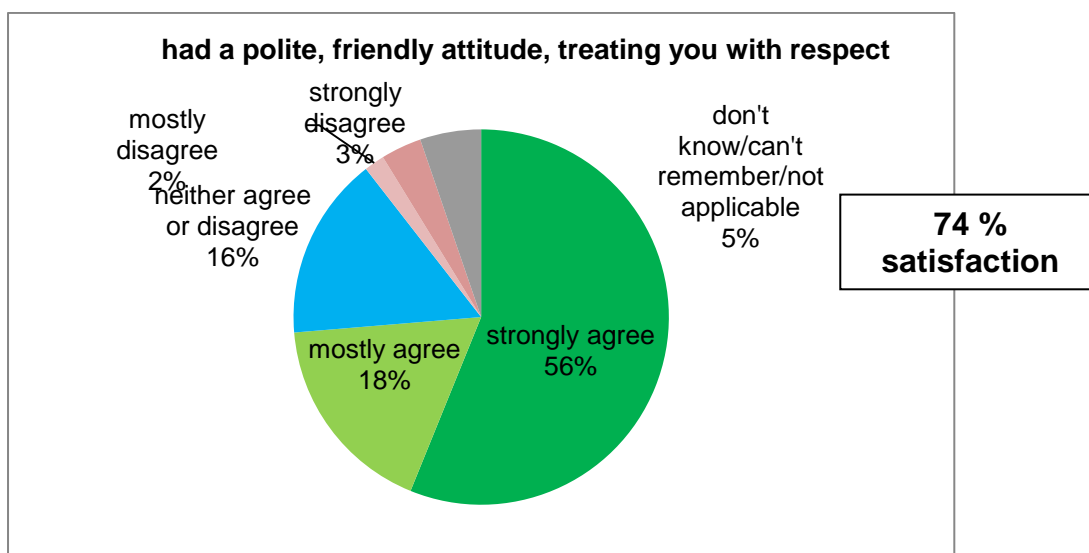
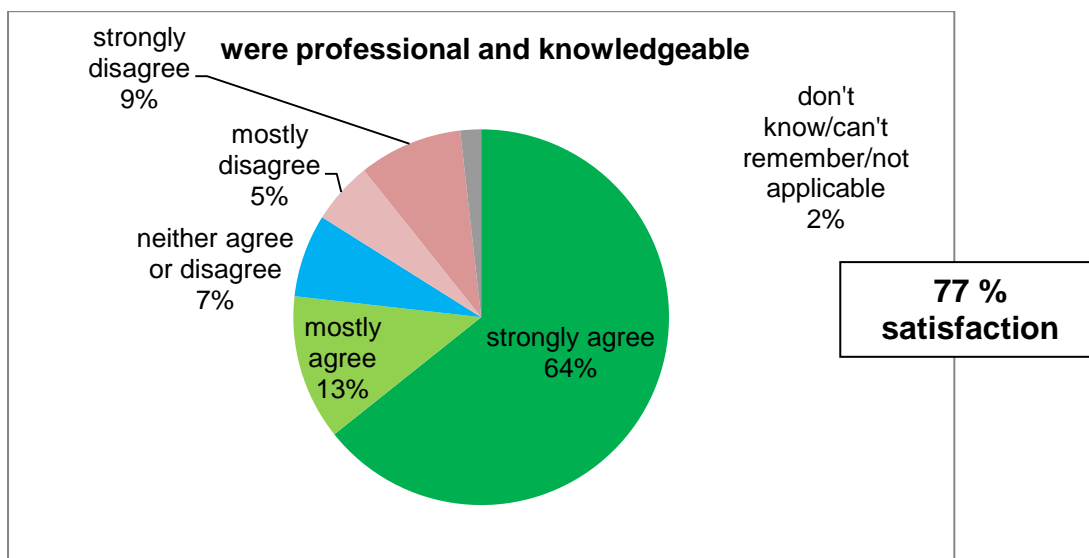
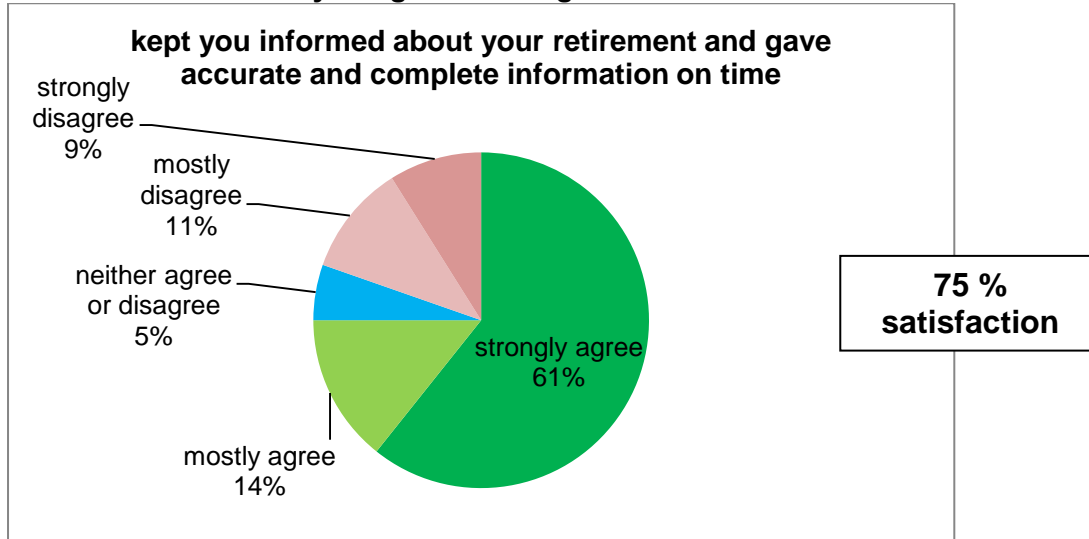


