

# Satisfaction Survey Results



## Introduction

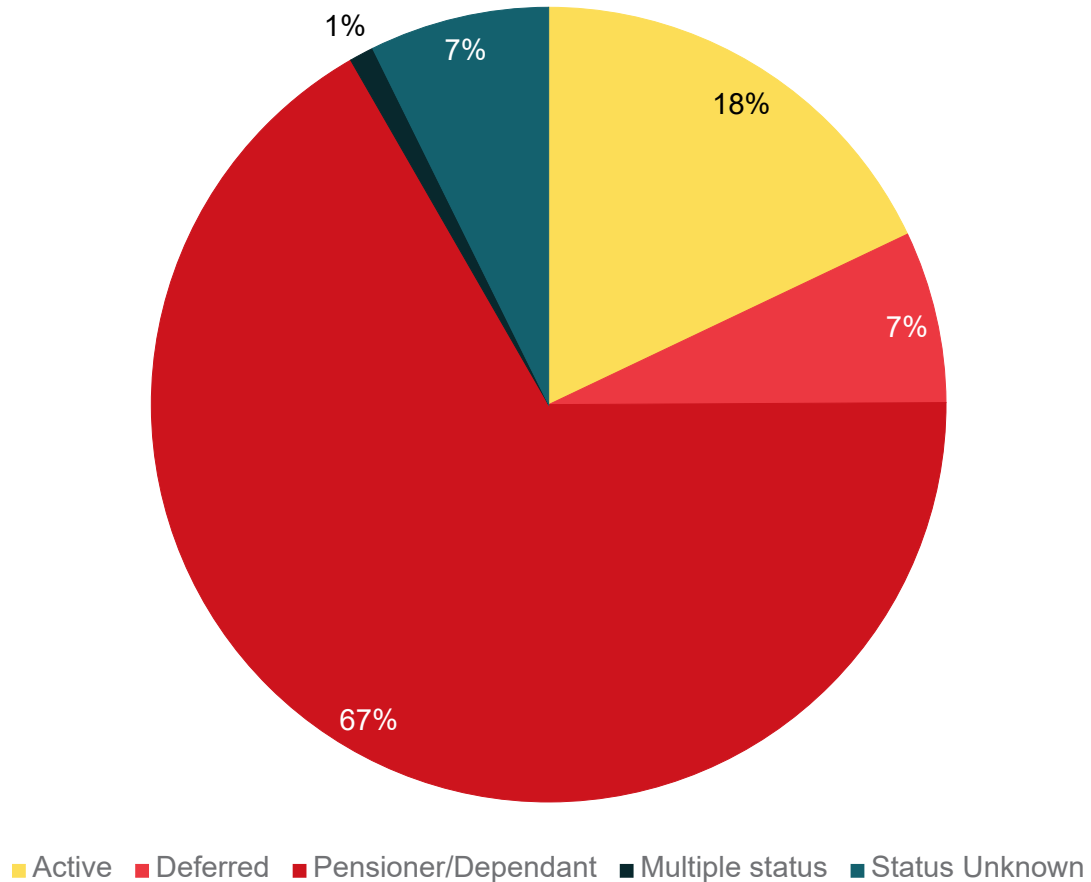
Every year the Fund carries out a satisfaction survey with members and employers to supply feedback on whether it is achieving its aims and objectives as set out within the Fund's Administration and Communication Strategies. The results for surveys completed in 2023 are shown in the charts below.

These charts have been produced by Aon for the Pensions Administration Manager of Clwyd Pension Fund based on excel files supplied by the Fund setting out the underlying survey results. We have relied on the accuracy of those files in generating the charts below.

## Member Survey Results

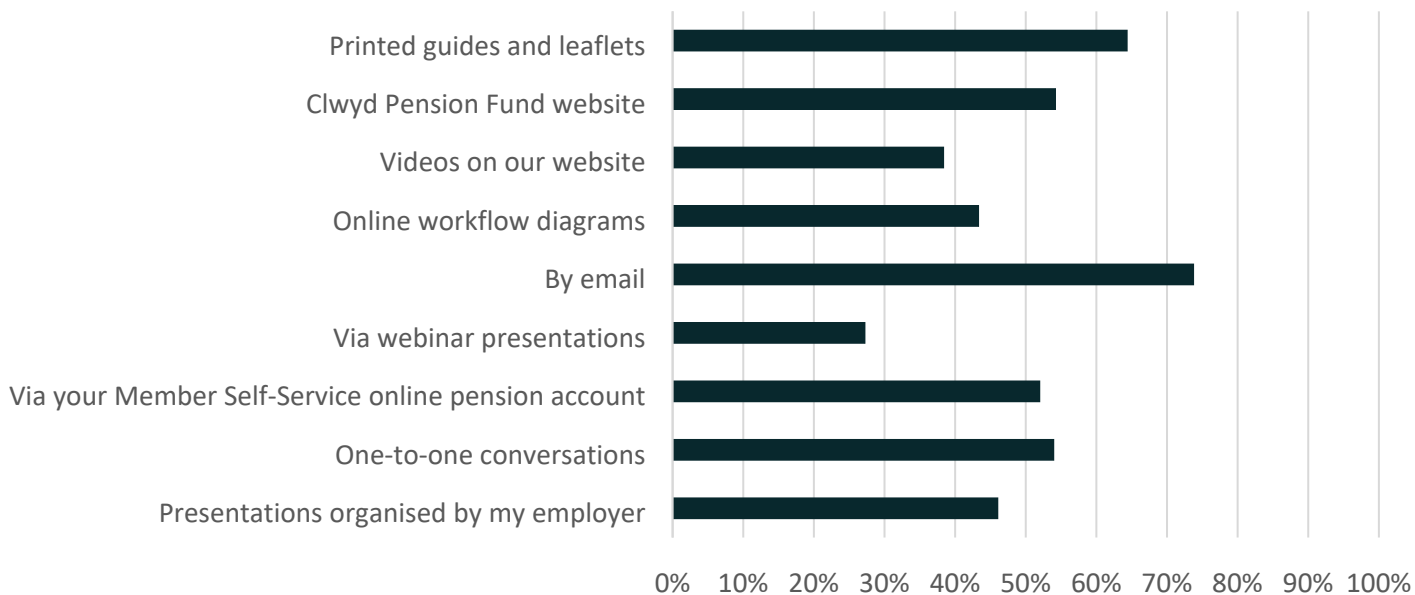
	Posted	Emailed	Total
Sent out	23,175	17,075	40,250
Responses received	1,693	517	2,210
Percentage responses	7.3%	3.0%	5.5%

