Responses to Retirement Questionnaire

Period 1 August to 31st October 2010

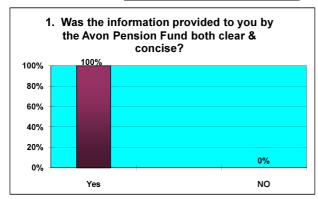
1 Was the information provided to you bythe Avon Pension Fund both clear & concise? A Before Rment date		Number of Questionnaires in this period	1	74	1	
Pension Fund both clear & concise? A Before R'ment date			•			
Pension Fund both clear & concise? NO 0%	1			Yes	74	100%
A Before R'ment date 45 61% Did you receive your LGPS Retirement Benefits Option Form C Later than 10 days after R'ment date 12 16% Within 10 days after R'ment date 38 84% Later than 10 days after R'ment date 7 16% Within 10 days after R'ment date 7 16% Within 10 days after R'ment date 7 16% Later than 10 days after R'ment date 7 16% Within 10 days after returning Opt Form 13 76% Later than 10 days after returning Opt Form 4 24% Later than 10 days after returning Opt Form 6 50% Later than 10 days after returning Opt Form 6 50% Later than 10 days after returning Opt Form 6 50% Later than 10 days after returning Opt Form 6 50% Later than 10 days after returning Opt Form 6 50% Later than 10 days after returning Opt Form 6 50% Later than 10 days after returning Opt Form 6 50% Later than 10 days after returning Opt Form 6 50% Later than 10 days after returning Opt Form 6 50% Later than 10 days after returning Opt Form 6 50% Later than 10 days after returning Opt Form 6 50% Average 0 0 0% Poor 0 0 0% Poor 0 0 0% Poor 0 0 0% Were you treated with sensitivity & fairness? Yes 73 99%				NO	il	0%
Did you receive your LGPS Retirement Benefits Option Form B Within 10 working days after R'ment date 17 23%			J			- 373
B Within 10 working days after R'ment date 17 23%	1		Α	Before R'ment date	45	61%
C Later than 10 days after R'ment date 12 16% Within 10 days after R'ment date 38 84% Later than 10 days after R'ment date 7 16% Later than 10 days after R'ment date 7 16% Within 10 days after returning Opt Form 13 76% Later than 10 days after returning Opt Form 4 24% Later than 10 days after returning Opt Form 6 50% Later than 10 days after returning Opt Form 6 50% Later than 10 days after returning Opt Form 6 50% Later than 10 days after returning Opt Form 6 50% Later than 10 days after returning Opt Form 6 50% Later than 10 days after returning Opt Form 6 50% Later than 10 days after returning Opt Form 6 50% Later than 10 days after returning Opt Form 6 50% Average 0 0 0% Poor 0 0 0% Poor 0 0 0% Yes 5 7% Were you treated with sensitivity & fairness?	2			Mishin 40 washing days often Diment data	1 47 1	220/
Within 10 days after R'ment date 38 84%			В	Within 10 working days after R ment date	17	23%
Did you receive your Lump Sum Payment Later than 10 days after R'ment date 7 16% Within 10 days after returning Opt Form 13 76% Later than 10 days after returning Opt Form 4 24% Within 10 days after returning Opt Form 6 50% Later than 10 days after returning Opt Form 6 50% Later than 10 days after returning Opt Form 6 50% Within 10 days after returning Opt Form 6 50% Later than 10 days after returning Opt Form 6 50% Later than 10 days after returning Opt Form 6 50% Later than 10 days after returning Opt Form 6 50% Within 1 month after R'ment date 11 15% Excellent 52 70% Overall, how would you rate the service you received from Avon Pension Fund? Average 0 0 0% Poor 0 0 0% Is there anything we could have done to improve the service we provided? No 69 93% Ves 73 99%			С	Later than 10 days after R'ment date	12	16%
Did you receive your Lump Sum Payment Later than 10 days after R'ment date 7 16% Within 10 days after returning Opt Form 13 76% Later than 10 days after returning Opt Form 4 24% Within 10 days after returning Opt Form 6 50% Later than 10 days after returning Opt Form 6 50% Later than 10 days after returning Opt Form 6 50% Within 10 days after returning Opt Form 6 50% Later than 10 days after returning Opt Form 6 50% Later than 10 days after returning Opt Form 6 50% Later than 10 days after returning Opt Form 6 50% Within 1 month after R'ment date 11 15% Excellent 52 70% Overall, how would you rate the service you received from Avon Pension Fund? Average 0 0 0% Poor 0 0 0% Is there anything we could have done to improve the service we provided? No 69 93% Ves 73 99%			7		1	
