

FEEDBACK

Pensions Administration Services

Your Name (Please print)

Scheme Name (Please print)

Correspondence related to:

Please tick appropriate box

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

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

How helpful were they?

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

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

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

1 Dissatisfied	2 Slightly dissatisfied	3 Quite dissatisfied	4 Satisfied	5 Yes, very satisfied

What would have improved matters?

Additional comments

Please return this form in the reply paid envelope provided

Signed

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Date

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