Q1: As a member of the Clwyd Pension Fund, are you:

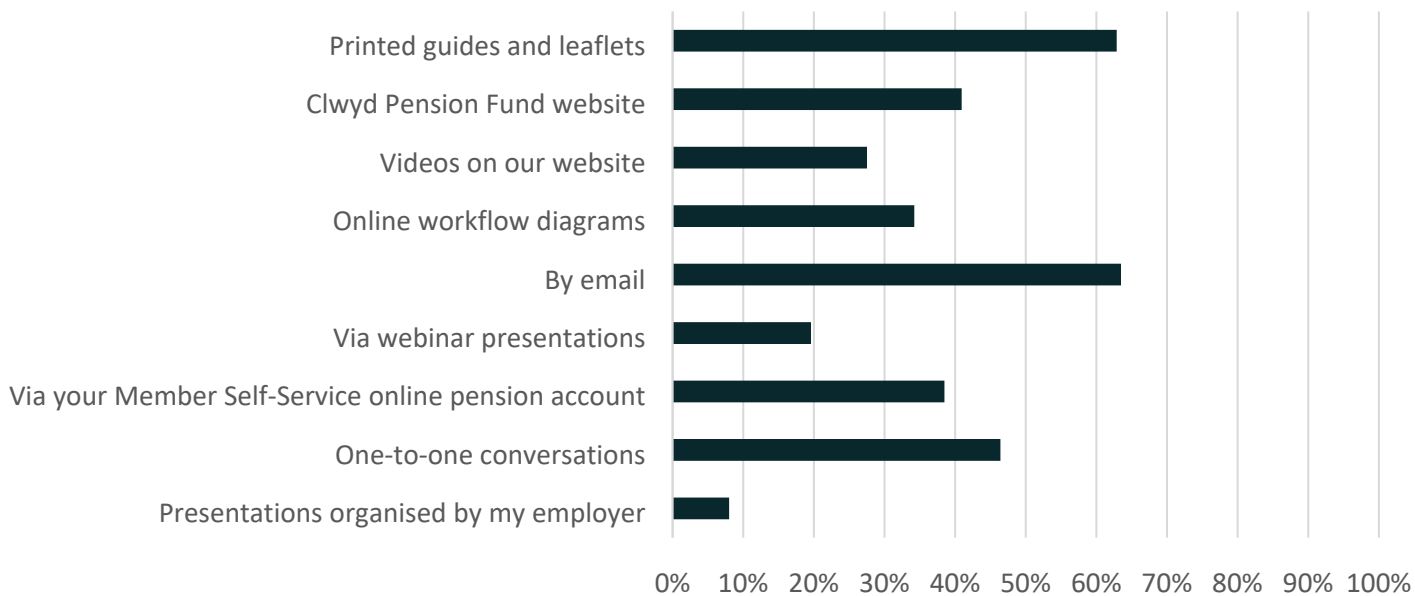


## Q2. How would you like to receive information about your pension?

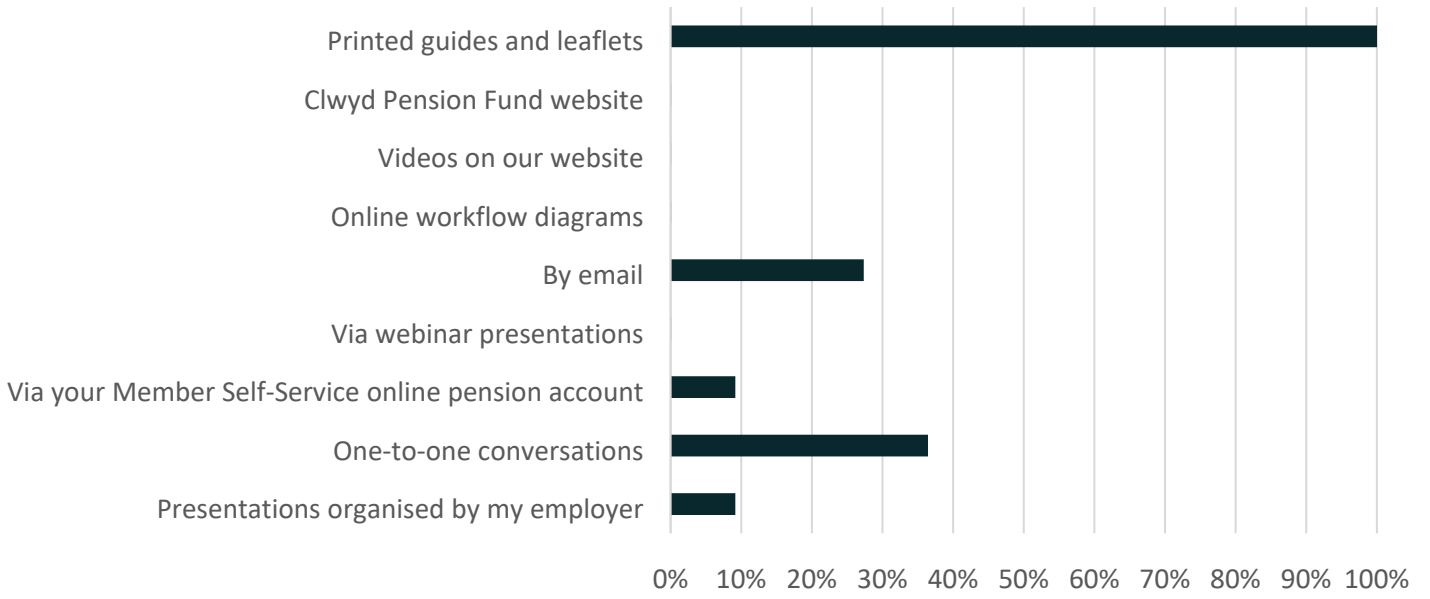
