

Pensions Admin Report: Appendix 4A & B - Retirees Feedback Results May to July 2011

Responses to Retirement Questionnaire

Number of Questionnaires in this period 39

1 Was the information provided to you by the Avon Pension Fund both clear & concise?
 Yes 39 100%
 NO 0 0%

2 Did you receive your LGPS Retirement Benefits Option Form.....
 A Before R'ment date 35 90%
 B Within 10 working days after R'ment date 1 3%
 C Later than 10 days after R'ment date 3 8%

3A Did you receive your Lump Sum Payment.....
 Within 10 days after R'ment date 32 91%
 Later than 10 days after R'ment date 3 9%

3B Did you receive your Lump Sum Payment.....
 Within 10 days after returning Opt Form 1 100%
 Later than 10 days after returning Opt Form 0 0%

3C Did you receive your Lump Sum Payment.....
 Within 10 days after returning Opt Form 2 67%
 Later than 10 days after returning Opt Form 1 33%

4 Did you receive your first Pension Payment....
 Within 1 month after R'ment date 34 87%
 Later than 1 month after R'ment date 5 13%

5 Overall, how would you rate the service you received from Avon Pension Fund?
 Excellent 31 79%
 Good 8 21%
 Average 0 0%
 Poor 0 0%

6 Is there anything we could have done to improve the service we provided?
 Yes 6 15%
 No 33 85%

7 Were you treated with sensitivity & fairness?
 Yes 39 100%
 No 0 0%