

## Responses to Retirement Questionnaire

Number of Questionnaires in period

17

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

Yes	15	88%
NO	2	12%

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

A	Before R'ment date	10	59%
B	Within 10 working days after R'ment date	3	18%
C	Later than 10 days after R'ment date	4	24%

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

Within 10 days after R'ment date	8	80%
Later than 10 days after R'ment date	2	20%

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	50%
Later than 10 days after returning Opt Form	2	50%

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

Within 1 month after R'ment date	14	82%
Later than 1 month after R'ment date	3	18%

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

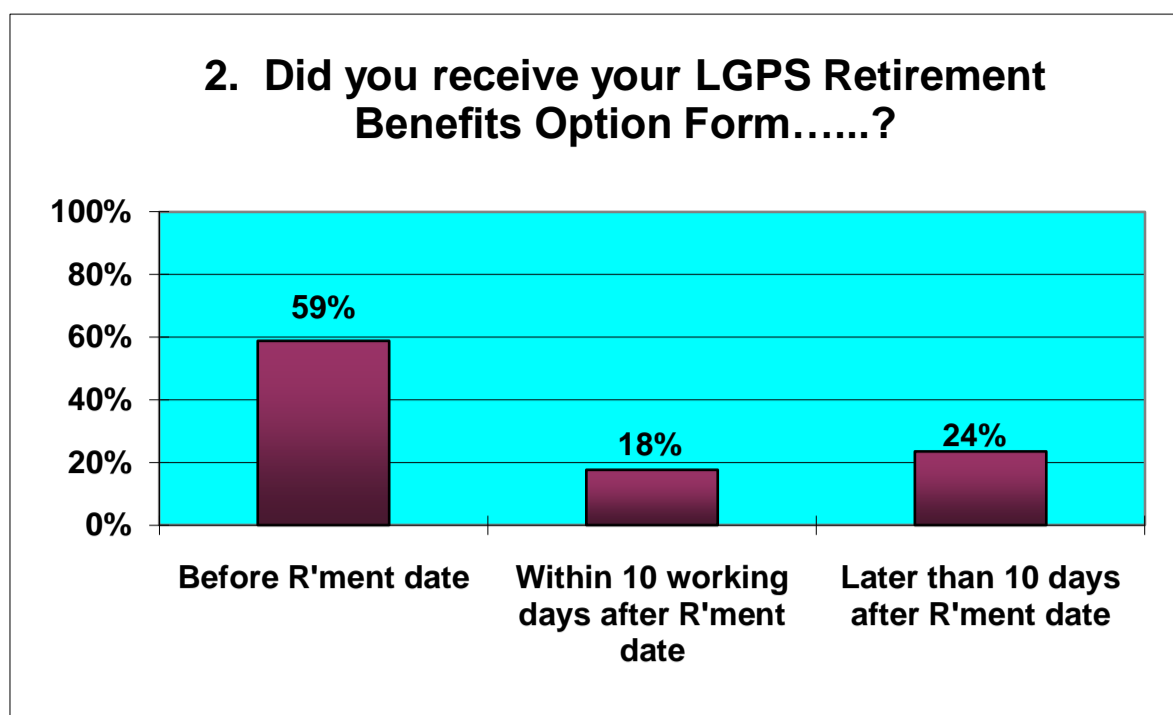
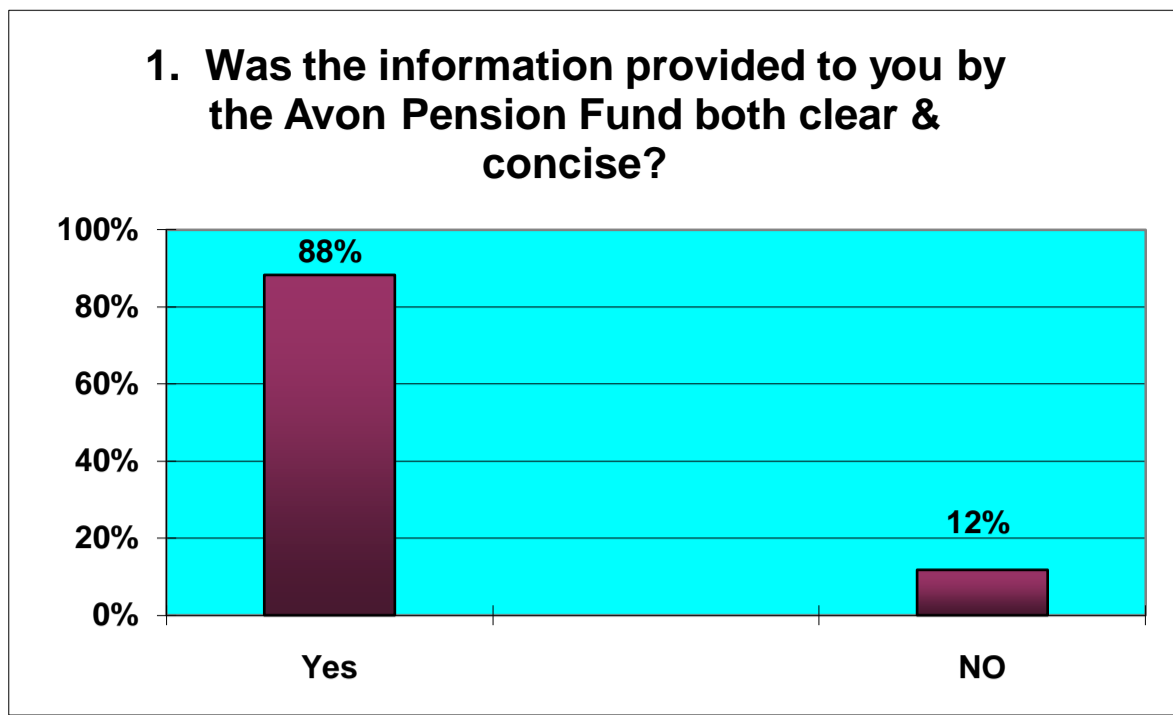
Excellent	10	59%
Good	7	41%
Average		0%
Poor		0%