### Active members



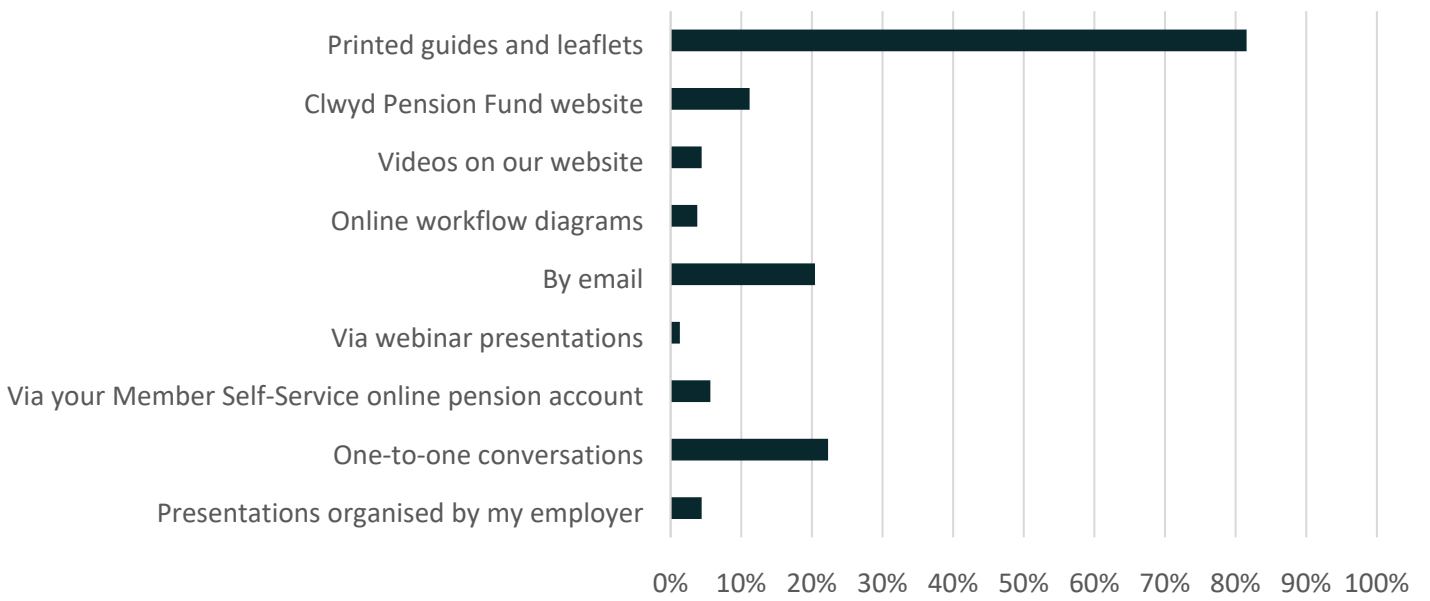
### Deferred members



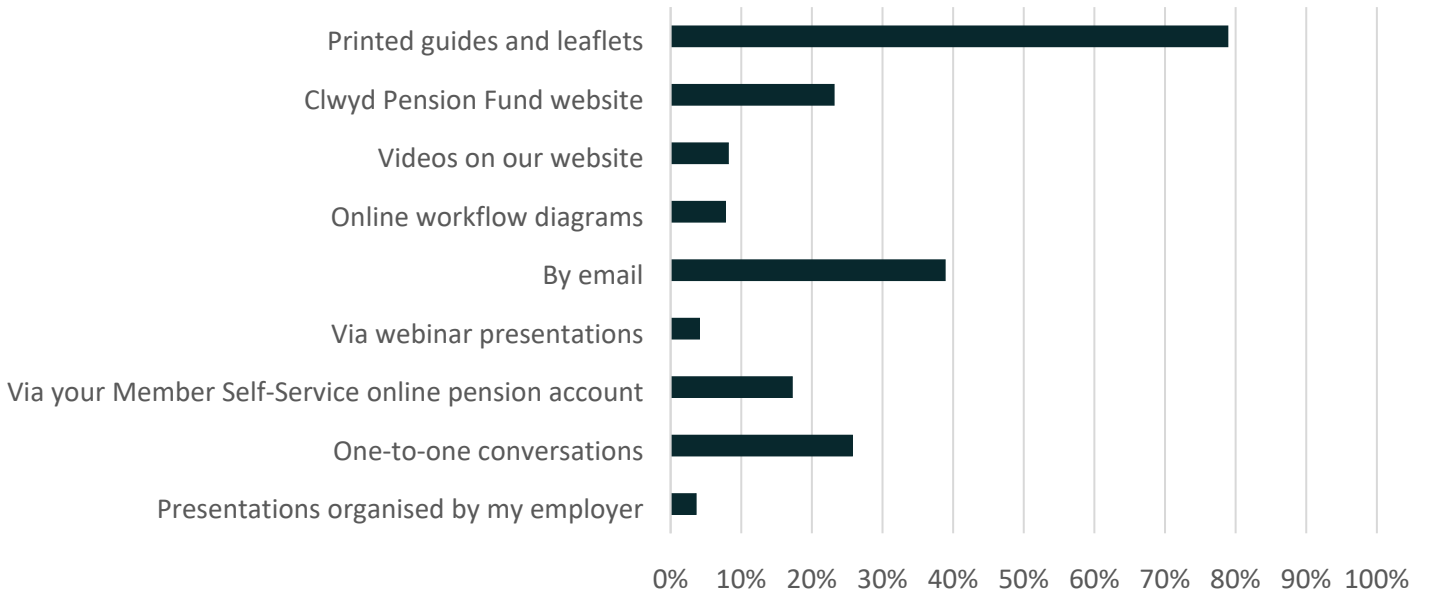
### Members with multiple statuses



### Members with unknown status



