

Appendix 4A Customer Feedback Aug - Oct 2013 Retirement from ACTIVE Status

Responses to Retirement Questionnaire

Number of Questionnaires in this period

61

1	Was the information provided to you by the Avon Pension Fund both clear & concise?	Yes	59	97%
		NO	2	3%

2	Did you receive your LGPS Retirement Benefits Option Form.....	A	Before R'ment date	25	41%
		B	Within 10 working days after R'ment date	20	33%
		C	Later than 10 days after R'ment date	16	9%

3A	Did you receive your Lump Sum Payment.....	Within 10 days after R'ment date	20	80%
		Later than 10 days after R'ment date	5	20%

3B	Did you receive your Lump Sum Payment.....	Within 10 days after returning Opt Form	14	70%
		Later than 10 days after returning Opt Form	6	30%

3C	Did you receive your Lump Sum Payment.....	Within 10 days after returning Opt Form	10	63%
		Later than 10 days after returning Opt Form	6	38%

4	Did you receive your first Pension Payment....	Within 1 month after R'ment date	43	70%
		Later than 1 month after R'ment date	18	30%

5	Overall, how would you rate the service you received from Avon Pension Fund?	Excellent	36	59%
		Good	18	30%
		Average	5	4%
		Poor	2	3%

6	Is there anything we could have done to improve the service we provided?	Yes	12	20%
		No	49	80%

7	Were you treated with sensitivity & fairness?	Yes	61	100%
		No	0	0%