Later than 10 days after R'ment date 7 16% Within 10 days after returning Opt Form 13 76% Later than 10 days after returning Opt Form 4 24% Within 10 days after returning Opt Form 6 50% Later than 10 days after returning Opt Form 6 50% Later than 10 days after returning Opt Form 6 50% Later than 10 days after returning Opt Form 6 50% Later than 10 days after returning Opt Form 6 50% Within 10 days after returning Opt Form 6 50% Later than 10 days after returning Opt Form 6 50% Within 1 month after R'ment date 63 85% Later than 1 month after R'ment date 11 15% Excellent 52 70% Overall, how would you rate the service you received from Avon Pension Fund? Average 0 0% Poor 0 0% Poor 5 7% Is there anything we could have done to improve the service we provided? No 69 93% Yes 73 99%	3Δ	Did you receive your Lump Sum Payment		Within 10 days after R'ment date	38	84%
Did you receive your Lump Sum Payment Later than 10 days after returning Opt Form 4 24% Within 10 days after returning Opt Form 6 50% Later than 10 days after returning Opt Form 6 50% Within 1 month after R'ment date 63 85% Did you receive your first Pension Payment Later than 1 month after R'ment date 11 15% Excellent 52 70% Overall, how would you rate the service you received from Avon Pension Fund? Overall, how would you rate the service you received from Avon Pension Fund? No 69 93% Were you treated with sensitivity & fairness?	0,11			Later than 10 days after R'ment date	7	16%
Later than 10 days after returning Opt Form 4 24% Within 10 days after returning Opt Form 6 50%		Did you receive your Lump Sum Payment	1	Within 10 days after returning Opt Form	13	76%
Did you receive your Lump Sum Payment Within 10 days after returning Opt Form 6 50%	3B			Later than 10 days after returning Ont Form	1 4	24%
Did you receive your Lump Sum Payment Later than 10 days after returning Opt Form 6 50% Within 1 month after R'ment date 63 85% Later than 1 month after R'ment date 11 15% Excellent 52 70% Excellent 52 70% Overall, how would you rate the service you received from Avon Pension Fund? Average 0 0% Poor 0 0% Is there anything we could have done to improve the service we provided? No 69 93% Yes 73 99% Were you treated with sensitivity & fairness?			•			
Later than 10 days after returning Opt Form 6 50% Within 1 month after R'ment date 63 85% Later than 1 month after R'ment date 11 15% Excellent 52 70% Overall, how would you rate the service you received from Avon Pension Fund? Average 0 0% Poor 0 0% Is there anything we could have done to improve the service we provided? No 69 93% Were you treated with sensitivity & fairness?		Did you receive your Lump Sum Payment	1	Within 10 days after returning Opt Form	6	50%
Later than 1 month after R'ment date Excellent 11 15%	3C			Later than 10 days after returning Opt Form	6	50%
Later than 1 month after R'ment date Excellent 11 15%						
Later than 1 month after R'ment date Excellent 52 70%		Did you receive your first Pension Payment	1	Within 1 month after R'ment date	63	85%
Excellent 52 70% Overall, how would you rate the service you received from Avon Pension Fund? Average 0 0% Poor 0 0% Service we provided? Yes 5 7% No 69 93% Were you treated with sensitivity & fairness?	4			Laterathon 4 mounth of the Director date	1	450/
Overall, how would you rate the service you received from Avon Pension Fund? Average O 0% Poor O 0% Is there anything we could have done to improve the service we provided? No 69 93% Were you treated with sensitivity & fairness?			J	Later than 1 month after R ment date	11	15%
Solverall, how would you rate the service you received from Avon Pension Fund? Average O O O Is there anything we could have done to improve the service we provided? No Yes The service we provided?				Excellent	52	70%
Solverall, how would you rate the service you received from Avon Pension Fund? Average O O O Is there anything we could have done to improve the service we provided? No Yes The service we provided?	İ		1		1 22	200/
Average 0 0% Poor 0 0% Is there anything we could have done to improve the service we provided? No 69 93% Were you treated with sensitivity & fairness?	5			Good	22	30 //
Is there anything we could have done to improve the service we provided? No Yes 5 7% No 69 93% Yes 7 Were you treated with sensitivity & fairness?				Average	0	0%
8 Is there anything we could have done to improve the service we provided? No Yes 7 Were you treated with sensitivity & fairness?				Poor	0	0%
6 Is there anything we could have done to improve the service we provided? No 69 93% 7 Were you treated with sensitivity & fairness?			1	V	1	701
No 69 93% Yes 73 99% Were you treated with sensitivity & fairness?	6			Yes	5	7%
7 Were you treated with sensitivity & fairness?]	No	69	93%
7 Were you treated with sensitivity & fairness?	7			Vac	73	99%
No 1 1%		Were you treated with sensitivity & fairness?				
			J	No	1	1%

