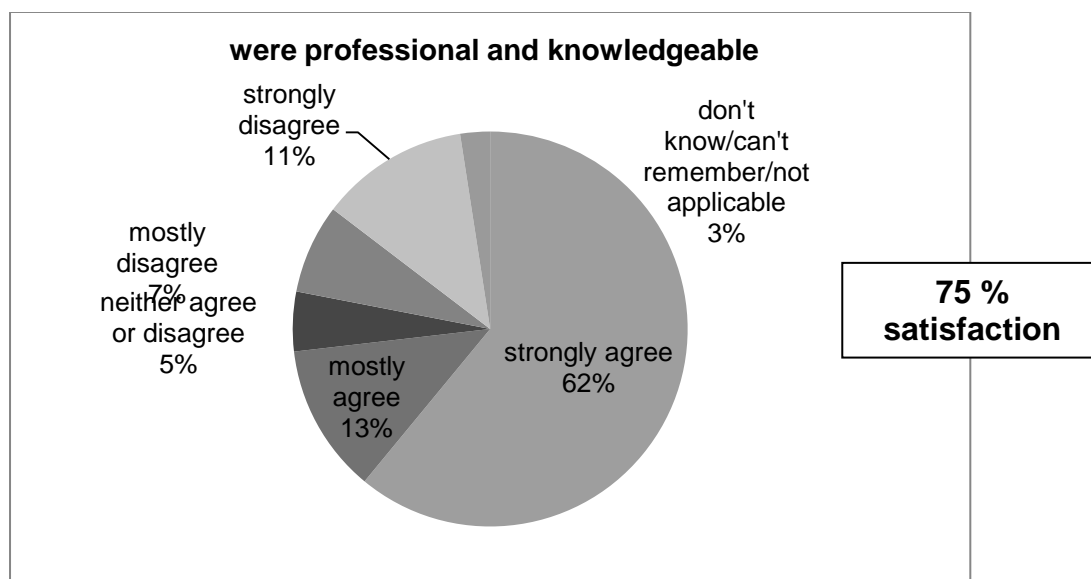
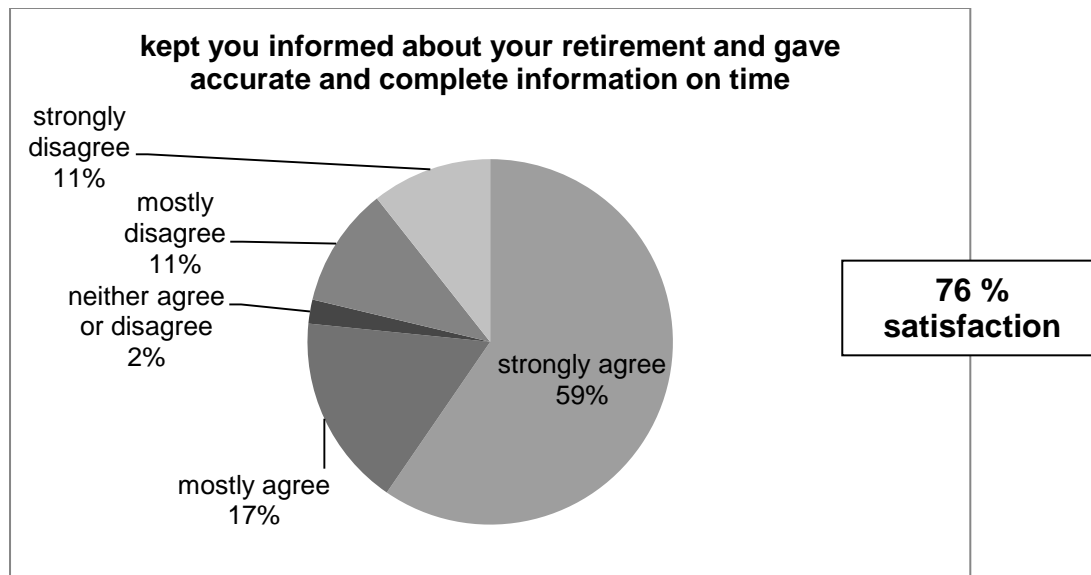


