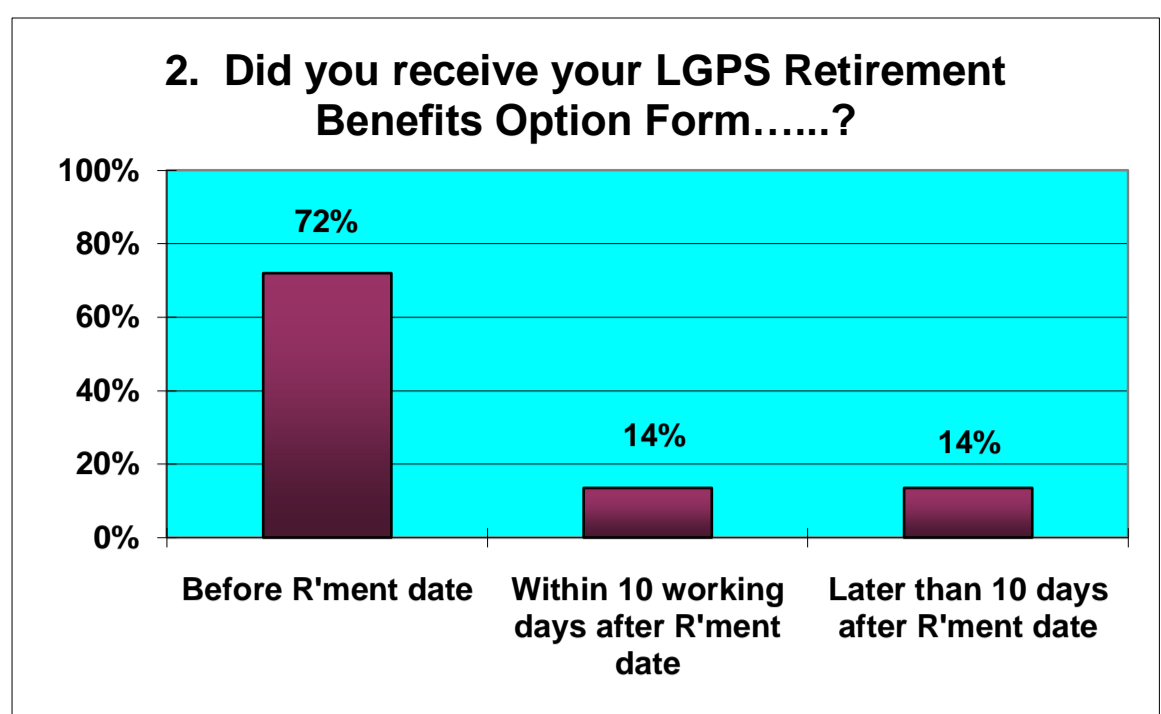
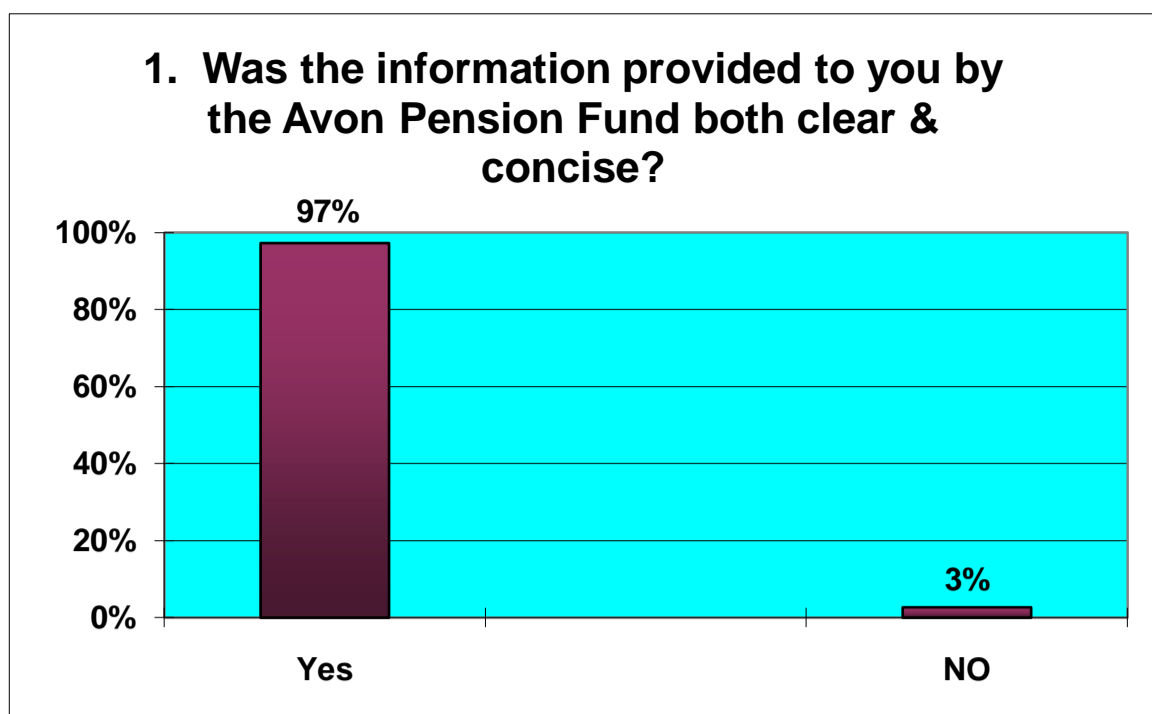


Appendix 4A to Pension Fund Administration Report - Actives

Active Retirements February - April 2013

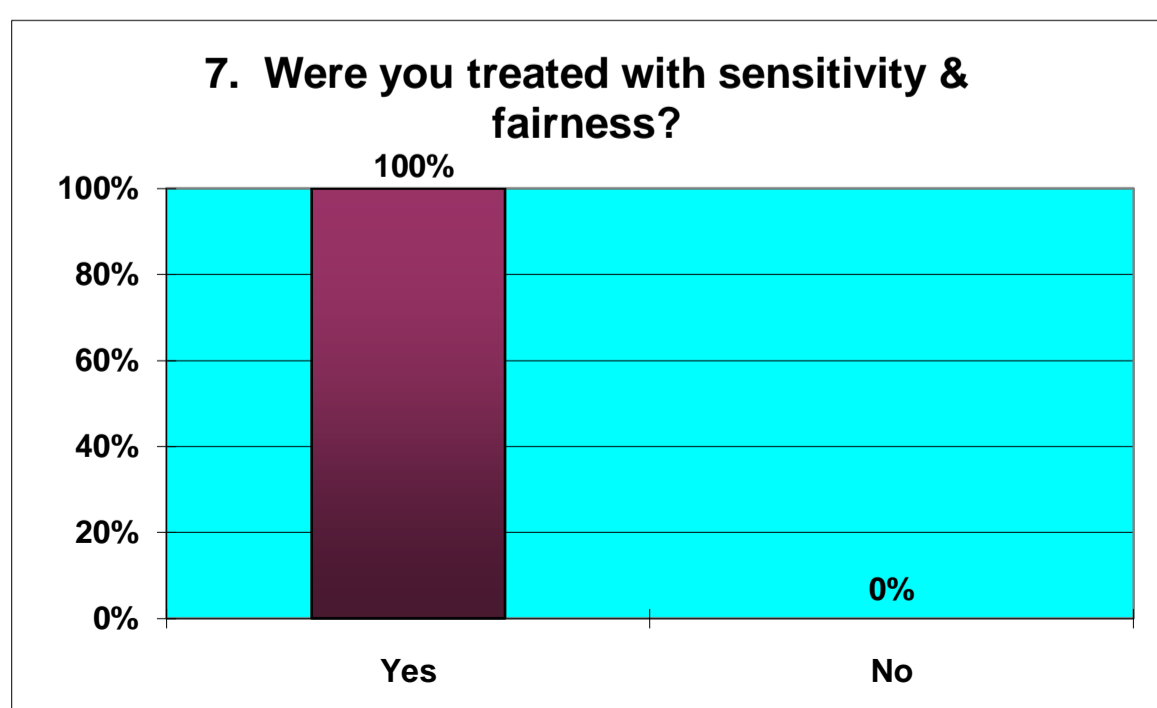
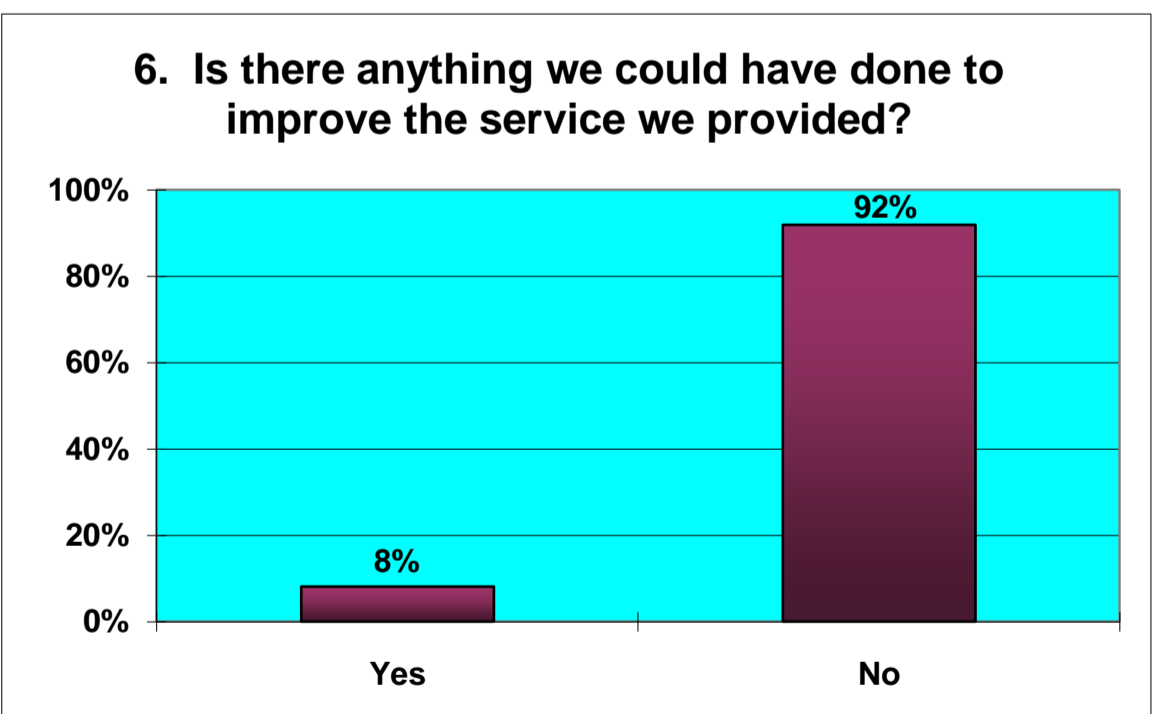
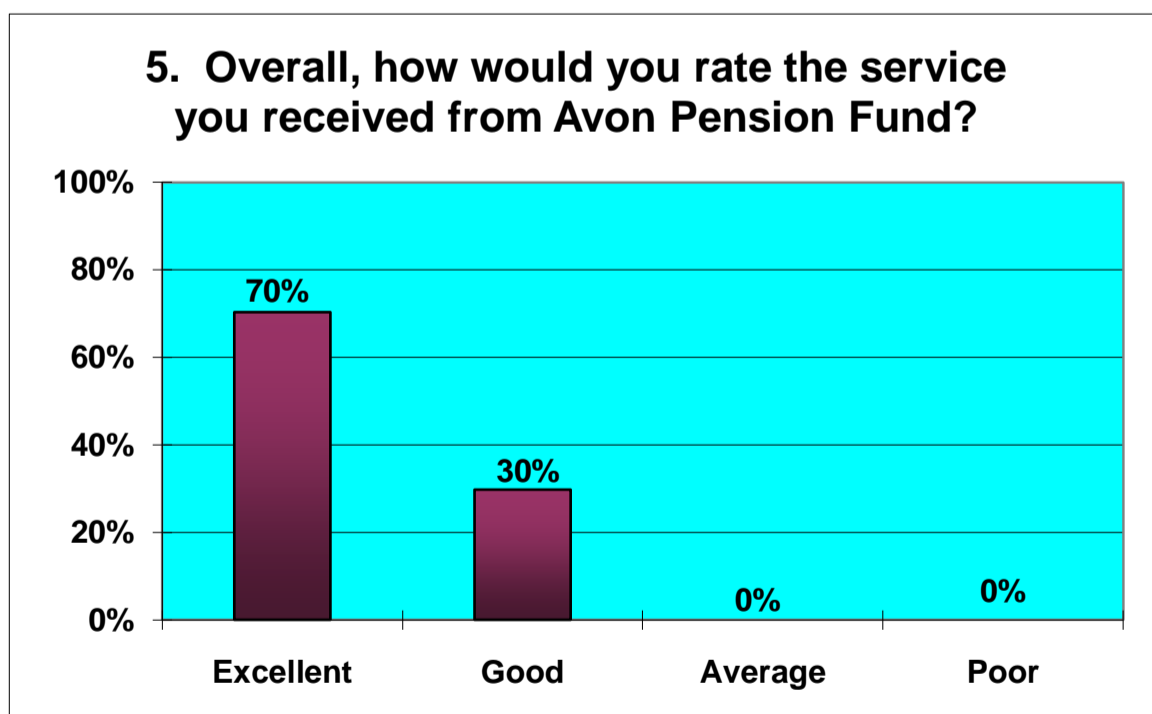
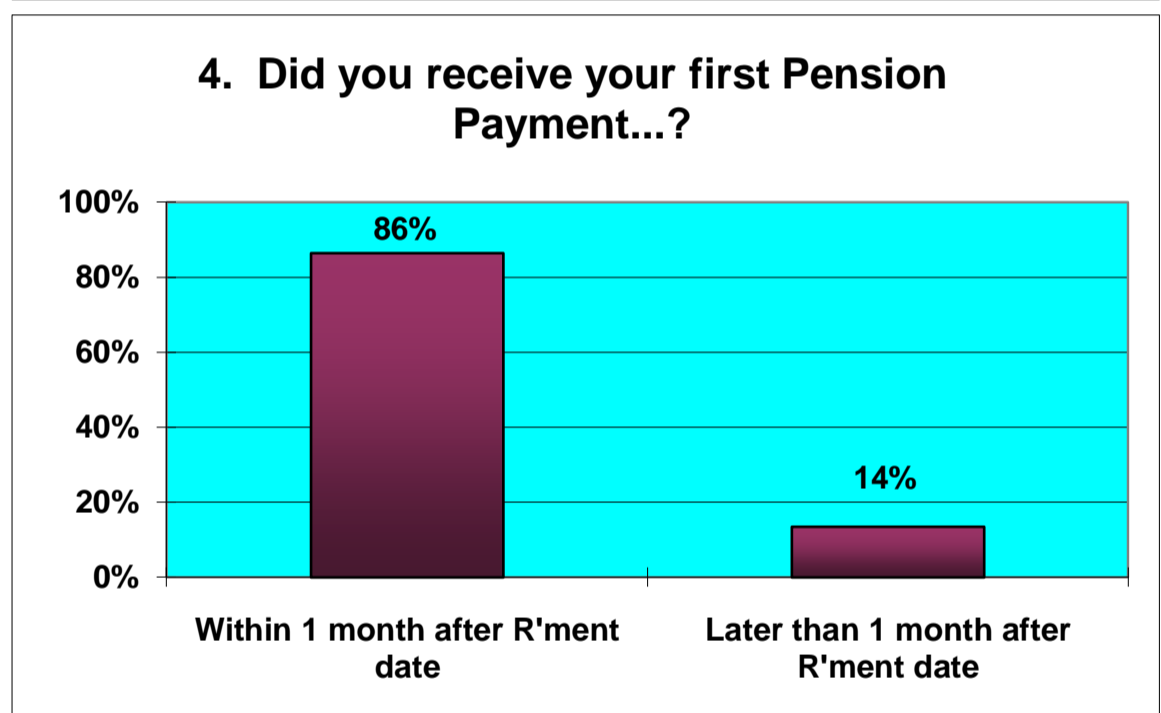
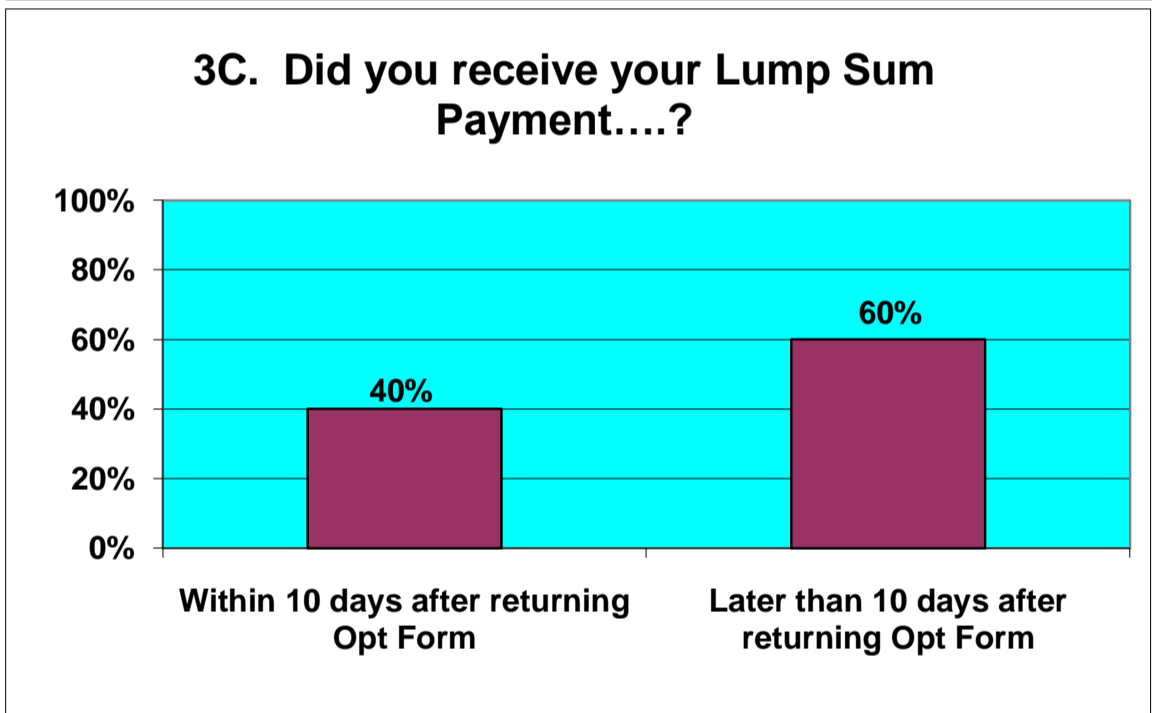
