

**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?"

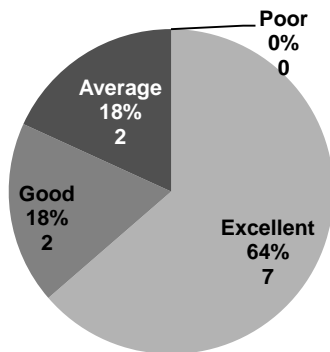
Active members

Number retiring	110
Questionnaires received	11
Response rate	10%

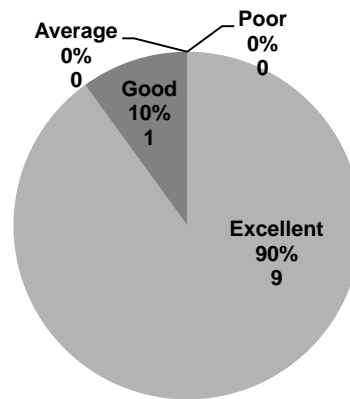
Deferred members

Number retiring	102
Questionnaires received	10
Response rate	10%

Active members



Deferred 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.