

Pension Fund Administration Appendix 4A

Active Retirements August - October 2012

Responses to Retirement Questionnaire

Number of Questionnaires in this period

68

1	Was the information provided to you by the Avon Pension Fund both clear & concise?	Yes	66	97%
		NO	2	3%

2	Did you receive your LGPS Retirement Benefits Option Form.....	A	Before R'ment date	42	62%
		B	Within 10 working days after R'ment date	19	28%
		C	Later than 10 days after R'ment date	7	10%

3A	Did you receive your Lump Sum Payment.....	Within 10 days after R'ment date	33	79%
		Later than 10 days after R'ment date	9	21%

3B	Did you receive your Lump Sum Payment.....	Within 10 days after returning Opt Form	12	63%
		Later than 10 days after returning Opt Form	7	37%

3C	Did you receive your Lump Sum Payment.....	Within 10 days after returning Opt Form	6	86%
		Later than 10 days after returning Opt Form	1	14%

4	Did you receive your first Pension Payment....	Within 1 month after R'ment date	60	88%
		Later than 1 month after R'ment date	8	12%

5	Overall, how would you rate the service you received from Avon Pension Fund?	Excellent	51	75%
		Good	15	22%
		Average	2	3%
		Poor	0	0%

6	Is there anything we could have done to improve the service we provided?	Yes	7	10%
		No	61	90%

7	Were you treated with sensitivity & fairness?	Yes	68	100%
		No		0%

Pension Fund Administration Appendix 4B

Deferred Retirements August - October 2012

Responses to Retirement Questionnaire

Number of Questionnaires in this period

35

1	Was the information provided to you by the Avon Pension Fund both clear & concise?	Yes	35	100%
		NO	0	0%

2	Did you receive your LGPS Retirement Benefits Option Form.....	A	Before R'ment date	30	86%
		B	Within 10 working days after R'ment date	3	9%
		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	28	93%
		Later than 10 days after R'ment date	2	7%

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%

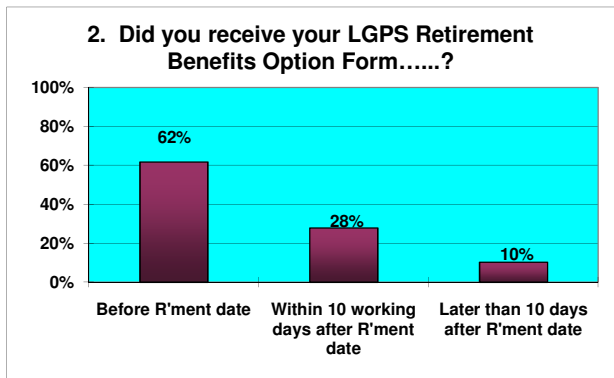
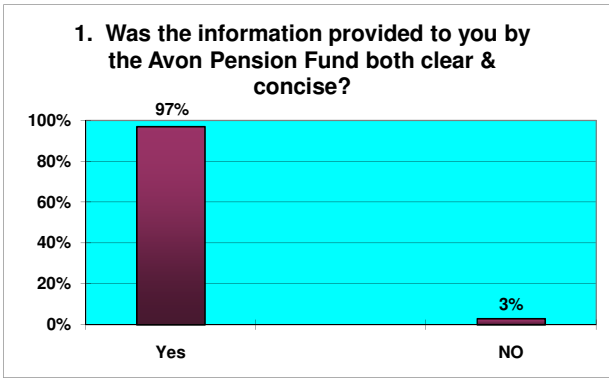
3C	Did you receive your Lump Sum Payment.....	Within 10 days after returning Opt Form	2	100%
		Later than 10 days after returning Opt Form	0	0%

4	Did you receive your first Pension Payment....	Within 1 month after R'ment date	34	97%
		Later than 1 month after R'ment date	1	3%

5	Overall, how would you rate the service you received from Avon Pension Fund?	Excellent	27	77%
		Good	7	20%
		Average	1	3%
		Poor	0	0%