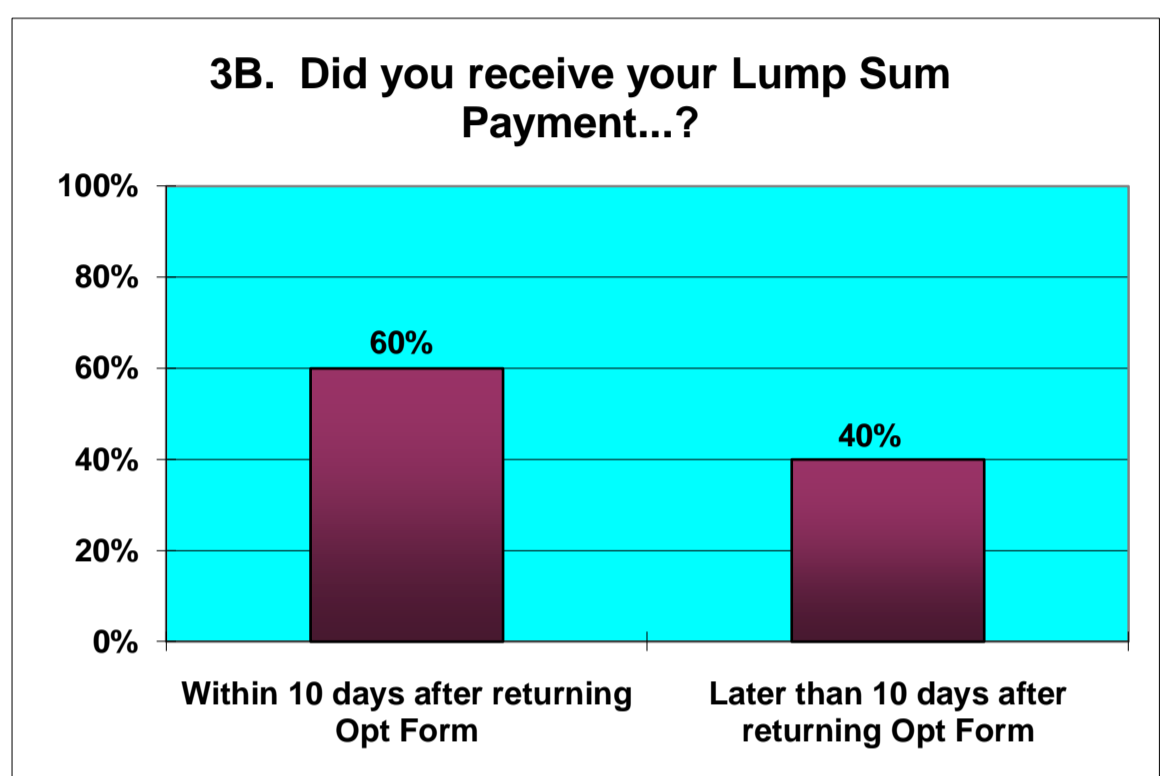
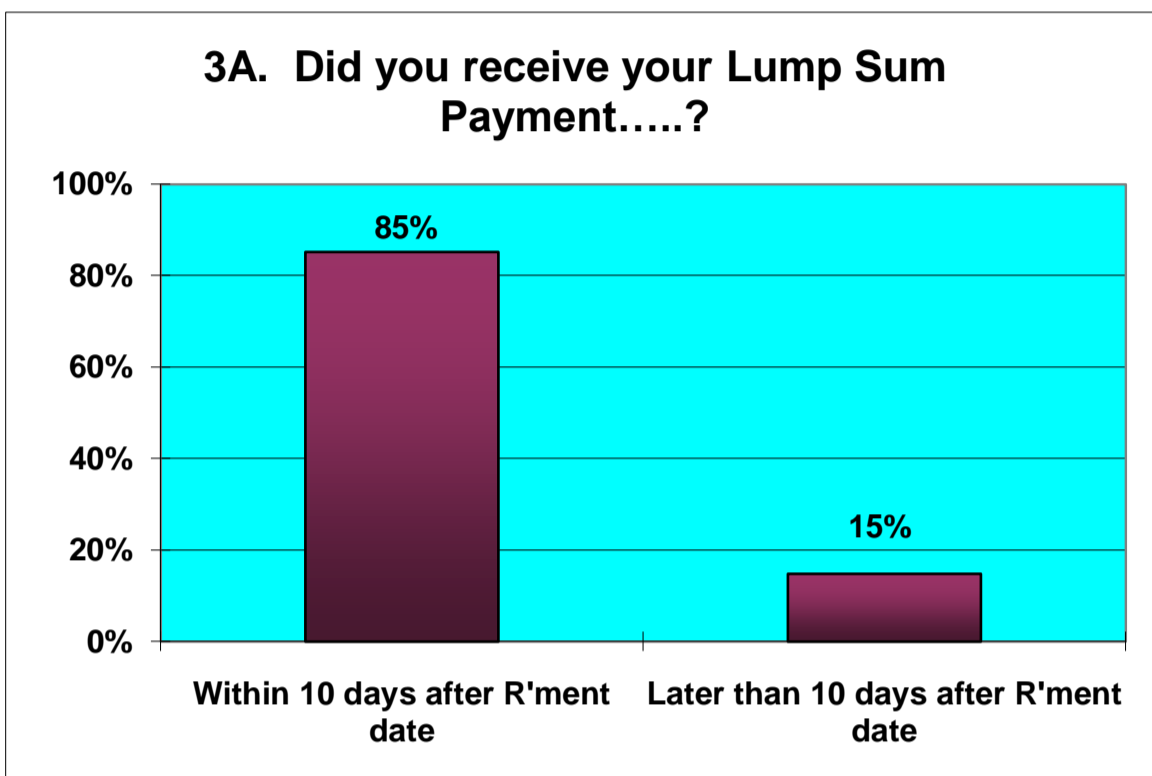
Responses to Retirement Questionnaire

	Number of Questionnaires in this period	37		
1	Was the information provided to you by the Avon Pension Fund both clear & concise?	Yes	36	97%
		NO	1	3%
2	Did you receive your LGPS Retirement Benefits Option Form.....	A Before R'ment date	27	72%
		B Within 10 working days after R'ment date	5	14%
