

Tyne and Wear Pension Fund Member Survey

Please would you take a few moments to fill in this survey. Your reply is very important to us to help to develop our service for the future.

Once completed, simply moisten the gummed edge at the bottom, fold it and put in the post – you don't need a stamp.

If you would like this survey in any other format, please contact the Pensions Helpline on 0191 4244141.

Information Enclosed

Thinking about the things below do you think they are?

LGPS Benefit Statement TWPF
Members Annual Report
Pension Planning Newsletter

Important to receive		Easily Understood	
YES	NO	YES	NO
YES	NO	YES	NO
YES	NO	YES	NO

In addition to the enclosed information we publish also scheme guides and booklets.

Have read any of them?

If you have read any of them, were they easy to understand?

YES	NO
YES	NO

If you would like to make any further comments on our publications, please do so below.

Getting It Right For You

We are committed to Equality and Diversity and aim to make pensions issues understandable to all and accessible by all. Some of the ways we do this is by making information available in other formats such as large print, Braille, BSL, other languages and being available for contact by telephone, in person, in writing, via email and the worldwide web.

Do you think we are providing our service to you in the way that you need it?

YES	NO
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If not, can you please let us know how we can improve our service to you?

Combined Benefit Forecast

As you can see this year we have improved the information we give you about your pension by also including a forecast of your State Benefits.

Thinking about the additional information

It is easy to understand

It is well presented

It contains all the information we can provide you with to help you plan for your retirement

YES	NO
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If you disagree on any point or if there is anything you would like to add, please let us know.

Our Service Overall

Thinking about the overall service you receive from The Tyne and Wear Pension Fund are you...

Very satisfied	Fairly satisfied	Fairly dissatisfied	Very dissatisfied
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Thank you for completing this questionnaire.