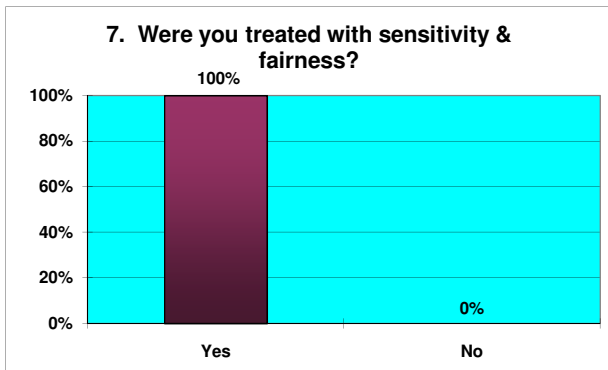
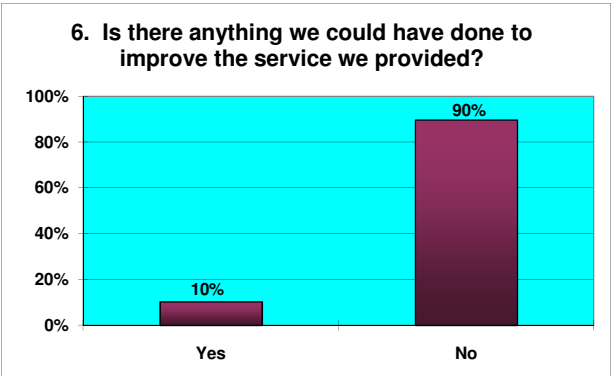
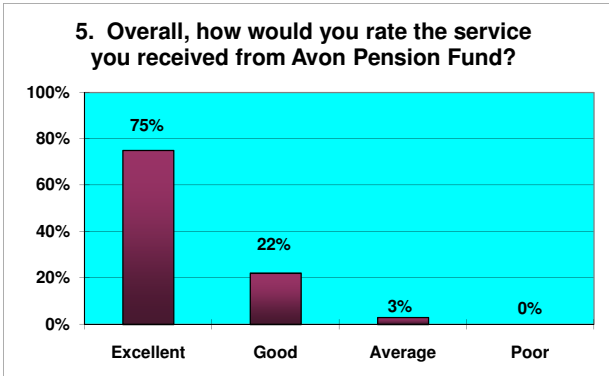
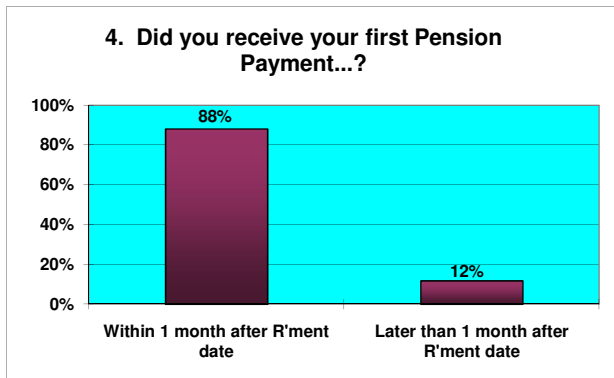
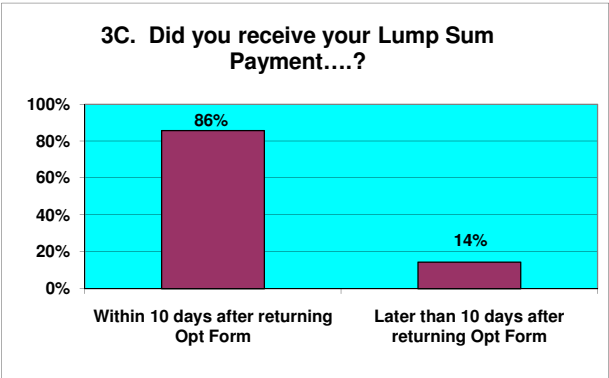
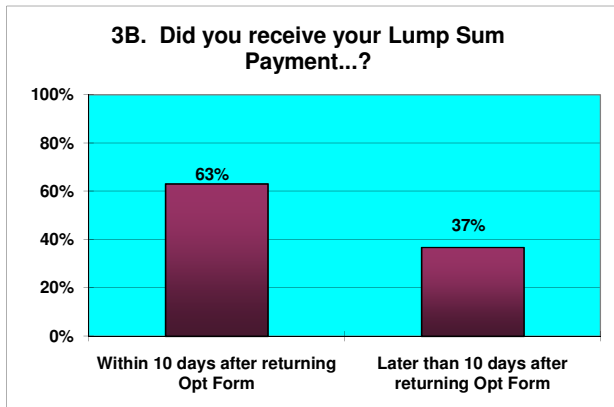
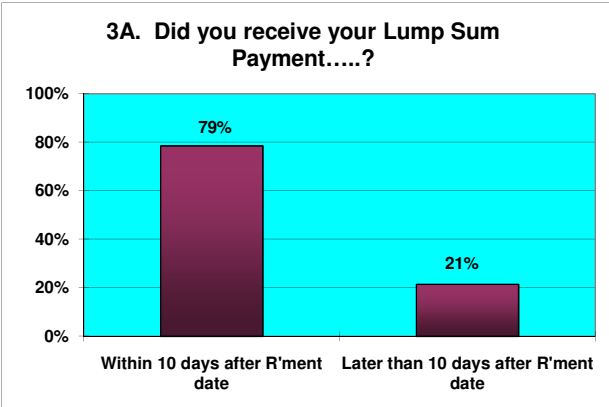
6	Is there anything we could have done to improve the service we provided?	Yes	3	9%
		No	32	91%

7	Were you treated with sensitivity & fairness?	Yes	35	100%
		No		0%

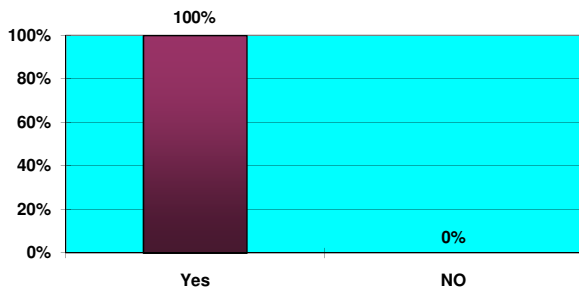


From Question 2 above (column 1)

