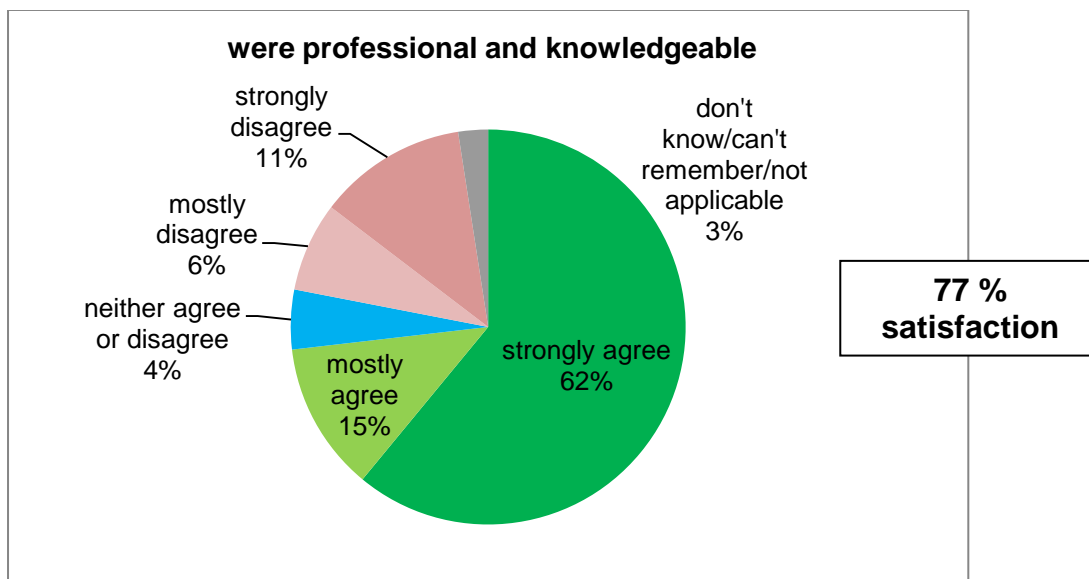
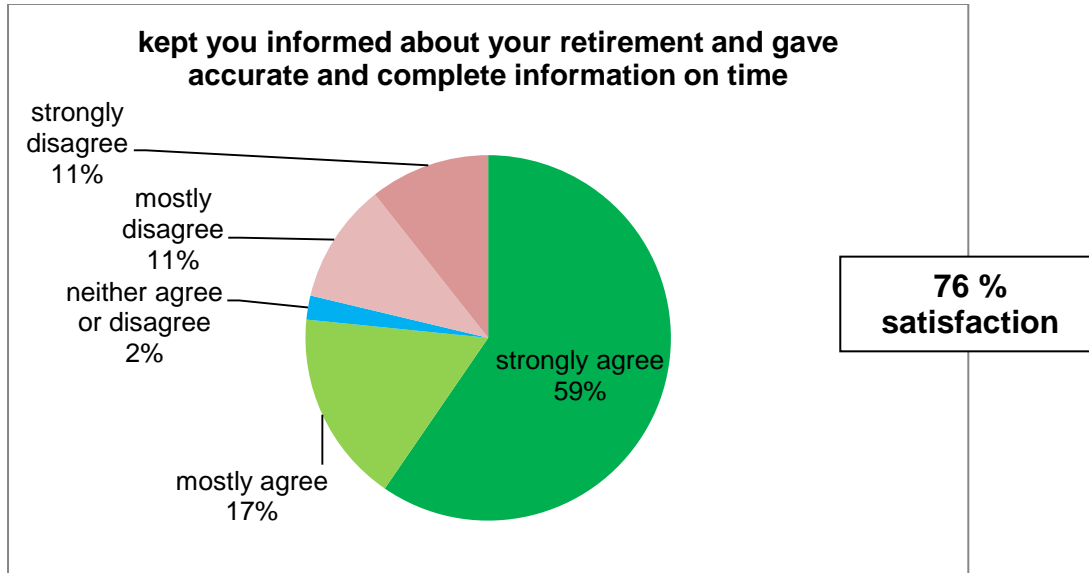