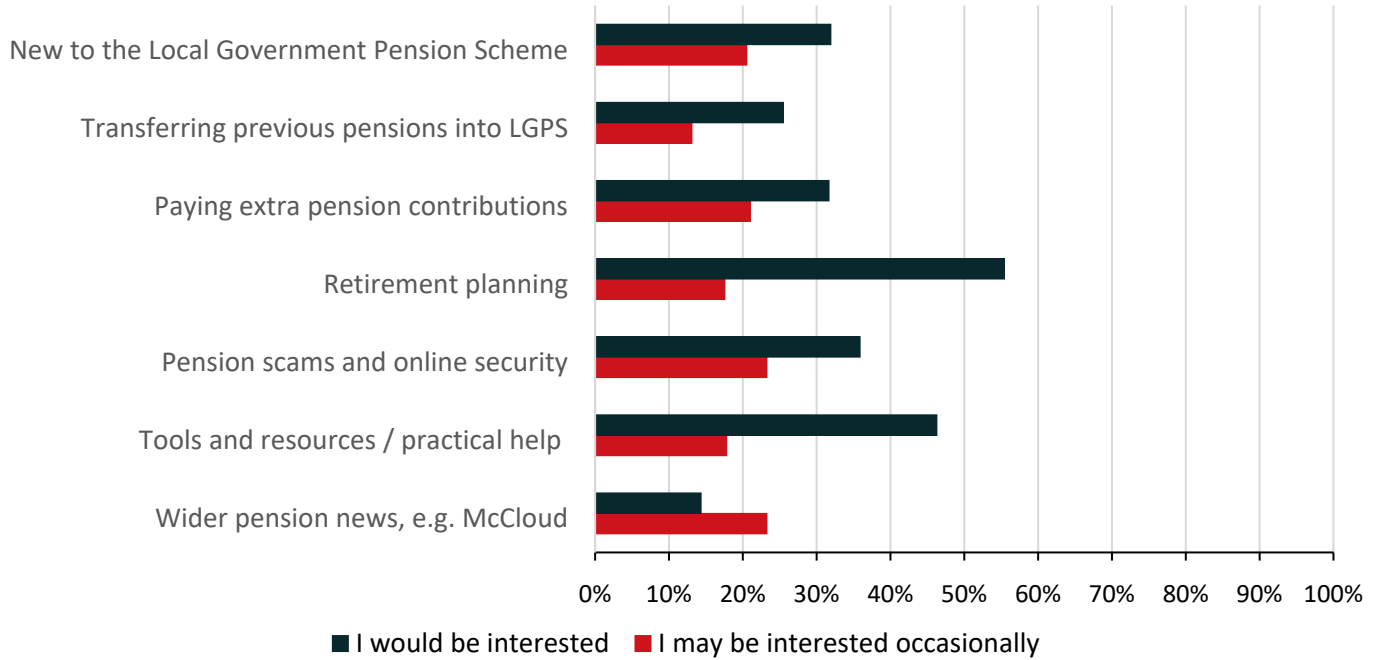
## Pensioner/Dependant members



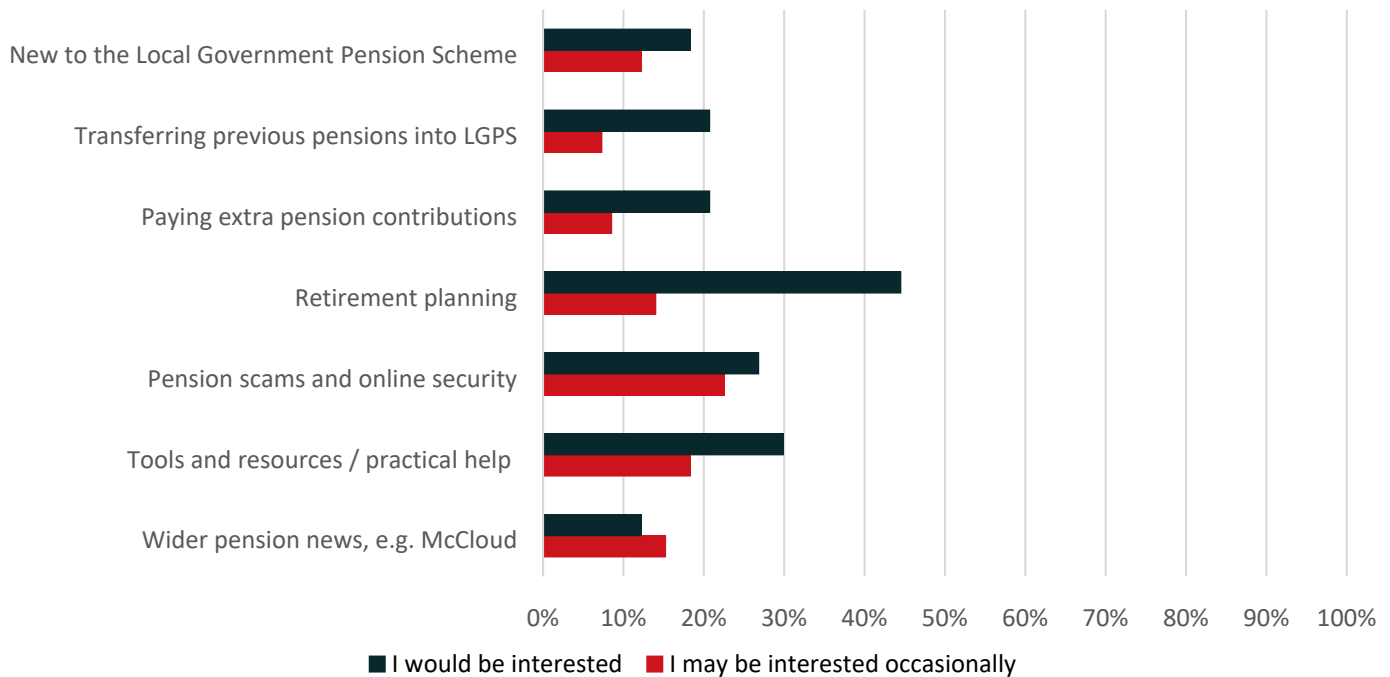
*Note: charts exclude those who didn't answer, i.e. they only show positive responses*