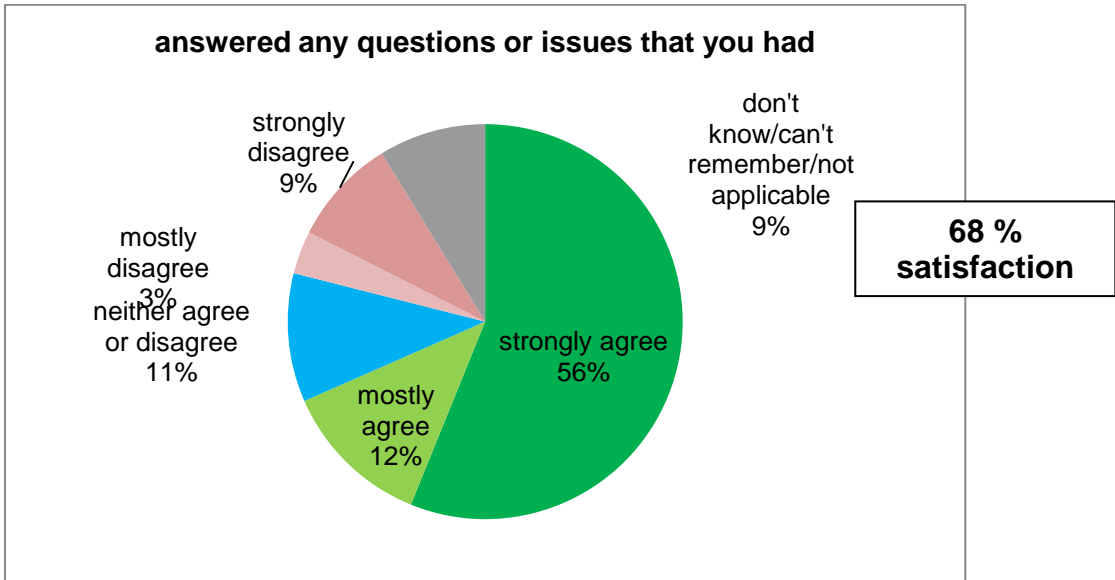
Annex 1

Retirement customer service questionnaire results to 31 March 2019

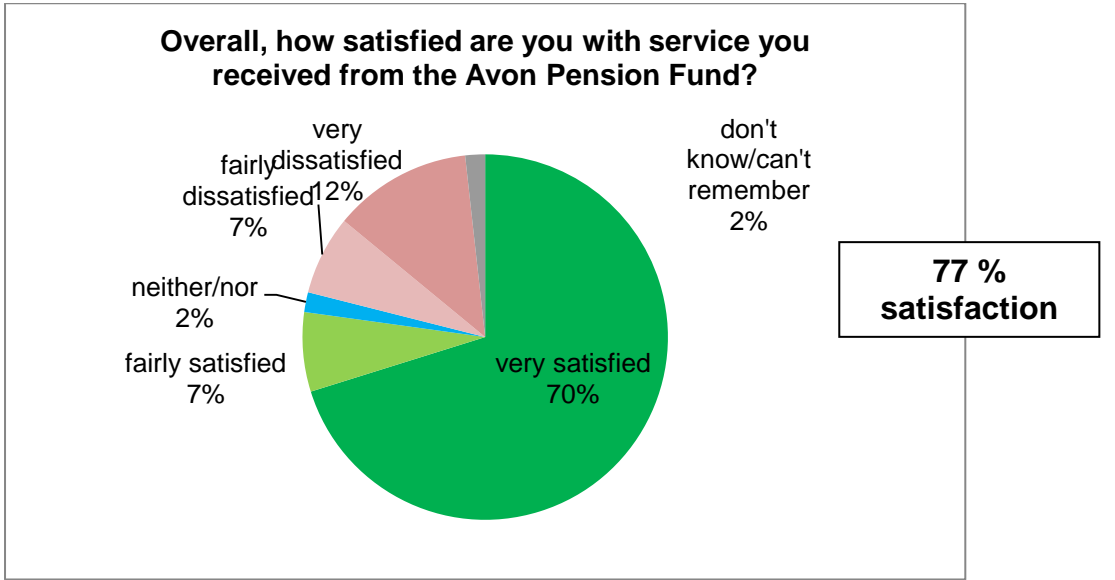
57 responses

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





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



**Annex 2**

**Member website survey - Please rate your experience on our website star rating survey for period to 31 March 2019**

Number of submissions in period	71	%
5 stars	62	87%
4 stars	3	4.5%
3 stars	1	1.5%
2 stars	1	1.5%
1 star	4	5.5%

Comments:

- Excellent - so easy to use and always my questions answered... thank you
- Easy to use and understand 5 stars
- Why is this still off-line? The login was supposed to be back and running by now. No idea when things will be back to normal as no date is given in the news section of the website. Very poor service Avon Pensions.