

|  |
|--|
| <b>Responses to Retirement Questionnaire</b> |
|--|

|   |    |
|---|----|
| Number of Questionnaires in this period | 88 |
|---|----|

|   |  |     |    |     |
|---|--|-----|----|-----|
| 1 | Was the information provided to you by the Avon Pension Fund both clear & concise? | Yes | 86 | 98% |
|   |  | NO  | 2  | 2%  |

|   |  |   |  |    |     |
|---|--|---|--|----|-----|
| 2 | Did you receive your LGPS Retirement Benefits Option Form..... | A | Before R'ment date                       | 46 | 52% |
|   |  | B | Within 10 working days after R'ment date | 17 | 19% |
|   |  | C | Later than 10 days after R'ment date     | 25 | 28% |

|    |  |                                      |    |     |
|----|--|--------------------------------------|----|-----|
| 3A | Did you receive your Lump Sum Payment..... | Within 10 days after R'ment date     | 36 | 78% |
|    |  | Later than 10 days after R'ment date | 10 | 22% |

|    |  |   |    |     |
|----|--|---|----|-----|
| 3B | Did you receive your Lump Sum Payment..... | Within 10 days after returning Opt Form     | 12 | 71% |
|    |  | Later than 10 days after returning Opt Form | 5  | 29% |

|    |  |   |    |     |
|----|--|---|----|-----|
| 3C | Did you receive your Lump Sum Payment..... | Within 10 days after returning Opt Form     | 14 | 56% |
|    |  | Later than 10 days after returning Opt Form | 11 | 44% |

|   |  |                                      |    |     |
|---|--|--------------------------------------|----|-----|
| 4 | Did you receive your first Pension Payment.... | Within 1 month after R'ment date     | 64 | 73% |
|   |  | Later than 1 month after R'ment date | 24 | 27% |

|   |  |           |    |     |
|---|--|-----------|----|-----|
| 5 | Overall, how would you rate the service you received from Avon Pension Fund? | Excellent | 49 | 56% |
|   |  | Good      | 33 | 38% |
|   |  | Average   | 4  | 5%  |
|   |  | Poor      | 2  | 2%  |

|   |  |     |    |     |
|---|--|-----|----|-----|
| 6 | Is there anything we could have done to improve the service we provided? | Yes | 11 | 13% |
|   |  | No  | 77 | 88% |

|   |   |     |    |     |
|---|---|-----|----|-----|
| 7 | Were you treated with sensitivity & fairness? | Yes | 85 | 97% |
|   |   | No  | 3  | 3%  |