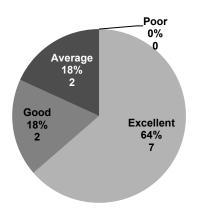
Customer satisfaction (1 Feb 2016 – 30 Apr 2016) Paper survey results

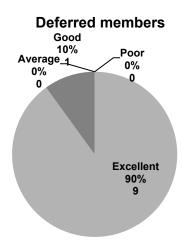
Responses to the question "Overall, how would you rate the service you received from Avon Pension Fund?"

Active members

Number retiring	110	Deferred members	
Questionnaires received	11	Number retiring	102
Response rate	10%	Questionnaires received	10
		Response rate	10%

Active members





Online retirement questionnaire

In March the APF re-launched its member website, with an online customer service questionnaire for recent retirees. Therefore the next reporting period will begin to reflect the online survey results as the 'paper' is phased out.