

Responses to Retirement Questionnaire

Number of Questionnaires in period	11
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1	Was the information provided to you by the Avon Pension Fund both clear & concise?	Yes	11	100%
		NO		0%

2	Did you receive your LGPS Retirement Benefits Option Form.....	A	Before R'ment date	10	91%
		B	Within 10 working days after R'ment date	1	9%
		C	Later than 10 days after R'ment date		0%

3A	Did you receive your Lump Sum Payment.....	Within 10 days after R'ment date	9	90%
		Later than 10 days after R'ment date	1	10%

3B	Did you receive your Lump Sum Payment.....	Within 10 days after returning Opt Form	1	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	0	N/A
		Later than 10 days after returning Opt Form	0	N/A

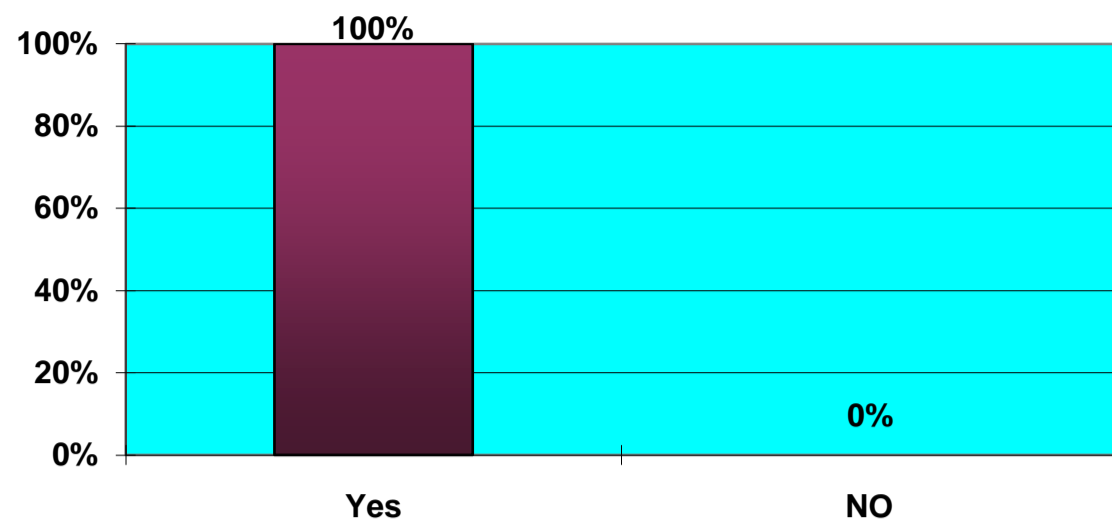
4	Did you receive your first Pension Payment....	Within 1 month after R'ment date	10	91%
		Later than 1 month after R'ment date	1	9%

5	Overall, how would you rate the service you received from Avon Pension Fund?	Excellent	7	64%
		Good	3	27%
		Average	1	9%
		Poor		0%

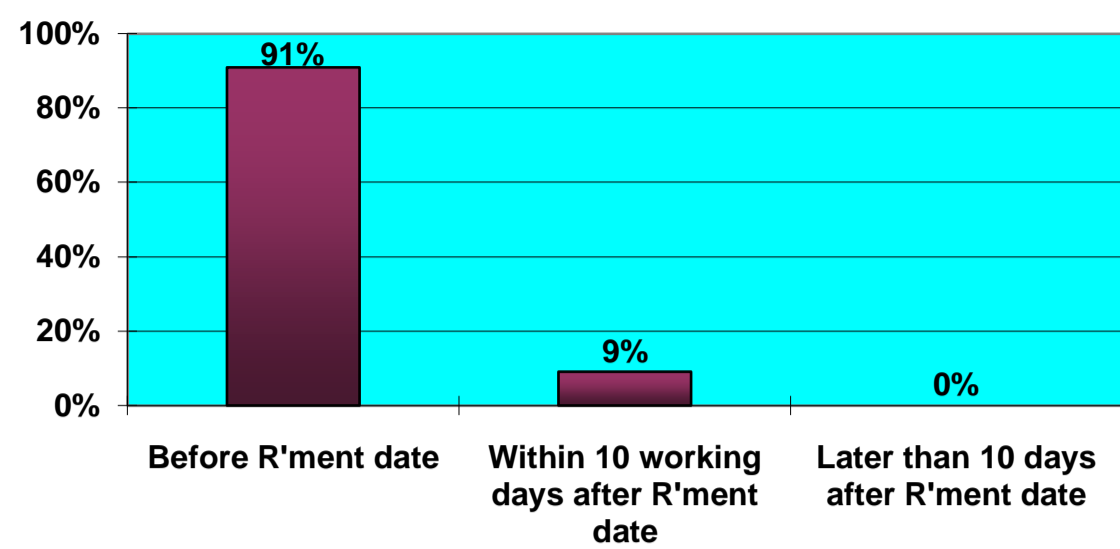
6	Is there anything we could have done to improve the service we provided?	Yes	3	27%
		No	8	73%