### Q3. What topics are you interested in receiving information about?

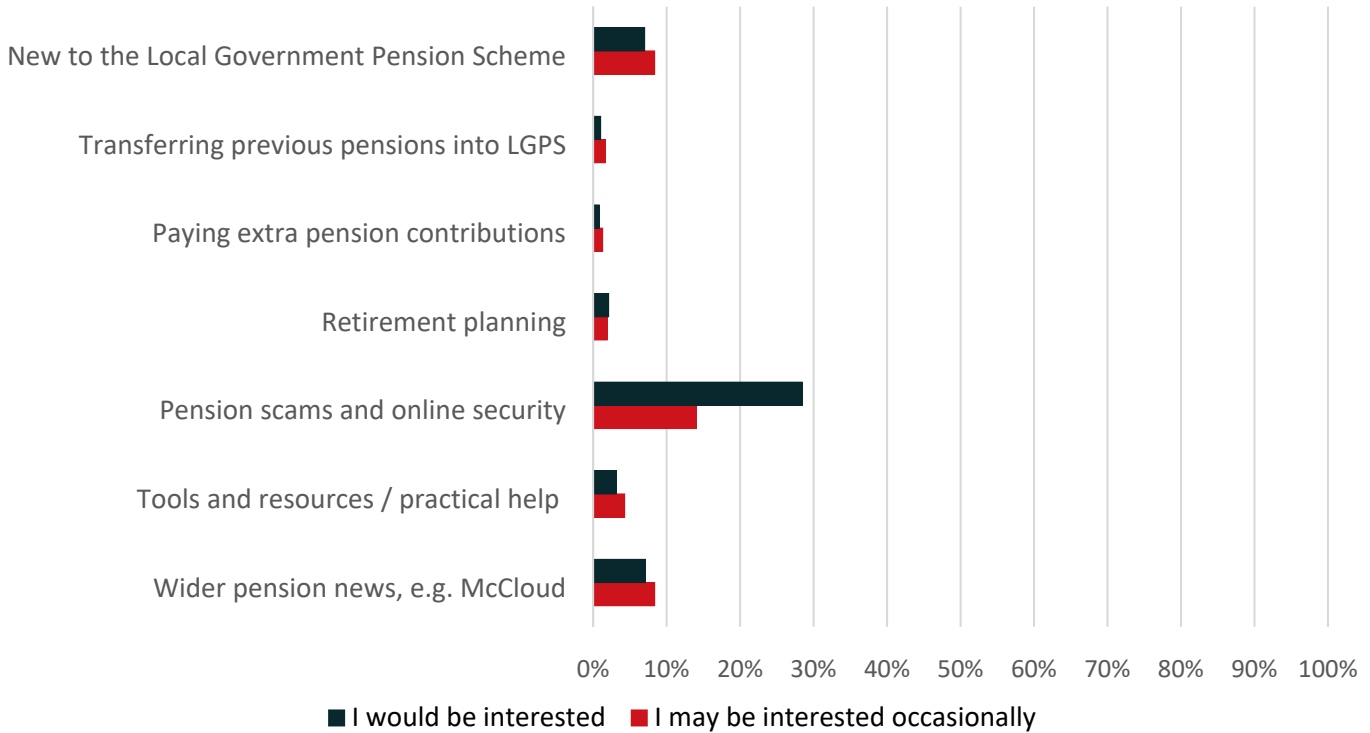
#### Active members



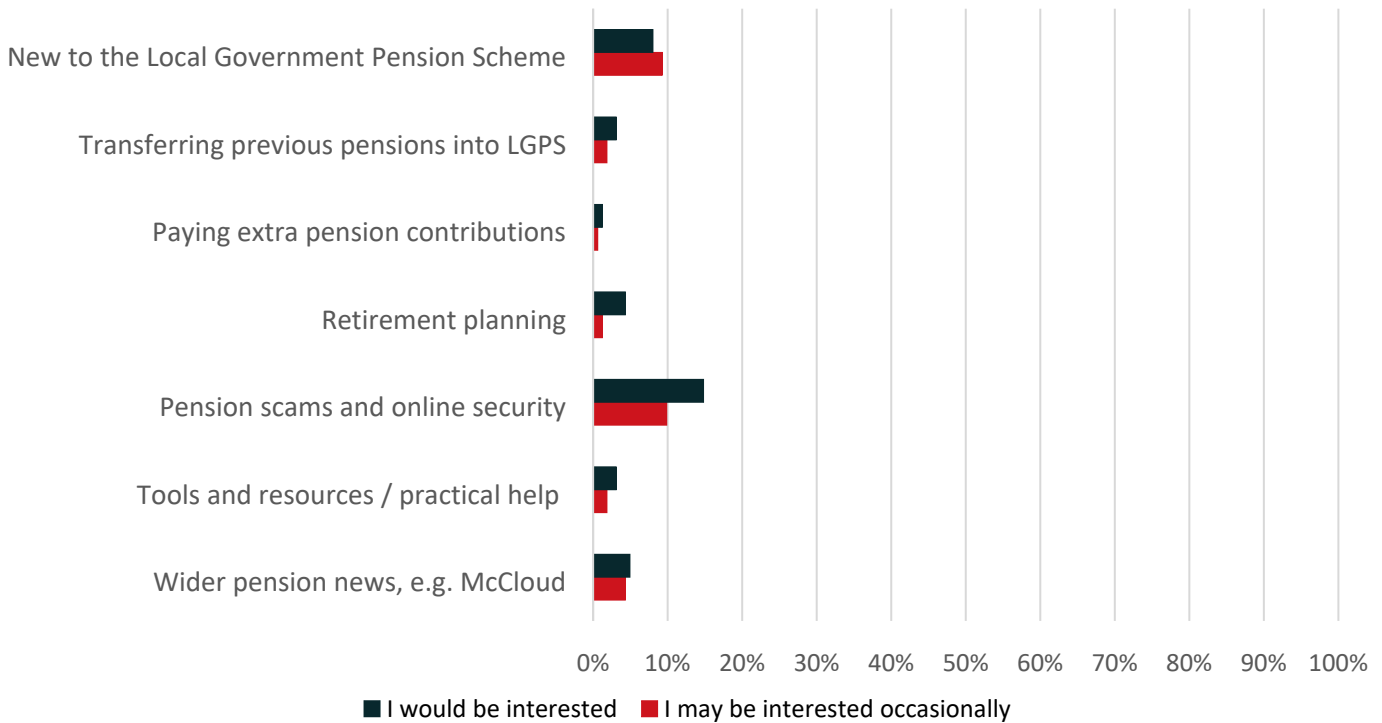
