

Pensions Administration Services Feedback

Your Name

Please print

Please tick appropriate box

Correspondence related to:

Own membership

Spouse or partner

On behalf of member

Other

(please specify)

Benefits in respect of:

Refund of contributions

Preserved pension

Retirement

Query

Other

(please specify)

Thank you for taking the time to complete this survey. All comments are extremely useful to us in establishing whether our clients are happy with the services that we provide. Your views will help us understand how best we can improve our services.

Please complete the questions overleaf.

Please rank from 1 ☹️ to 5 😊

1. How friendly was the person to whom you spoke or with whom you dealt?

1 Rude 2 Unfriendly 3 Neither friendly nor unfriendly 4 Quite Friendly 5 Very Friendly

2. How helpful were they?

1 Obstructive 2 Unhelpful 3 Neither helpful nor unhelpful 4 Quite helpful 5 Very helpful

3. Did you understand the contents of all/any letters?

1 None of it 2 Some of it 3 Most of it 4 All of it 5 Yes, all very clear

4. Were you satisfied that your case or query was dealt with efficiently and speedily?

1 Dissatisfied 2 Slightly dissatisfied 3 Quite satisfied 4 Satisfied 5 Very satisfied

5. What would have improved matters?

6. Additional comments

Please return this form in the reply paid envelope provided