7	Were you treated with sensitivity & fairness?	Yes	11	100%
		No		0%

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



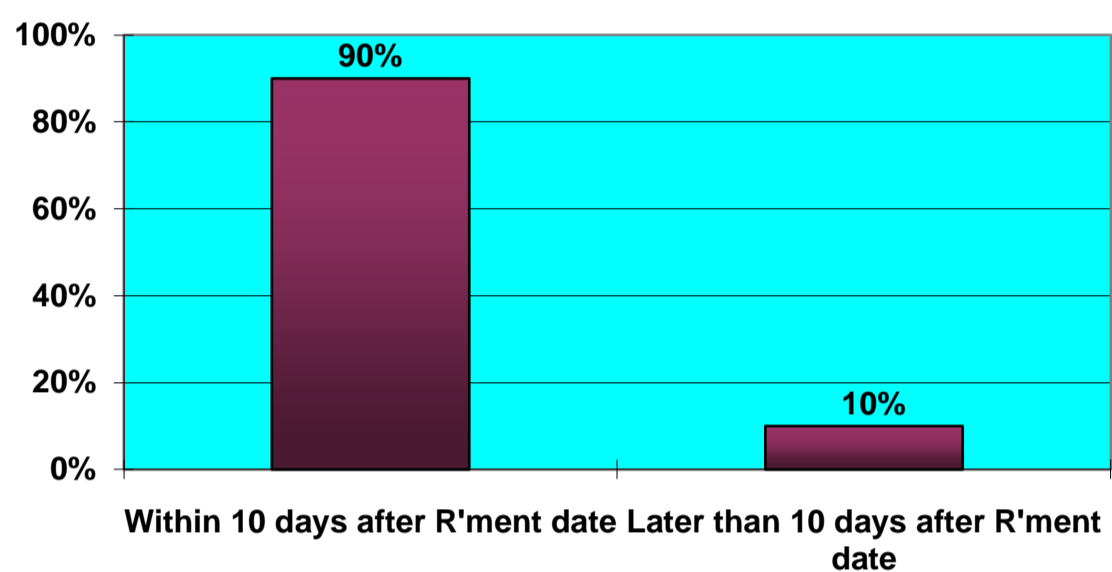
2. Did you receive your LGPS Retirement Benefits Option Form...?



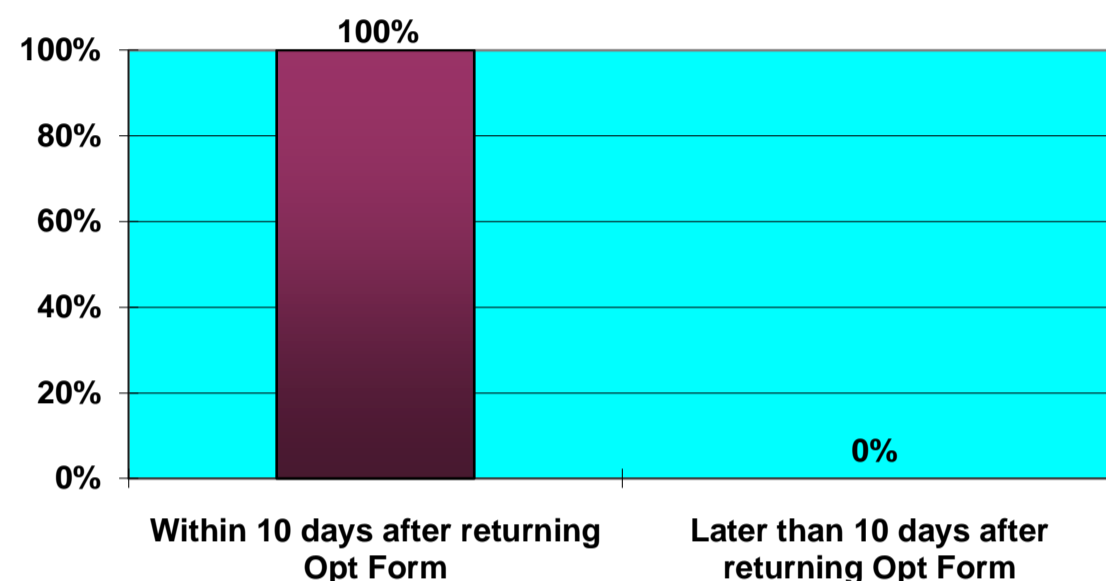
From Question 2 above (column 1)