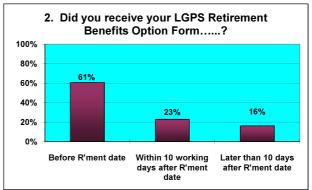
Responses to Retirement Questionnaire Period 1 August to 31st October 2010

	Number of Questionnaires in this period		31			
ı		_				
1	Was the information provided to you bythe Avon		Yes	30	Г	97%
	Pension Fund both clear & concise?		NO	1		3%
		Α	Before R'ment date	28	_	90%
2	Did you receive your LGPS Retirement Benefits Option Form		Defore K ment date		<u>L</u>	90 /0
		В	Within 10 working days after R'ment date	1		3%
		С	Later than 10 days after R'ment date	2	Г	6%
	Did you receive your Lump Sum Payment		Within 10 days after R'ment date	26		93%
3A			Later than 10 days after R'ment date	2	Г	7%
ĺ		1	Within 10 days after returning Opt Form	1	Г	100%
3B	Did you receive your Lump Sum Payment				_	00/
		J	Later than 10 days after returning Opt Form	0	<u>_</u>	0%
3C	Did you receive your Lump Sum Payment	1	Within 10 days after returning Opt Form	2		100%
			Later than 10 days after returning Opt Form	0		0%
4	Did you receive your first Pension Payment]	Within 1 month after R'ment date	29		94%
			Later than 1 month after R'ment date	2	Е	6%
			Excellent	24		77%
5	Overall, how would you rate the service you received from Avon Pension Fund?	1	Good	6	Г	19%
			Average	1	Г	3%
					_	00/
			Poor	0	_	0%
6	Is there anything we could have done to improve the service we provided?	1	Yes	5	Г	16%
			No	26	Г	84%
·		-				
7	Were you treated with sensitivity & fairness?	1	Yes	31		100%
			No	7	Г	0%
		-			_	

Period 1 August to 31st October 2010

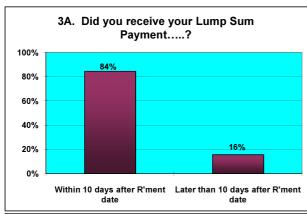
Appendix 4B

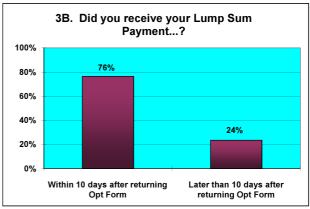


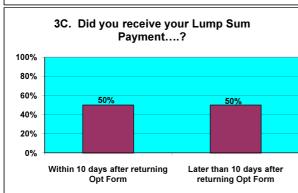


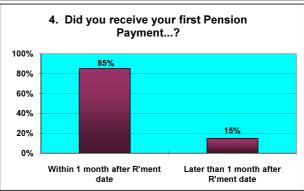
From Question 2 above (column 1)

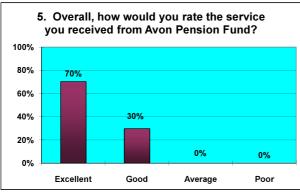
From Question 2 above (column 2 & 3)

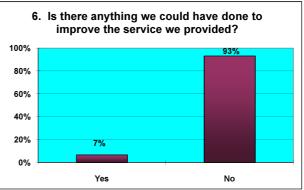


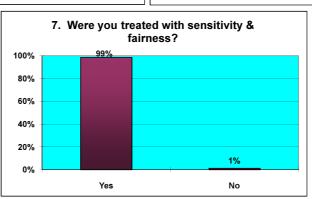


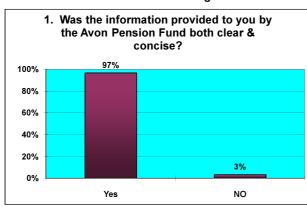


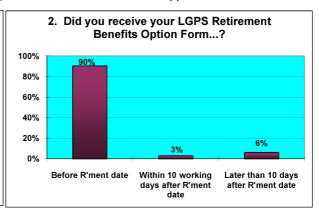












From Question 2 above (column 1)

From Question 2 above (column 2 & 3))