Annex 1

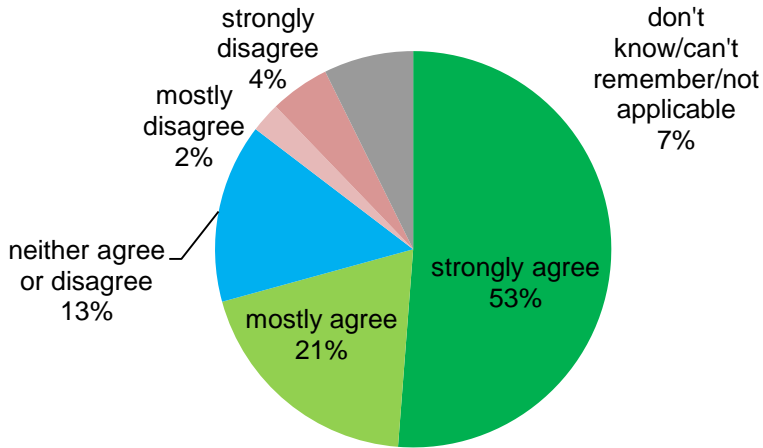
Retirement customer service questionnaire results to 30 June 2018

47 responses

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

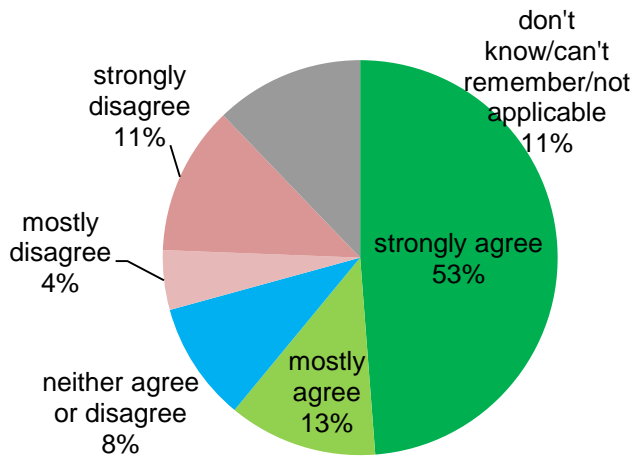


**had a polite, friendly attitude, treating you with respect**



**74 %  
satisfaction**

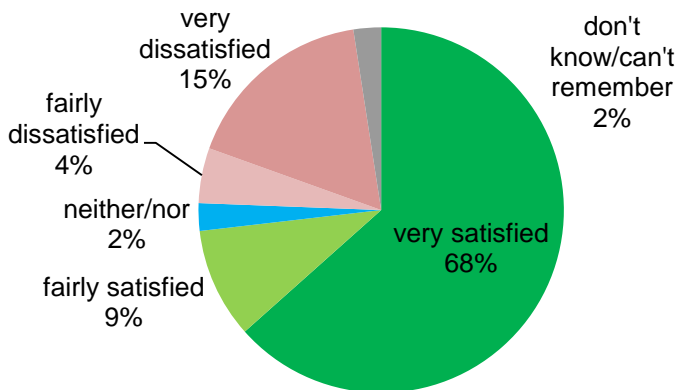
**answered any questions or issues that you had**



**66 %  
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?**



**77 %  
satisfaction**

## Annex 2

### Member feedback

#### Member website survey - Please rate your experience on our website

Results of the star rating survey for period to 30 June 2018

Number of submissions in period	53	%
5 stars	45	85%
4 stars	3	5.5%
3 stars	1	2%
2 stars	1	2%
1 star	3	5.5%
Comments:		
<ul style="list-style-type: none"><li>• Very Clear. Thank you.</li><li>• The text makes reference to an application form but there is no form to be seen – Form since updated</li><li>• Easy to understand</li><li>• You do not give any details of what pension is paid to widows etc. on the death of the pensioner – text amended to clarify</li></ul>		