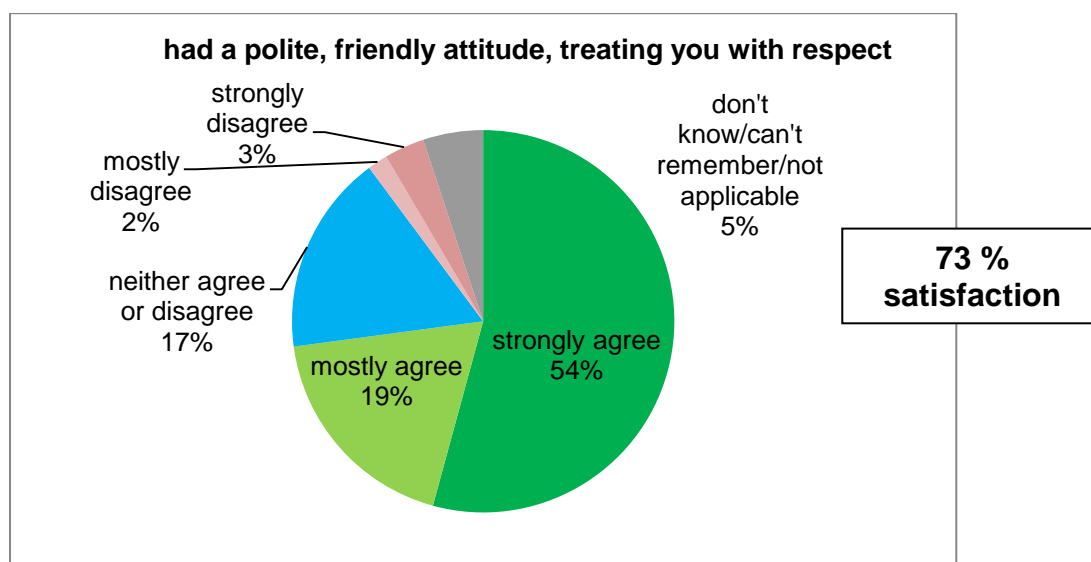
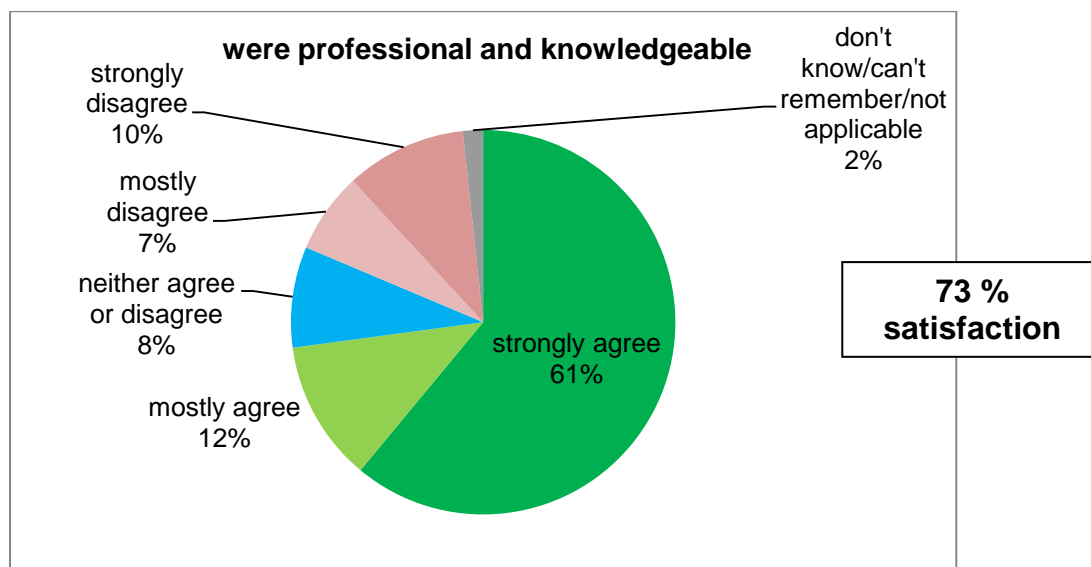
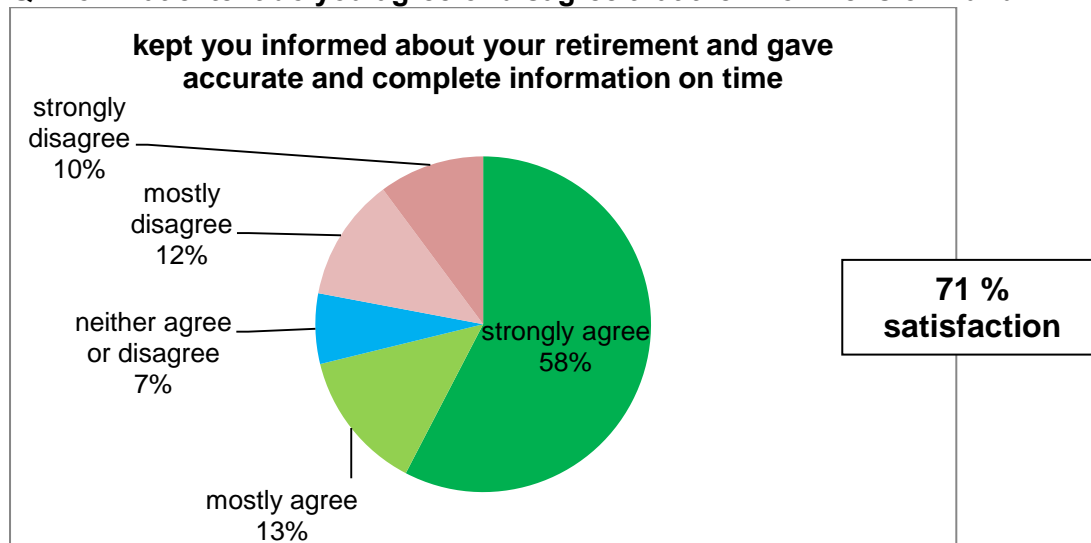