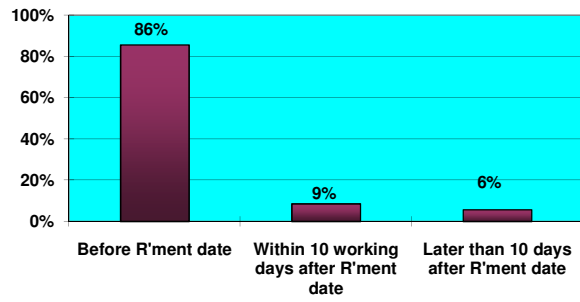
From Question 2 above (column 2 & 3)



1. Was the information provided to you by the Avon Pension Fund both clear & concise?

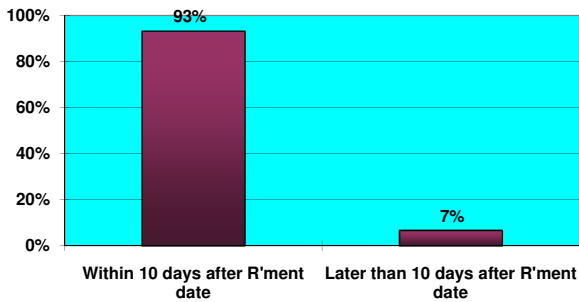


2. Did you receive your LGPS Retirement Benefits Option Form...?



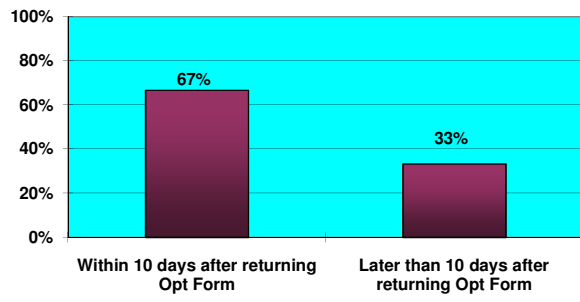
From Question 2 above (column 1)

3A. Did you receive your Lump Sum Payment...?

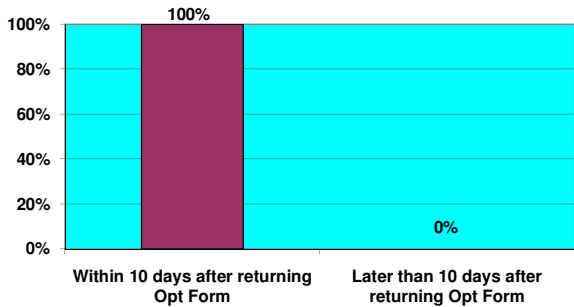


From Question 2 above (column 2 & 3)

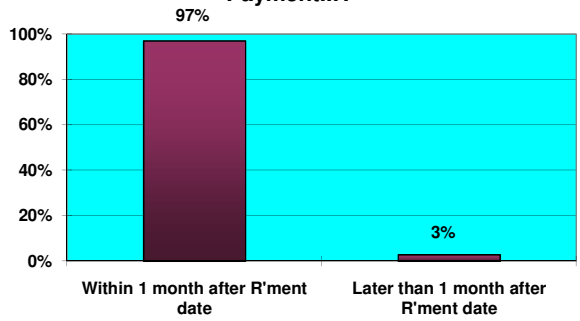
3B. Did you receive your Lump Sum Payment...?



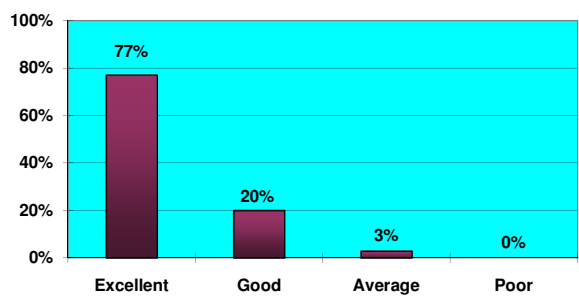
3C. Did you receive your Lump Sum Payment....?



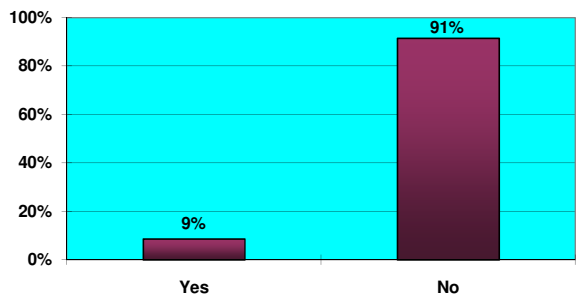
4. Did you receive your First Pension Payment...?



5. Overall, how would you rate the service you received from Avon Pension Fund?



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



7. Were you treated with sensitivity & fairness?

