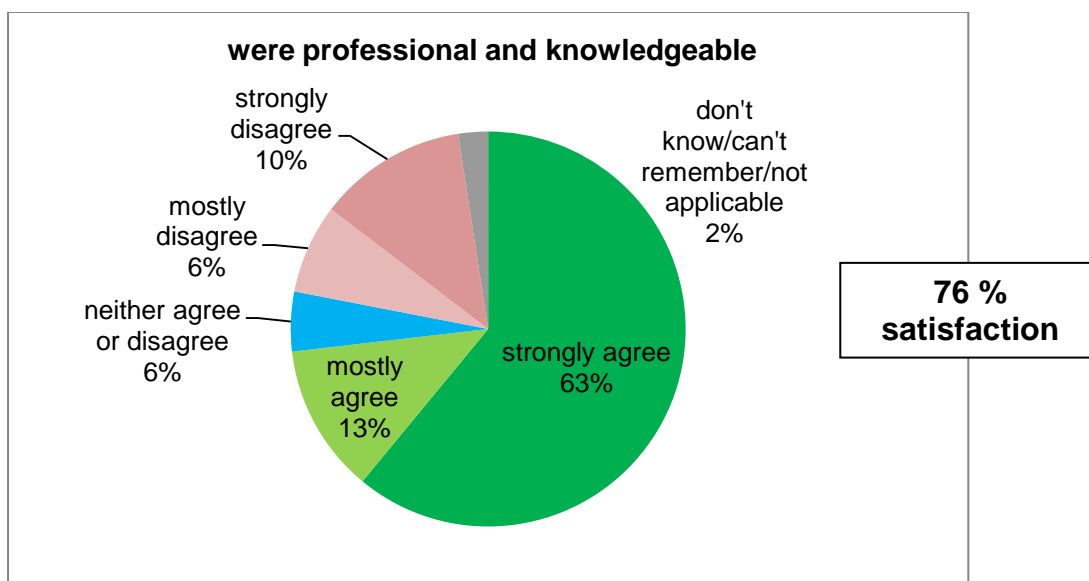
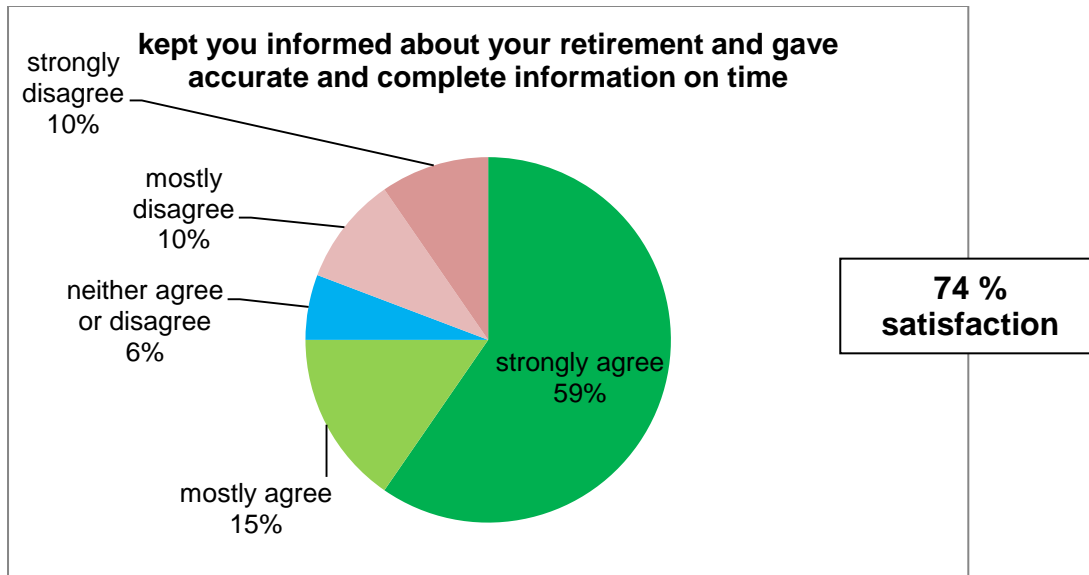