		C Later than 10 days after R'ment date	5	14%
3A	Did you receive your Lump Sum Payment.....	Within 10 days after R'ment date	23	85%
		Later than 10 days after R'ment date	4	15%
3B	Did you receive your Lump Sum Payment.....	Within 10 days after returning Opt Form	3	60%
		Later than 10 days after returning Opt Form	2	40%
3C	Did you receive your Lump Sum Payment.....	Within 10 days after returning Opt Form	2	40%
		Later than 10 days after returning Opt Form	3	60%
4	Did you receive your first Pension Payment....	Within 1 month after R'ment date	32	86%
		Later than 1 month after R'ment date	5	14%
5	Overall, how would you rate the service you received from Avon Pension Fund?	Excellent	26	70%
		Good	11	30%
		Average	0	0%
		Poor	0	0%
6	Is there anything we could have done to improve the service we provided?	Yes	3	8%
		No	34	92%
7	Were you treated with sensitivity & fairness?	Yes	37	100%
		No	0	0%



From Question 2 above (column 1)

From Question 2 above (column 2 & 3)

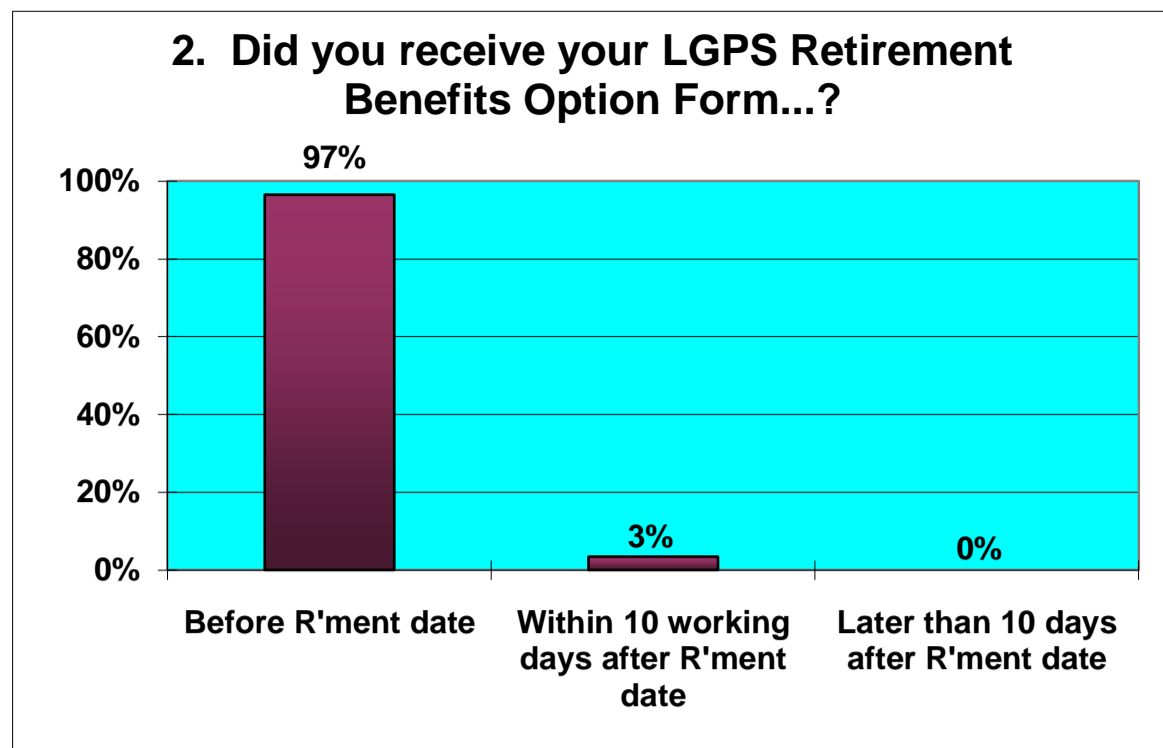
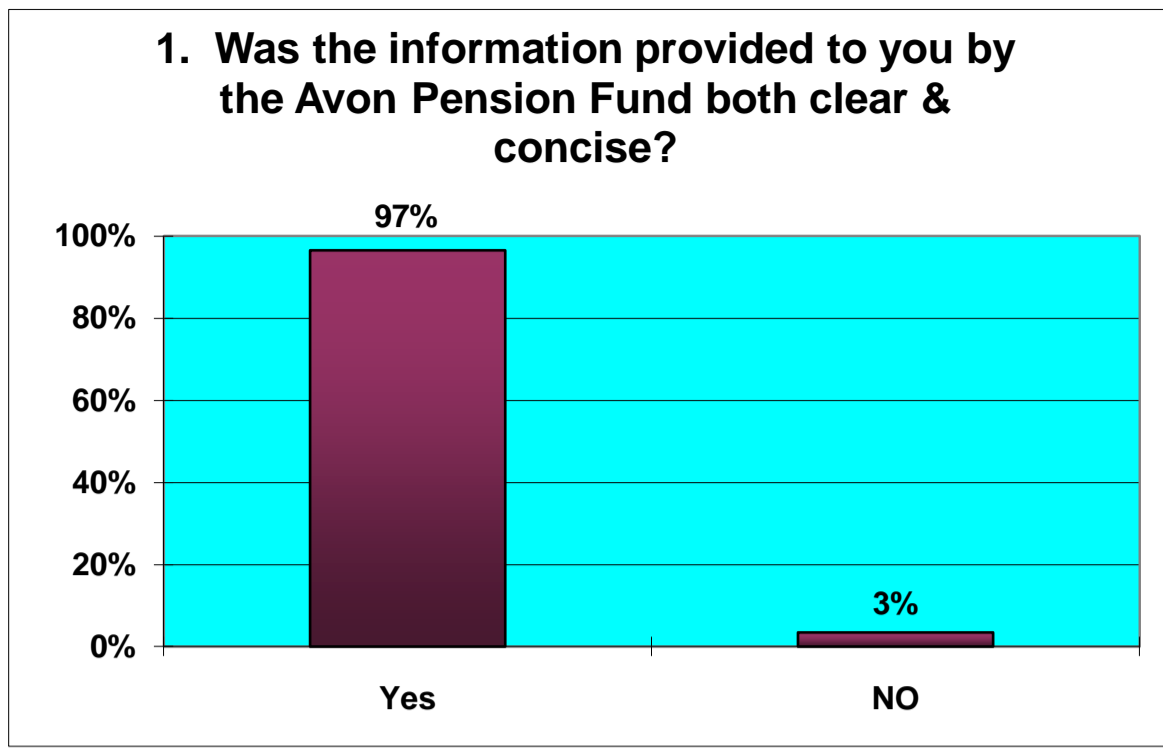


Appendix 4B to Pension Fund Administration Report - Deferreds

Deferred Retirements February - April 2013

Responses to Retirement Questionnaire

	Number of Questionnaires in this period	29	
1	Was the information provided to you by the Avon Pension Fund both clear & concise?	Yes	28 97%
		NO	1 3%
2	Did you receive your LGPS Retirement Benefits Option Form.....	A Before R'ment date	28 97%
		B Within 10 working days after R'ment date	1 3%
		C Later than 10 days after R'ment date	0 0%
3A	Did you receive your Lump Sum Payment.....	Within 10 days after R'ment date	25 89%
		Later than 10 days after R'ment date	3 11%
3B	Did you receive your Lump Sum Payment.....	Within 10 days after returning Opt Form	0 0%
		Later than 10 days after returning Opt Form	1 100%
3C	Did you receive your Lump Sum Payment.....	Within 10 days after returning Opt Form	0 n/a
		Later than 10 days after returning Opt Form	0 n/a
4	Did you receive your first Pension Payment....	Within 1 month after R'ment date	28 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	18 62%
		Good	8 28%
		Average	3 10%
		Poor	0 0%
6	Is there anything we could have done to improve the service we provided?	Yes	5 17%
		No	24 83%
7	Were you treated with sensitivity & fairness?	Yes	29 100%
		No	0 0%



From Question 2 above (column 1)

From Question 2 above (column 2 & 3)