From Question 2 above (column 2)

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

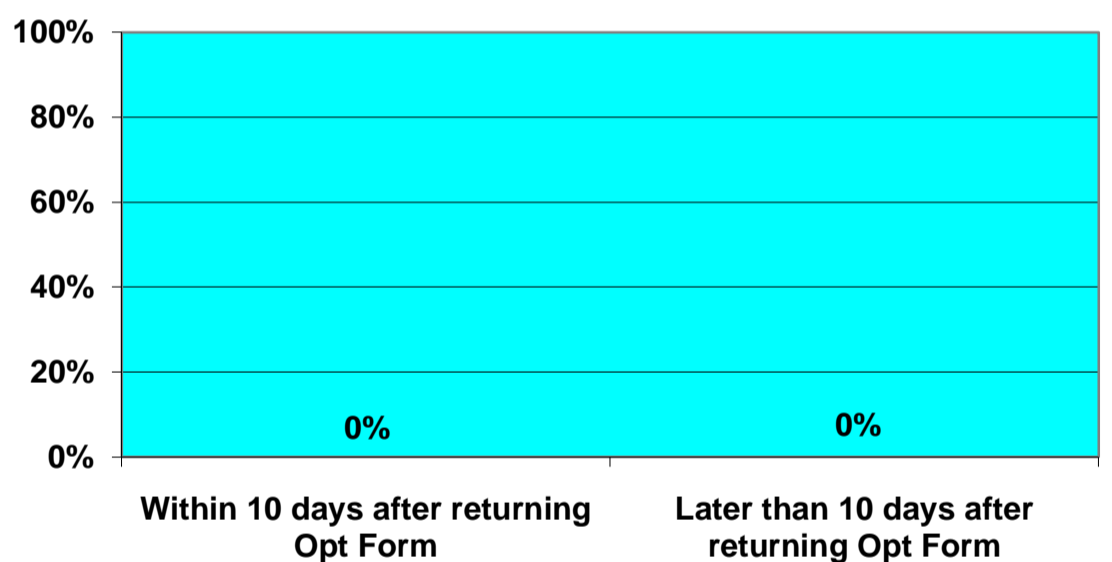


3B. Did you receive your Lump Sum Payment...?

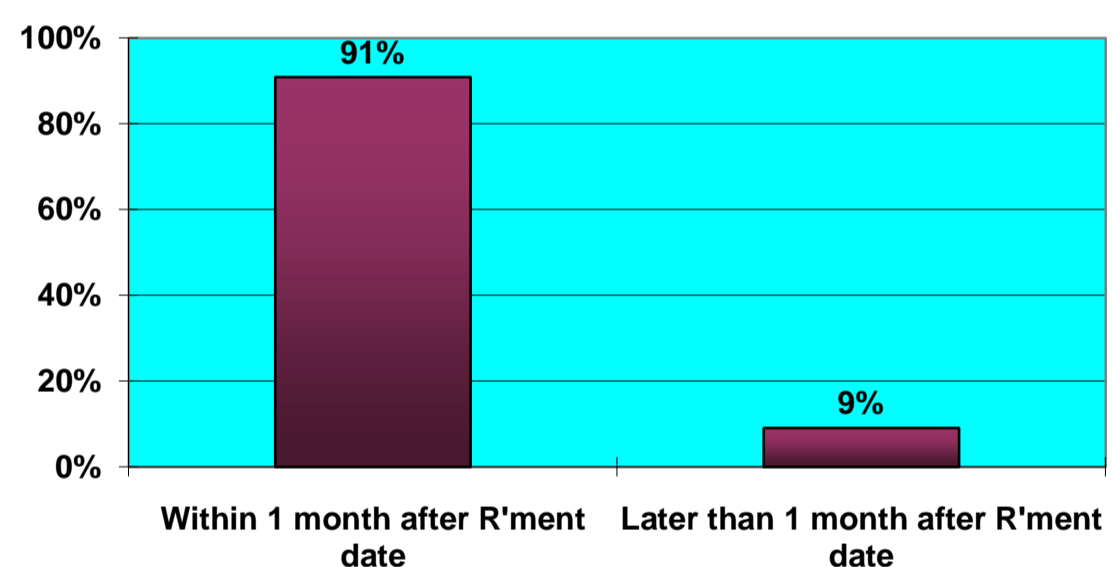


From Question 2 above (column 3)

