1. Was the information provided to you by the Avon Pension Fund both clear & concise?

- Yes: 100%
- NO: 0%

2. Did you receive your LGPS Retirement Benefits Option Form...?

- Before R'ment date: 95%
- Within 10 working days after R'ment date: 5%
- Later than 10 days after R'ment date: 0%

From Question 2 above (column 1)

From Question 2 above (column 2 & 3))

3A. Did you receive your Lump Sum Payment...?

- Within 10 days after R'ment date: 90%
- Later than 10 days after R'ment date: 10%

3B. Did you receive your Lump Sum Payment...?

- Within 10 days after returning Opt Form: 100%
- Later than 10 days after returning Opt Form: 0%

3C. Did you receive your Lump Sum Payment....? None to report

- Within 10 days after returning Opt Form: 0%
- Later than 10 days after returning Opt Form: 0%

4. Did you receive your First Pension Payment...?

- Within 1 month after R'ment date: 100%
- Later than 1 month after R'ment date: 0%

5. Overall, how would you rate the service you received from Avon Pension Fund?

- Excellent: 77%
- Good: 23%
- Average: 0%
- Poor: 0%

6. Is there anything we could have done to improve the service we provided?

- Yes: 14%
- No: 86%

7. Were you treated with sensitivity & fairness?

- Yes: 100%
- No: 0%