

Active Retirements August - October 2011

Responses to Retirement Questionnaire

Number of Questionnaires in this period

73

1	Was the information provided to you by the Avon Pension Fund both clear & concise?	Yes	72	99%
		NO	1	1%

2	Did you receive your LGPS Retirement Benefits Option Form.....	A	Before R'ment date	43	59%
		B	Within 10 working days after R'ment date	18	25%
		C	Later than 10 days after R'ment date	12	16%

3A	Did you receive your Lump Sum Payment.....	Within 10 days after R'ment date	39	91%
		Later than 10 days after R'ment date	4	9%

3B	Did you receive your Lump Sum Payment.....	Within 10 days after returning Opt Form	14	78%
		Later than 10 days after returning Opt Form	4	22%

3C	Did you receive your Lump Sum Payment.....	Within 10 days after returning Opt Form	9	75%
		Later than 10 days after returning Opt Form	3	25%

4	Did you receive your first Pension Payment....	Within 1 month after R'ment date	62	85%
		Later than 1 month after R'ment date	11	15%

5	Overall, how would you rate the service you received from Avon Pension Fund?	Excellent	47	64%
		Good	22	30%
		Average	5	7%
		Poor	0	0%

6	Is there anything we could have done to improve the service we provided?	Yes	9	12%
		No	64	88%

7	Were you treated with sensitivity & fairness?	Yes	71	97%
		No	2	3%

Deferred Retirements August - October 2011

Responses to Retirement Questionnaire

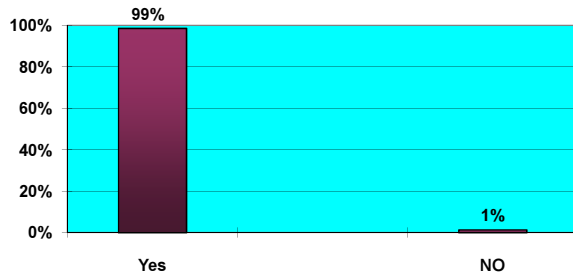
Number of Questionnaires in this period

28

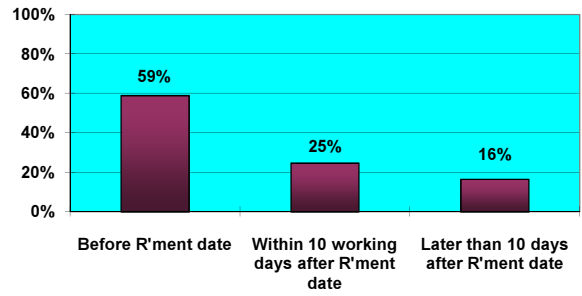
1	Was the information provided to you by the Avon Pension Fund both clear & concise?	Yes	27	96%
		NO	1	4%
2	Did you receive your LGPS Retirement Benefits Option Form.....	A Before R'ment date	24	86%
		B Within 10 working days after R'ment date	2	7%
		C Later than 10 days after R'ment date	2	7%
3A	Did you receive your Lump Sum Payment.....	Within 10 days after R'ment date	19	79%
		Later than 10 days after R'ment date	5	21%
3B	Did you receive your Lump Sum Payment.....	Within 10 days after returning Opt Form	2	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	1	50%
		Later than 10 days after returning Opt Form	1	50%
4	Did you receive your first Pension Payment....	Within 1 month after R'ment date	24	86%
		Later than 1 month after R'ment date	4	14%
5	Overall, how would you rate the service you received from Avon Pension Fund?	Excellent	21	75%
		Good	7	25%
		Average	0	0%
		Poor	0	0%
6	Is there anything we could have done to improve the service we provided?	Yes	2	7%
		No	26	93%
7	Were you treated with sensitivity & fairness?	Yes	28	100%
		No	0	0%