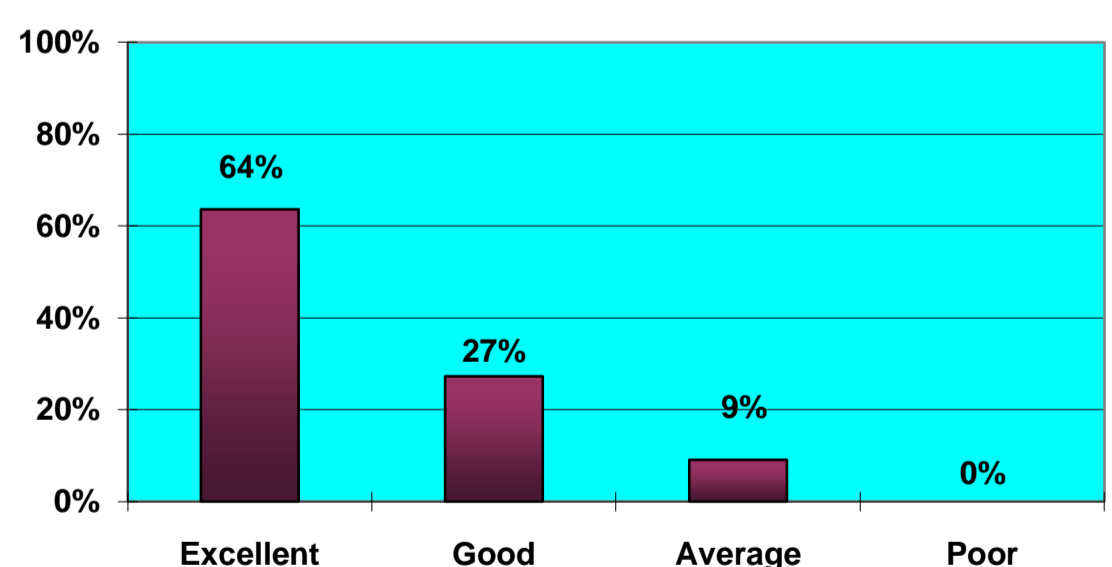
3C. Did you receive your Lump Sum Payment....?



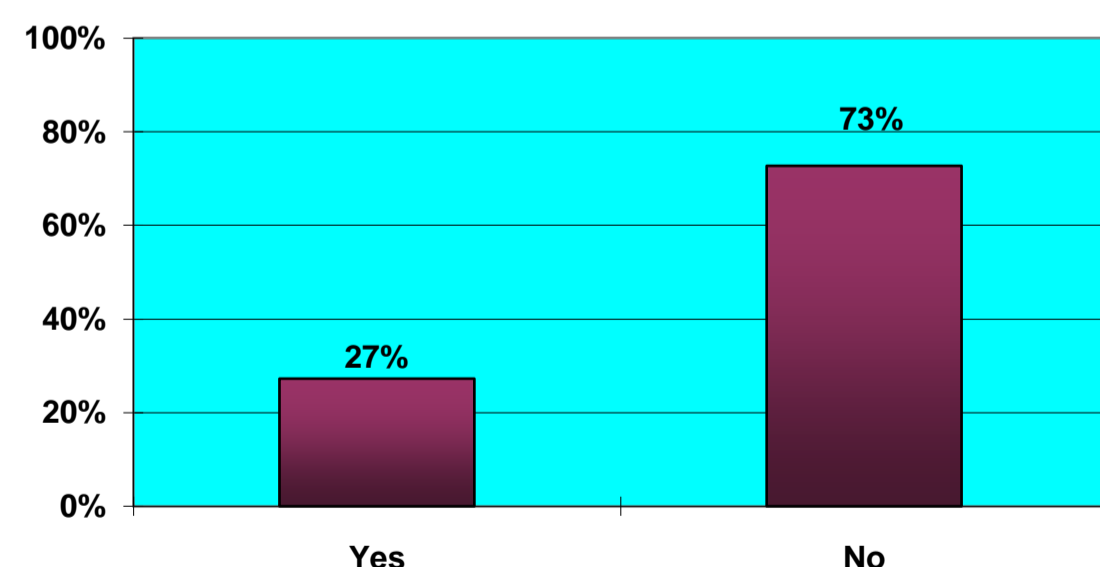
4. Did you receive your First Pension Payment...?



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?

