July 2010

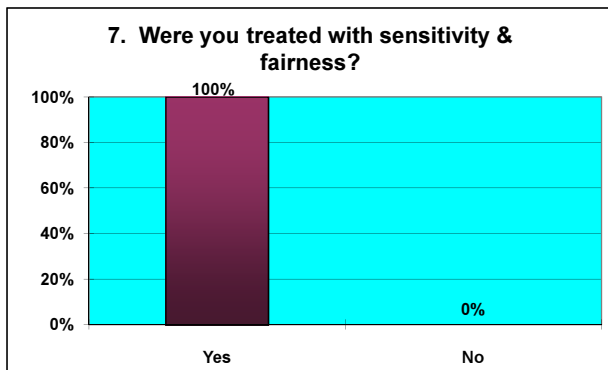
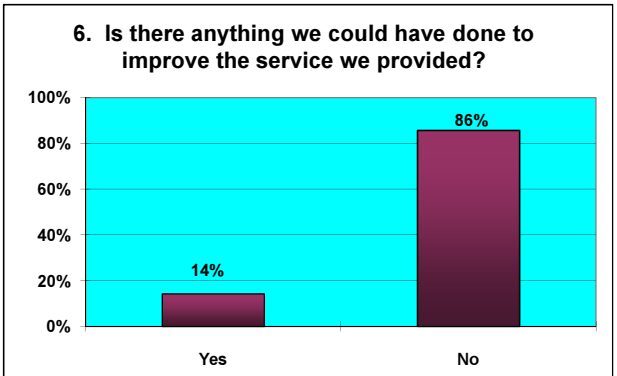
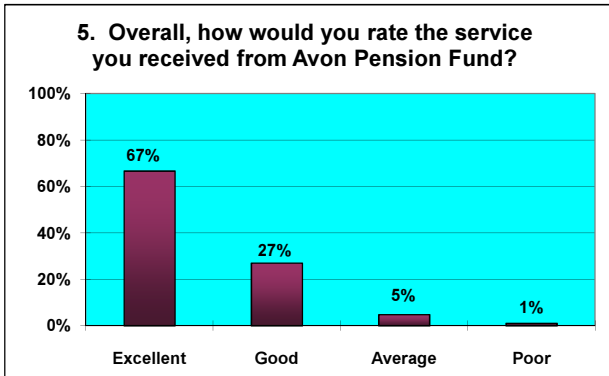
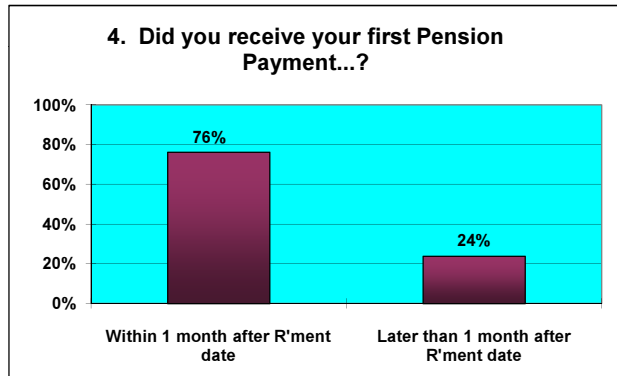
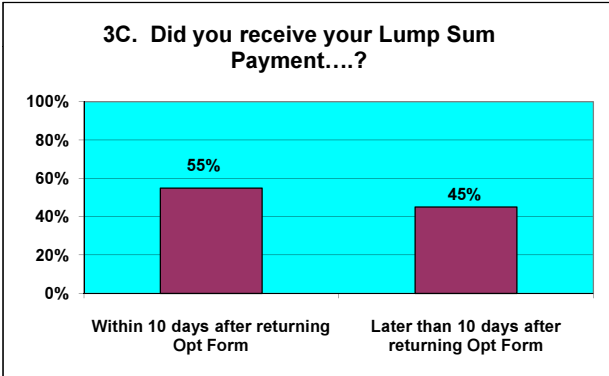
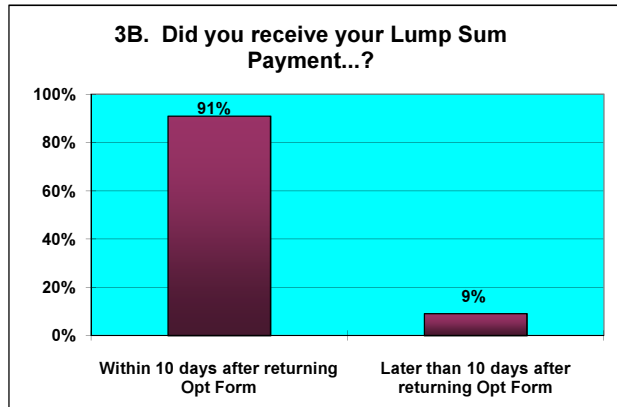
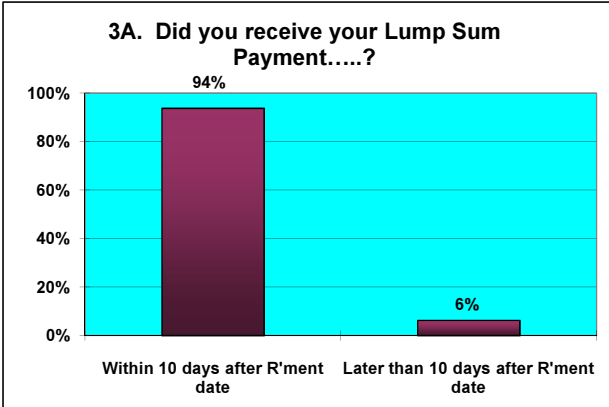
Number of Questionnaires in this period	63
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1	Was the information provided to you by the Avon Pension Fund both clear & concise?	Yes	63	100%
		NO		0%
2	Did you receive your LGPS Retirement Benefits Option Form.....	A	Before R'ment date	32 51%
		B	Within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