#### Deferred members



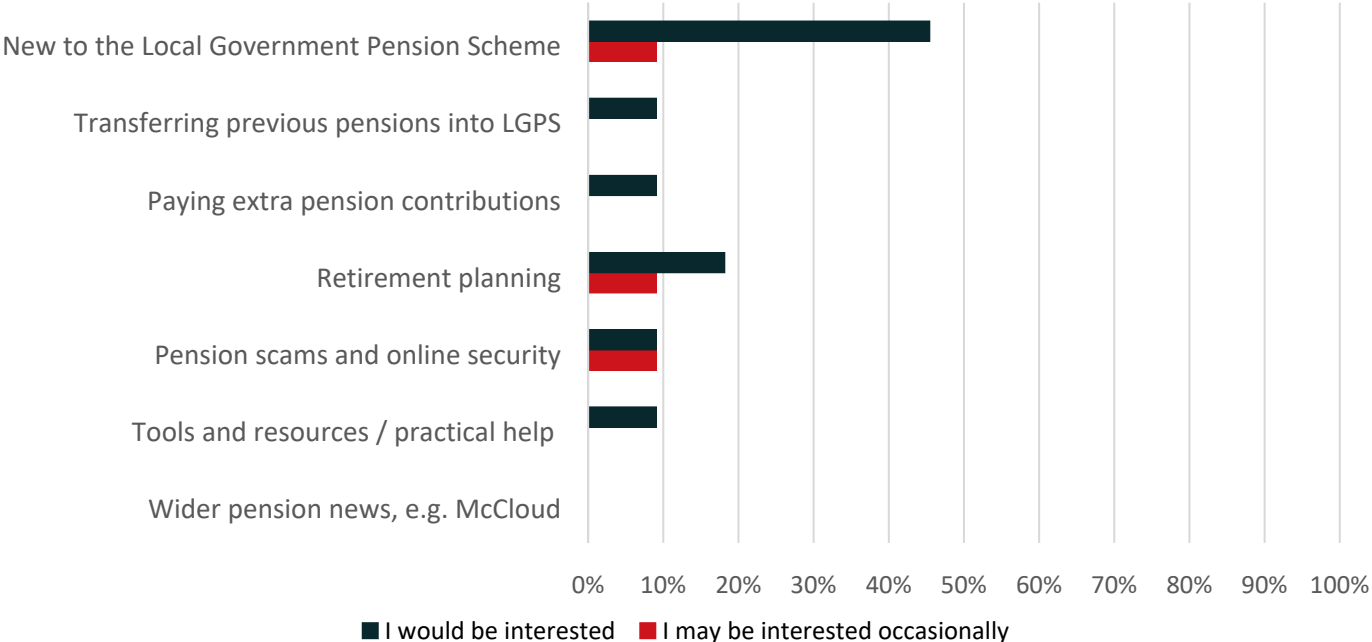
## Pensioner/Dependant members



## Members with unknown status



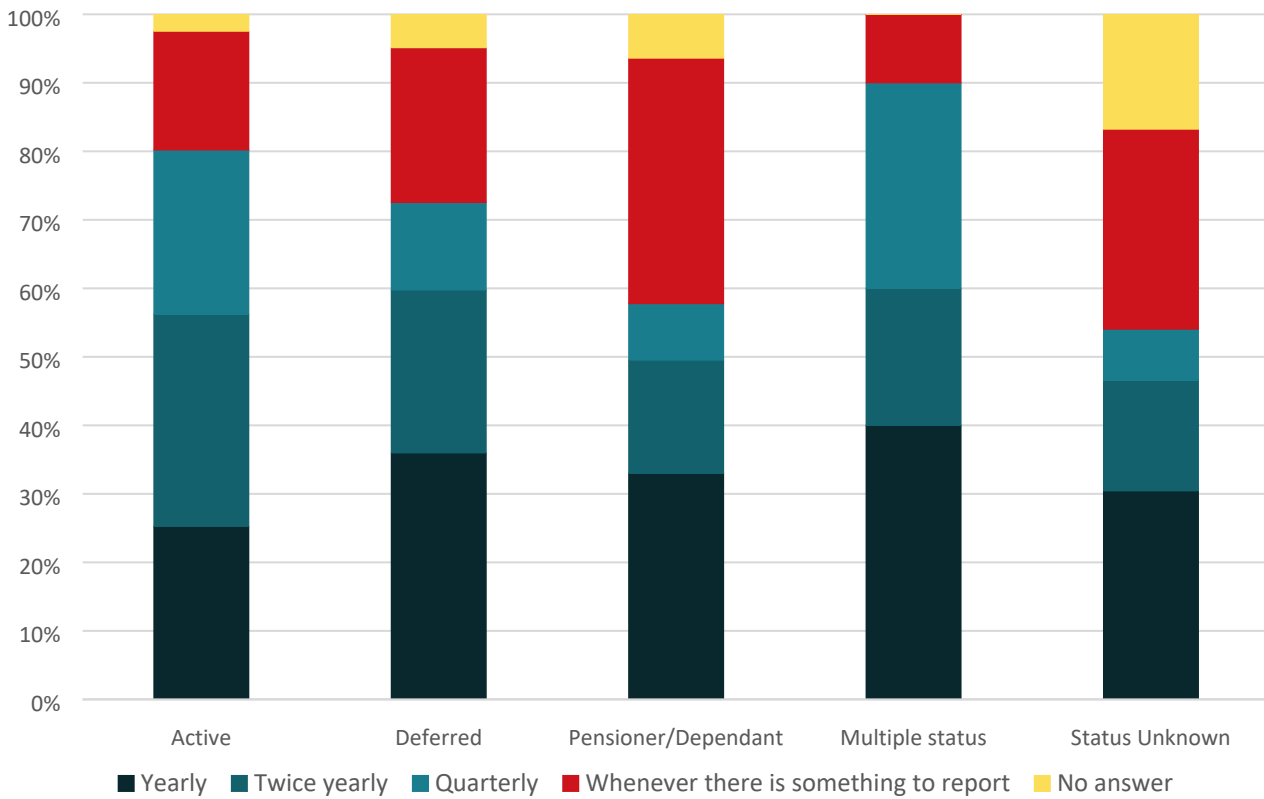
# Members with multiple statuses



