

Deferred Retirements 1 February to 31 March 2012

Responses to Retirement Questionnaire

Number of Questionnaires in this period

24

1	Was the information provided to you by the Avon Pension Fund both clear & concise?	Yes	24	100%
		NO		0%

2	Did you receive your LGPS Retirement Benefits Option Form.....	A	Before R'ment date	16	67%
		B	Within 10 working days after R'ment date	4	17%
		C	Later than 10 days after R'ment date	4	16%

3A	Did you receive your Lump Sum Payment.....	Within 10 days after R'ment date	14	88%
		Later than 10 days after R'ment date	2	12%

3B	Did you receive your Lump Sum Payment.....	Within 10 days after returning Opt Form	4	100%
		Later than 10 days after returning Opt Form	0	0%

3C	Did you receive your Lump Sum Payment.....	Within 10 days after returning Opt Form	1	25%
		Later than 10 days after returning Opt Form	3	75%

4	Did you receive your first Pension Payment....	Within 1 month after R'ment date	18	75%
		Later than 1 month after R'ment date	6	25%

5	Overall, how would you rate the service you received from Avon Pension Fund?	Excellent	16	67%
		Good	8	33%
		Average	0	0%
		Poor	0	0%

6	Is there anything we could have done to improve the service we provided?	Yes	5	21%
		No	19	79%

7	Were you treated with sensitivity & fairness?	Yes	24	100%
		No	0	0%