Annex 1

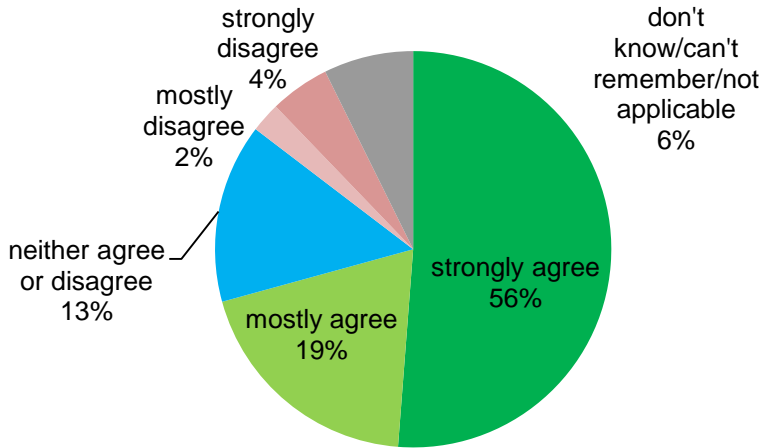
Retirement customer service questionnaire results to 30 September 2018

52 responses

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

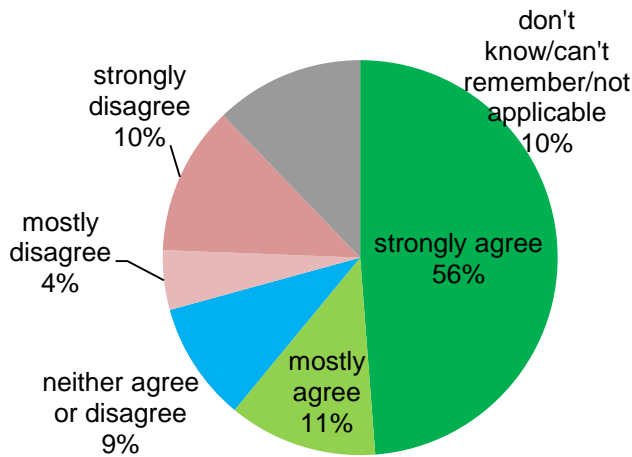


had a polite, friendly attitude, treating you with respect



**75 %
satisfaction**

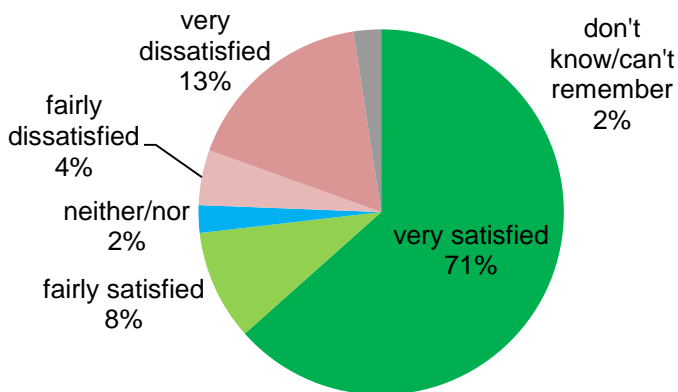
answered any questions or issues that you had



**67 %
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?



**79 %
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 September 2018

Number of submissions in period	52	%
5 stars	45	86%
4 stars	2	3.5%
3 stars	0	
2 stars	2	3.5%
1 star	4	7%
Comments:		
<ul style="list-style-type: none">• Brilliant website, all the info I need is always there. Well done Avon Pension• Fabulous! Does exactly what I want it to do. Very easy to navigate to what I wanted.• Pretty easy to navigate. Would have been 5 star if you could complete forms online and submit• Hard work no information on how to draw pension		