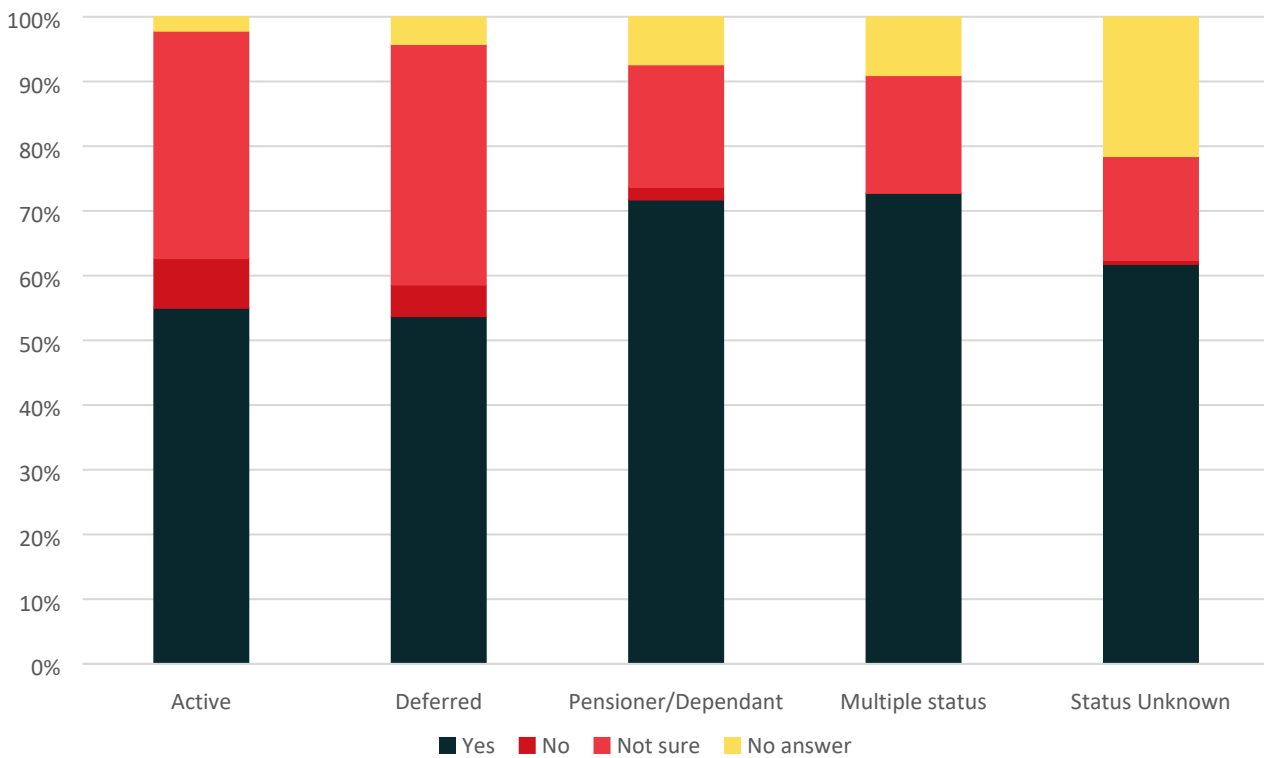
**Notes:**

- The charts exclude those who didn't answer
- Other response options not included in the charts above: I wouldn't be interested, Not relevant and N/A