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

Yes	3	18%
No	14	82%

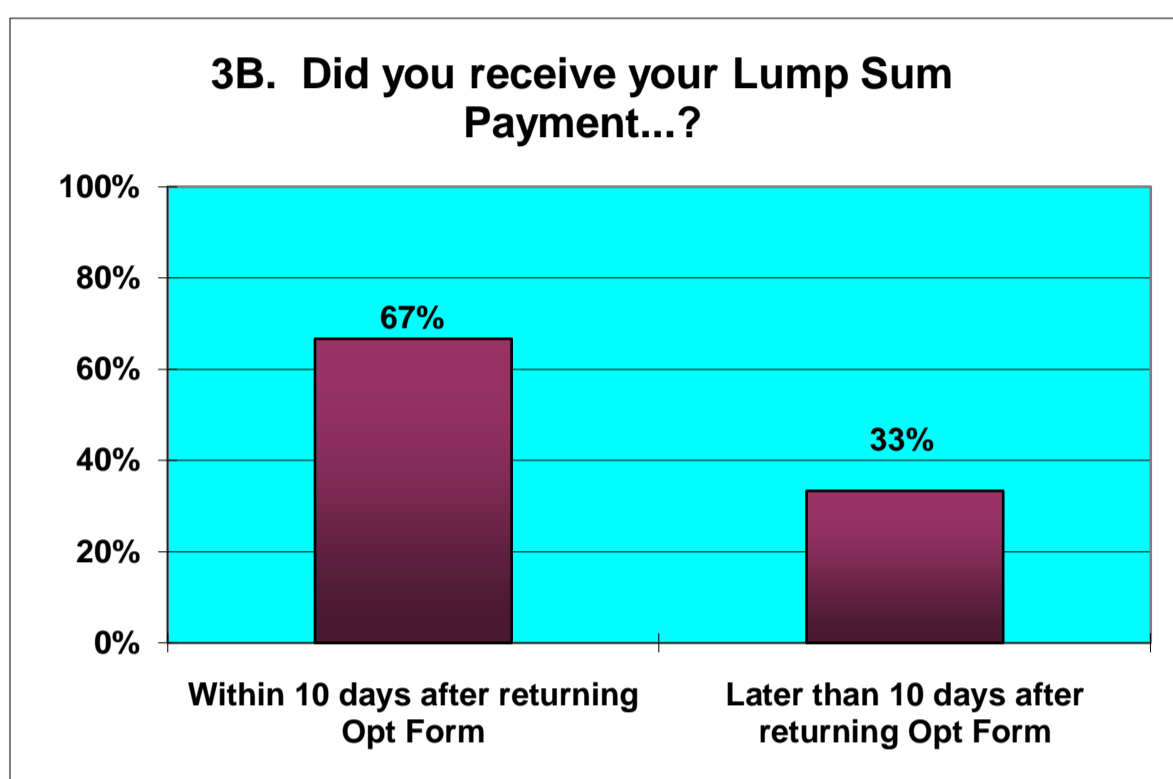
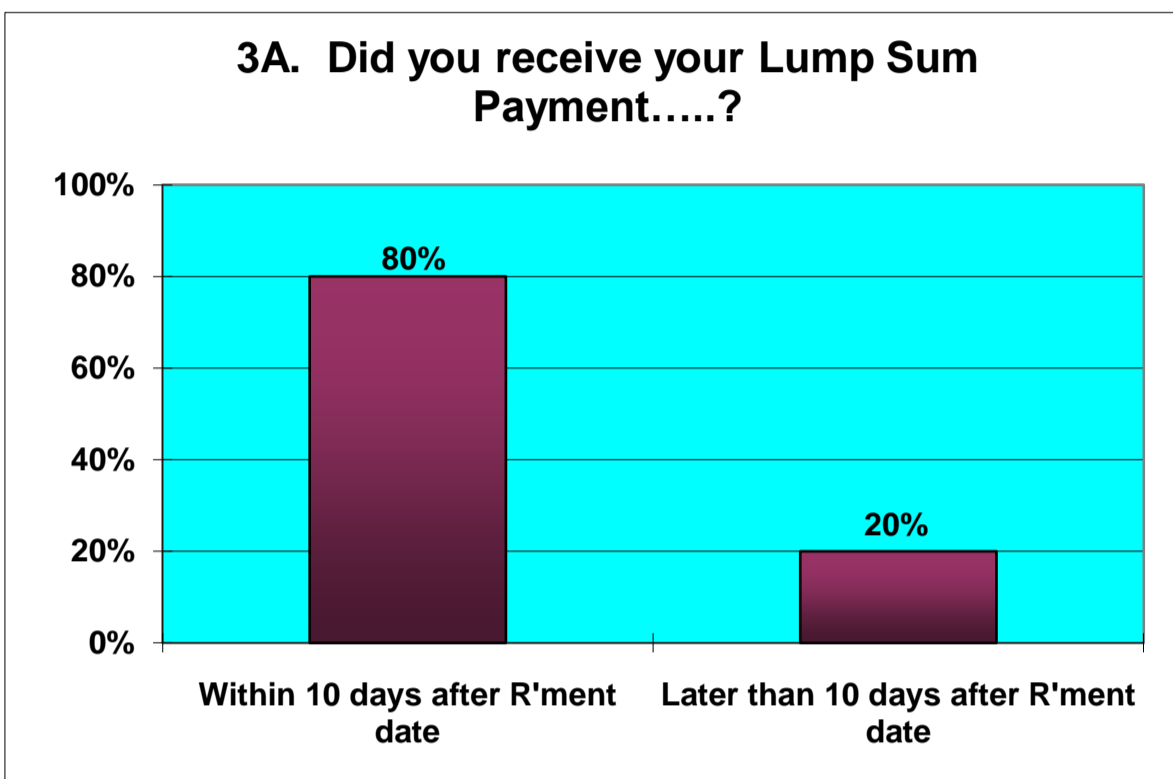
7 Were you treated with sensitivity & fairness?

Yes	17	100%
No		0%



**From Question 2 above (column 1)**

**From Question 2 above (column 2)**



**From Question 2 above (column 3)**

