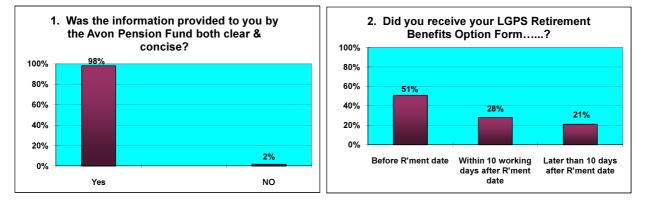
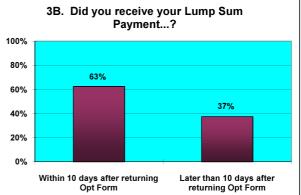
Retirements from Active Status: Feedback - 3 months to 30th April 2011

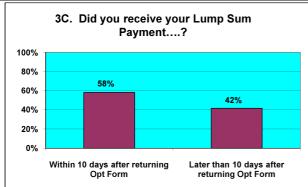
Appendix 4A

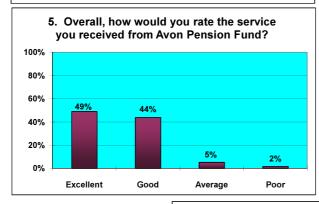


From Question 2 above (column 1) 3A. Did you receive your Lump Sum Payment? 100% 100% 76% 80% 80% 63% 60% 60% 40% 40% 24% 20% 20% 0% 0% Within 10 days after R'ment Later than 10 days after R'ment date date Opt Form From Question 2 above (column 3) 3C. Did you receive your Lump Sum Payment....? 100% 100% 84% 80% 80% 58% 60%

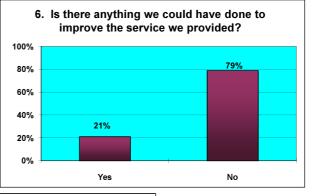
From Question 2 above (column 2)

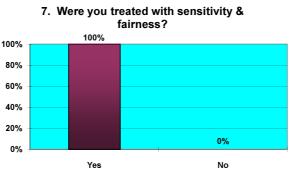






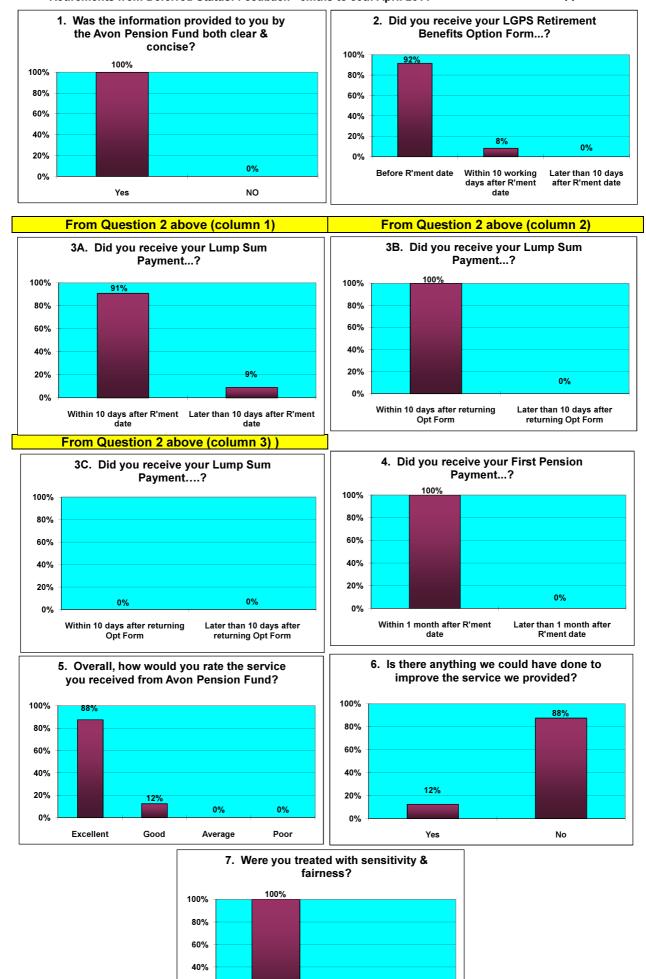
4. Did you receive your first Pension Payment...? 60% 40% 16% 20% 0% Later than 1 month after Within 1 month after R'ment date R'ment date





Retirements from Deferred Status: Feedback - 3mths to 30th April 2011

Appendix 4B



0%

No

20%

0%

Yes

Responses to Retirement Questionnaire

	Number of Questionnaires in this period		57		
		_			
1	Was the information provided to you bythe Avon Pension Fund both clear & concise?		Yes	56	98%
			NO	1	2%
2	Did you receive your LGPS Retirement Benefits Option Form	Α	Before R'ment date	29	51%
		в	Within 10 working days after R'ment date	16	28%
			Later than 10 days after R'ment date	12	21%
3A	Did you receive your Lump Sum Payment		Within 10 days after R'ment date	22	76%
			Later than 10 days after R'ment date	7	24%
3B	Did you receive your Lump Sum Payment		Within 10 days after returning Opt Form	10	63%
			Later than 10 days after returning Opt Form	6	37%
3C	Did you receive your Lump Sum Payment		Within 10 days after returning Opt Form	7	58%
			Later than 10 days after returning Opt Form	5	42%
4					
	Did you receive your first Pension Payment		Within 1 month after R'ment date	48	84%
			Later than 1 month after R'ment date	9	16%
			Excellent	28	49%
5	Overall, how would you rate the service you received from Avon Pension Fund?		Good	25	44%
			Average	3	5%
			Poor	1	2%
6	Is there anything we could have done to improve the service we provided?	1	Yes	12	21%
			No		79%
7	Were you treated with sensitivity & fairness?		Yes	57	100%
			Νο		0%
		. 1			·

Responses to Retirement Questionnaire

	Number of Questionnaires in this period] [24			
		-				
1	Was the information provided to you bythe Avon Pension Fund both clear & concise?	c	Yes	24	100	0%
		ļĒ	NO		09	%
			Before R'ment date	22	92	:%
2	Did you receive your LGPS Retirement Benefits Option Form	в	Within 10 working days after R'ment date	2	89	%
		╓┈╧╌┙┖╴			L	
		C	Later than 10 days after R'ment date		09	%
3A	Did you receive your Lump Sum Payment	L	Within 10 days after R'ment date	20	91	%
JA] [Later than 10 days after R'ment date	2	99	%
		а г				00/
3B	Did you receive your Lump Sum Payment	L	Within 10 days after returning Opt Form	2	100	J%
02		J	Later than 10 days after returning Opt Form		0	%
		_				
3C	Did you receive your Lump Sum Payment		Within 10 days after returning Opt Form		n/a	1%
		J	Later than 10 days after returning Opt Form		n/a	a%
	Did you receive your first Pension Payment] [Within 1 month after R'ment date	24	100	0%
4		Г	Later than 1 month after R'ment date		09	0/
					0	/0
		Г	Excellent	21	88	3%
5	Overall, how would you rate the service you received from Avon Pension Fund?	L	Good	3	12	.%
5		J	Average		09	%
		г	Poor		09	0/
_		L	Poor			/0
	Is there anything we could have done to improve the service we provided?] Г	Yes	3	12	2%
6						
		JL	Νο	21	88	%
		, r				00/
7	Were you treated with sensitivity & fairness?		Yes	24	100	J%
] [No		09	%