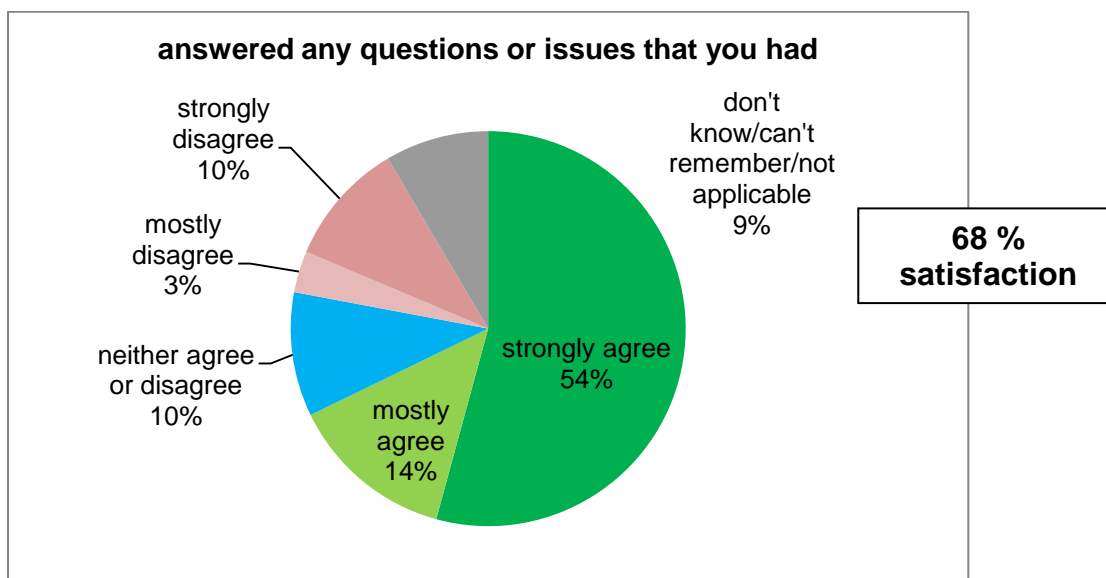
Annex 1

Retirement customer service questionnaire results to 30 June 2019

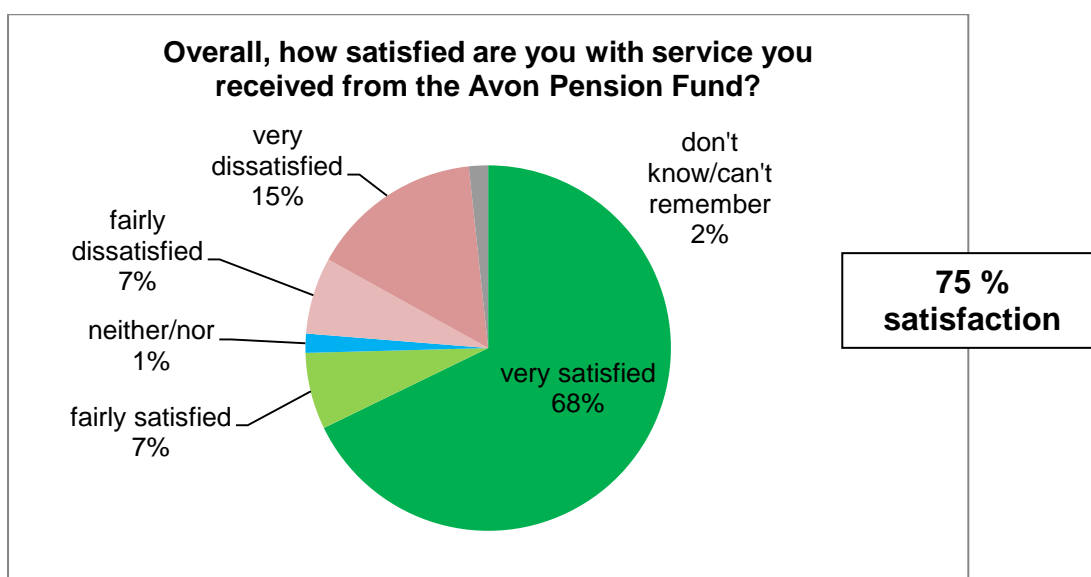
59 responses

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 30 June 2019

Number of submissions in period	79	%
5 stars	62	78.5%
4 stars	5	6.3%
3 stars	6	7.6%
2 stars	5	6.3%
1 star	1	1.3%

Comments:

- Very good easy to find my way around it
- Missing on this site is 'contacts' I need to ring someone for help as the website to register for an online access doesn't recognise my details
- Well designed and easy to use EXCEPT for no information on the value of the Death Grant for beneficiaries if the Pensioner is over 75
- Clear – thanks