Active Retirements August - October 2011

1. Was the information provided to you by the Avon Pension Fund both clear & concise?



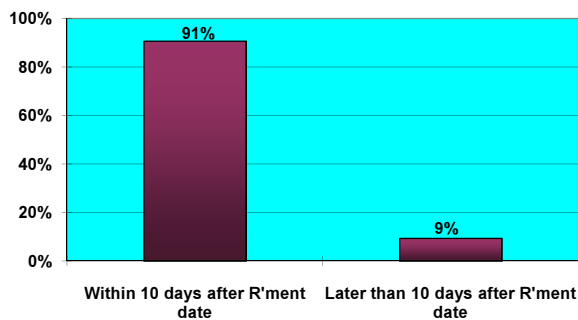
2. Did you receive your LGPS Retirement Benefits Option Form.....?



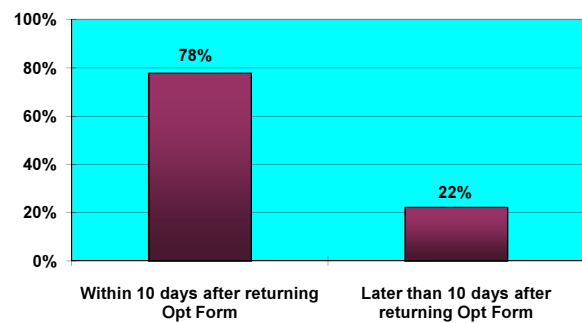
From Question 2 above (column 1)

From Question 2 above (column 2 & 3)

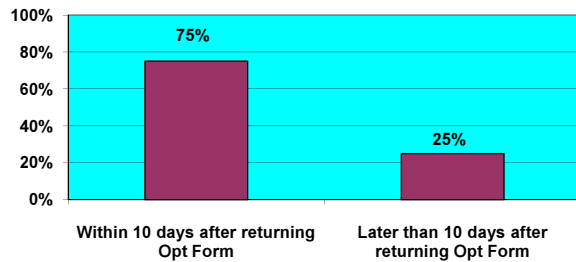
3A. Did you receive your Lump Sum Payment.....?



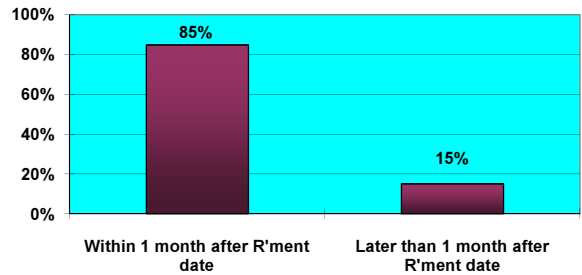
3B. Did you receive your Lump Sum Payment...?



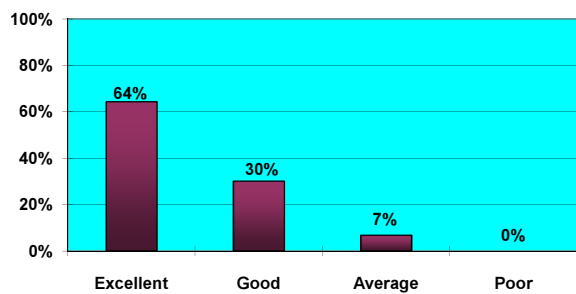
3C. Did you receive your Lump Sum Payment....?



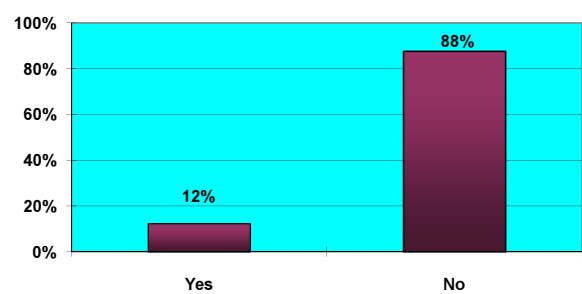
4. Did you receive your first Pension Payment...?



5. Overall, how would you rate the service you received from Avon Pension Fund?



6. Is there anything we could have done to improve the service we provided?



7. Were you treated with sensitivity & fairness?

