Appendix 4B Customer Feedback Aug - Oct 2013

Deferred into Payment

	Responses to Retirement Questionnaire							
	Number of Questionnaires in this period		Ľ	30				
1	r							
1	Was the information provided to you bythe Avon Pension Fund both clear & concise?		Г	Yes	29		97%	
			Ē	NO	1		3%	
2		A	Α	Before R'ment date	23		77%	
	Did you receive your LGPS Retirement Benefits Option Form		вТ	Within 10 working days after R'ment date	6		20%	
				them to working days and it mont data		L		
		С	C	Later than 10 days after R'ment date	1		3%	
			F					
3A	Did you receive your Lump Sum Payment		L	Within 10 days after R'ment date	20		88%	
			Ľ	Later than 10 days after R'ment date	3		12%	
			г			_	00/	
3B	Did you receive your Lump Sum Payment		L	Within 10 days after returning Opt Form	5		0%	
			Ľ	Later than 10 days after returning Opt Form	1		0%	
			F			_		
3C	Did you receive your Lump Sum Payment		Ļ	Within 10 days after returning Opt Form	0		0%	
				Later than 10 days after returning Opt Form	1		100%	
			_					
4	Did you washing your first Dansies Develop		L	Within 1 month after R'ment date	30	L	100%	
	Did you receive your first Pension Payment		Г	Later than 1 month after R'ment date			0%	٦
			Ļ				0/0	
			Γ	Excellent	26		87%	
5	[F				30/	
	Overall, how would you rate the service you received from Avon Pension Fund?	ved	L	Good	2	L	7%	
	trom Avon Pension Fund?		Ľ	Average	2		7%	
			Г	Poor		_	0%	
			L	1001				
6	In these eputhing we could have done to improve the	the	Ľ	Yes	2		7%	
	Is there anything we could have done to improve the service we provided?		Г				020/	_
			L	No	28		93%	
I	r		Г	Vaa	30	_	100%	
7	Were you treated with sensitivity & fairness?		L	Yes	30	L	100 /0	
			Γ	No	0		0%	