Annex 1

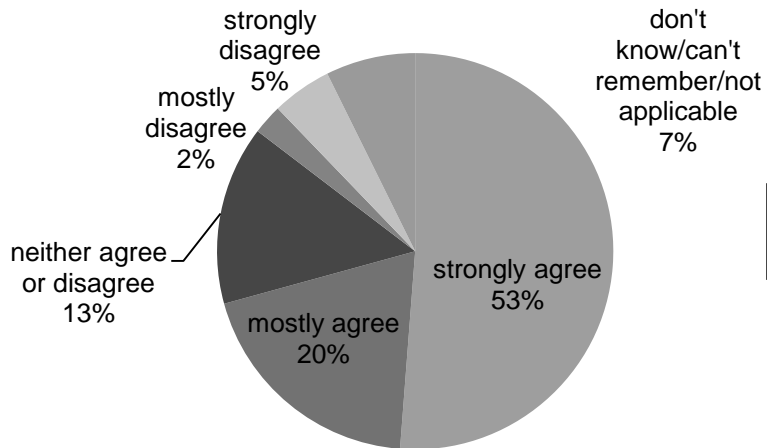
Retirement customer service questionnaire results to 31 March 2018

45 responses

Q1 To what extent do you agree or disagree that the Avon Pension Fund ...

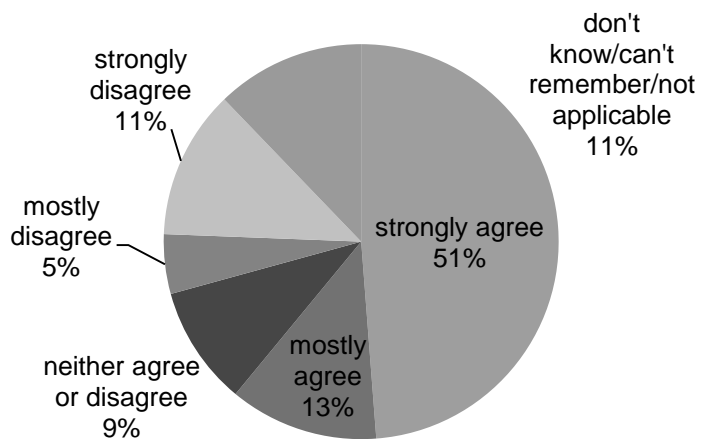


had a polite, friendly attitude, treating you with respect



**73 %
satisfaction**

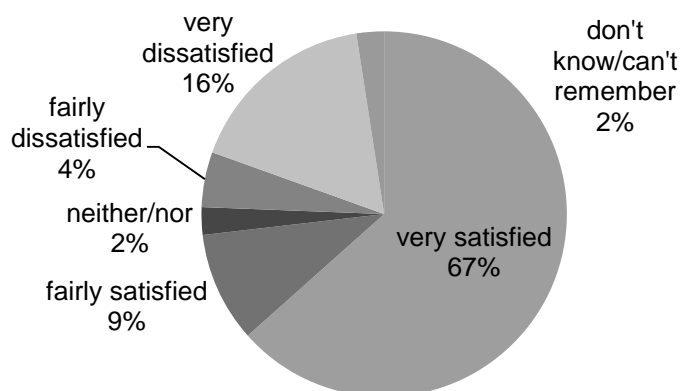
answered any questions or issues that you had



**64 %
satisfaction**

Q2 Overall, how satisfied are you with service you received from the Avon Pension Fund?

Overall, how satisfied are you with service you received from the Avon Pension Fund?



**76 %
satisfaction**

Annex 2

Employer event feedback

Employer Year End training took place on 23 Jan, 6 Feb, 21 Feb and 6 March – feedback was gathered from each of these sessions.

The key question from the Year End training was –

Q. Overall do you now have a better understanding of the requirements of the YE process?

Total responses	35	%
Yes	34	97%
No	0	0
Don't know	1	3%

Member feedback

Member website survey - Please rate your experience on our website

Results of the star rating survey for period to 31 March 2018

Number of submissions in period	87	%
5 stars	75	86%
4 stars	7	8%
3 stars	1	1.4%
2 stars	4	4.6%
1 star	0	0%
Comments: <ul style="list-style-type: none">• “5 star. Very Helpful”• "I have been totally dejected for hours trying to find a site as clear and informative as yours, Thanks for your help. Pete, Northampton."• “Just what I am looking for. Will be booking my place shortly”• “Very Clear. Thank you.”		