From Question 2 above (column 1)

From Question 2 above (column 2 & 3)



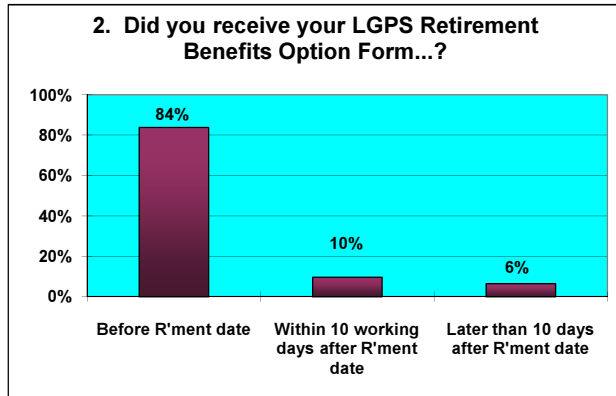
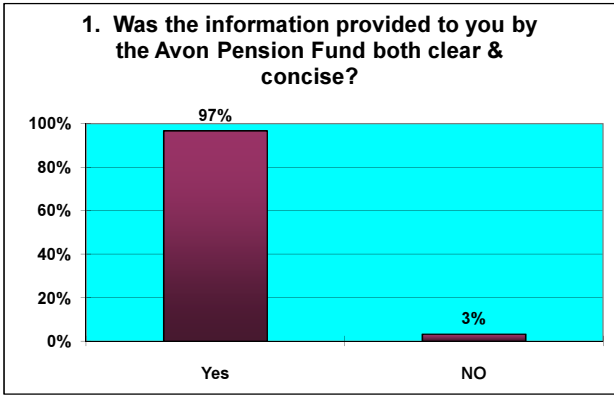
Responses to Retirement Questionnaire

1 May 2010 - 31 July 2010

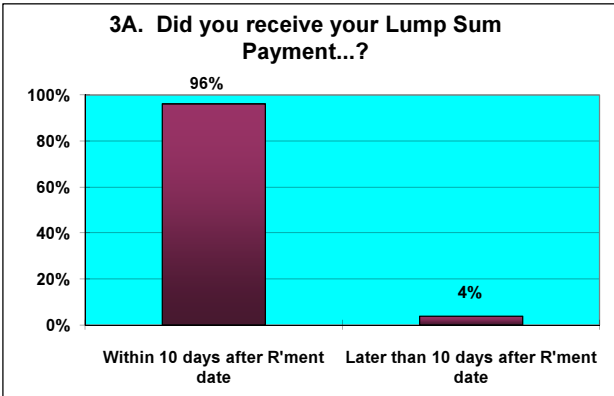
Number of Questionnaires in this period

31

1	Was the information provided to you by the Avon Pension Fund both clear & concise?	Yes	30	97%
		NO	1	3%
2	Did you receive your LGPS Retirement Benefits Option Form.....	A Before R'ment date	26	84%
		B Within 10 working days after R'ment date	3	10%
		C Later than 10 days after R'ment date	2	6%
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.....	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....	Within 1 month after R'ment date	27	87%
		Later than 1 month after R'ment date	4	13%
5	Overall, how would you rate the service you received from Avon Pension Fund?	Excellent	20	65%
		Good	11	35%
		Average		0%
		Poor		0%
6	Is there anything we could have done to improve the service we provided?	Yes	2	6%
		No	29	94%
7	Were you treated with sensitivity & fairness?	Yes	31	100%
		No		0%



From Question 2 above (column 1)



From Question 2 above (column 2 & 3)