**Q4. How often would you like to receive news about your LGPS benefits?**

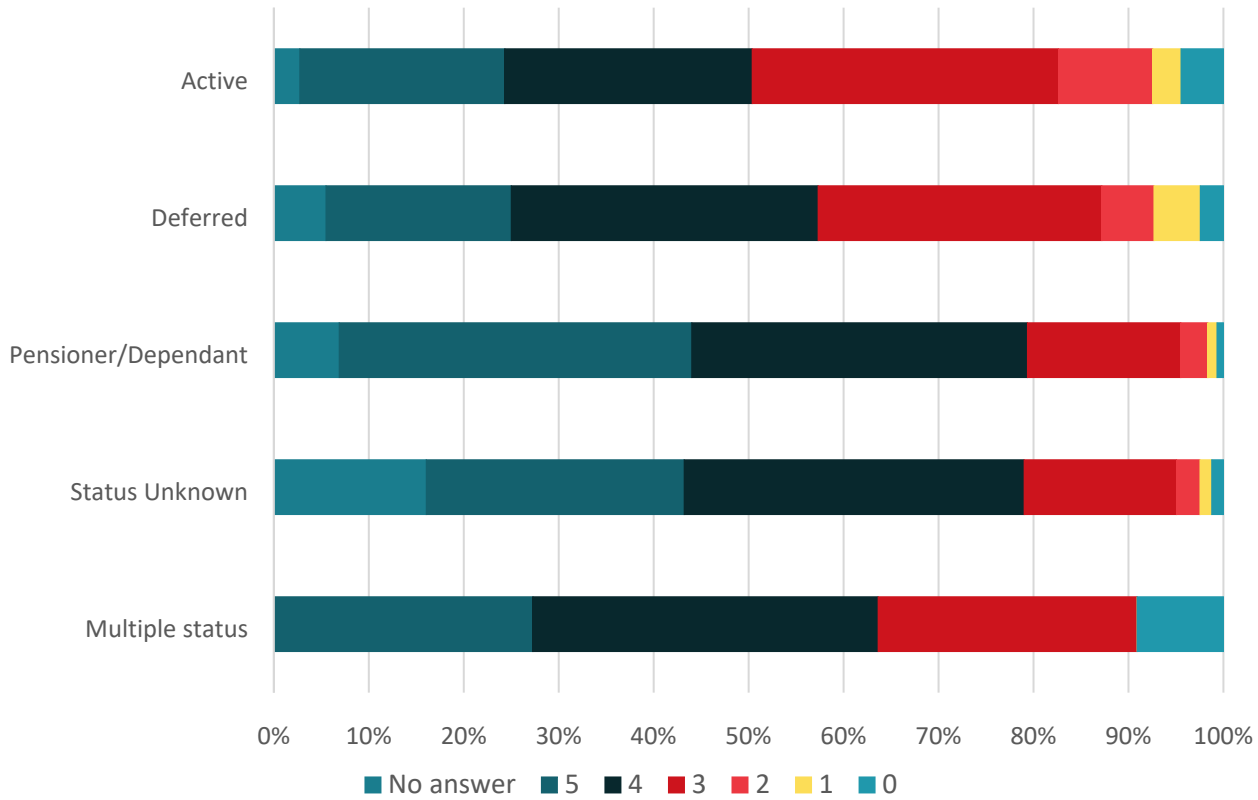


**Q5. If you had a question about your LGPS benefits, are you confident that the Clwyd Pension Fund would assist you to find your answer?**





**Q6. On a scale of 0 to 5, where 0 is poor and 5 is great, how would you rate your overall experience with Clwyd Pension Fund communications?**

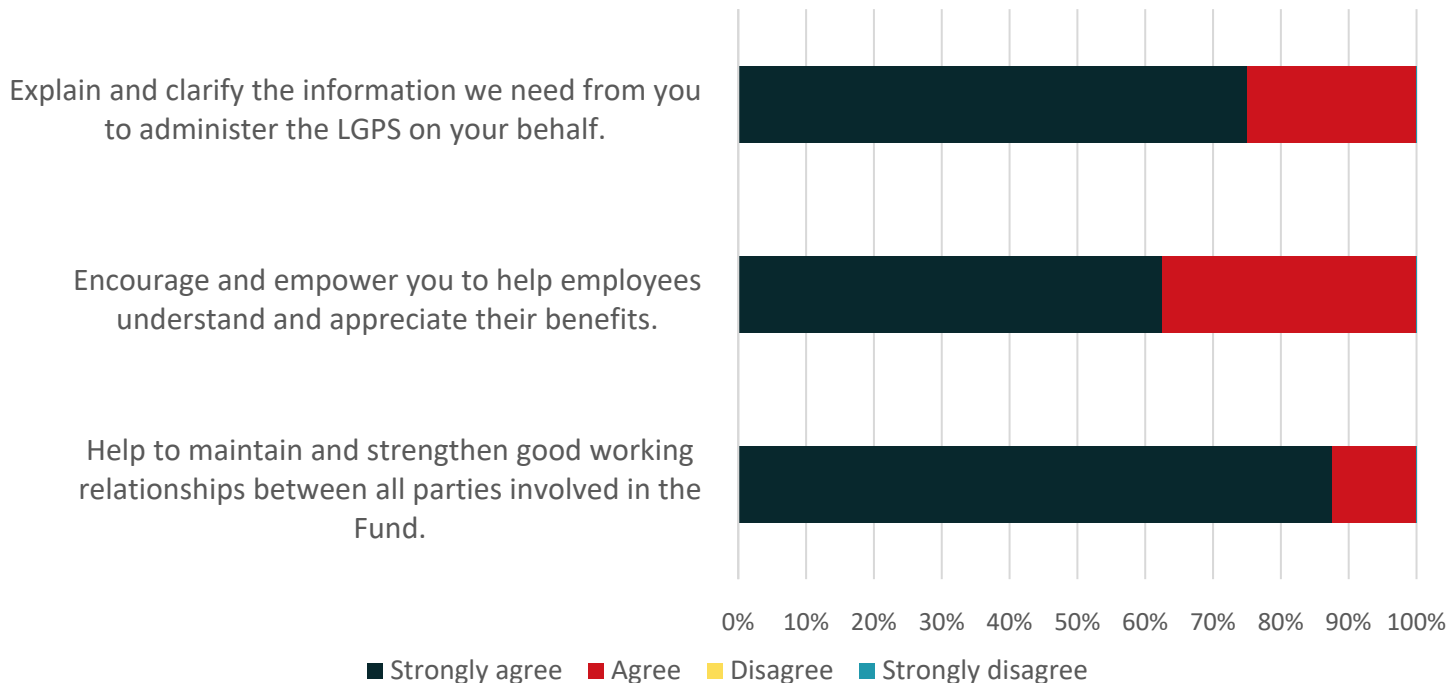


*Note: 2 pensioner members responded "4 or 5" and a further 2 responded "3 or 4". Their responses have been included within 4 and 3 respectively.*

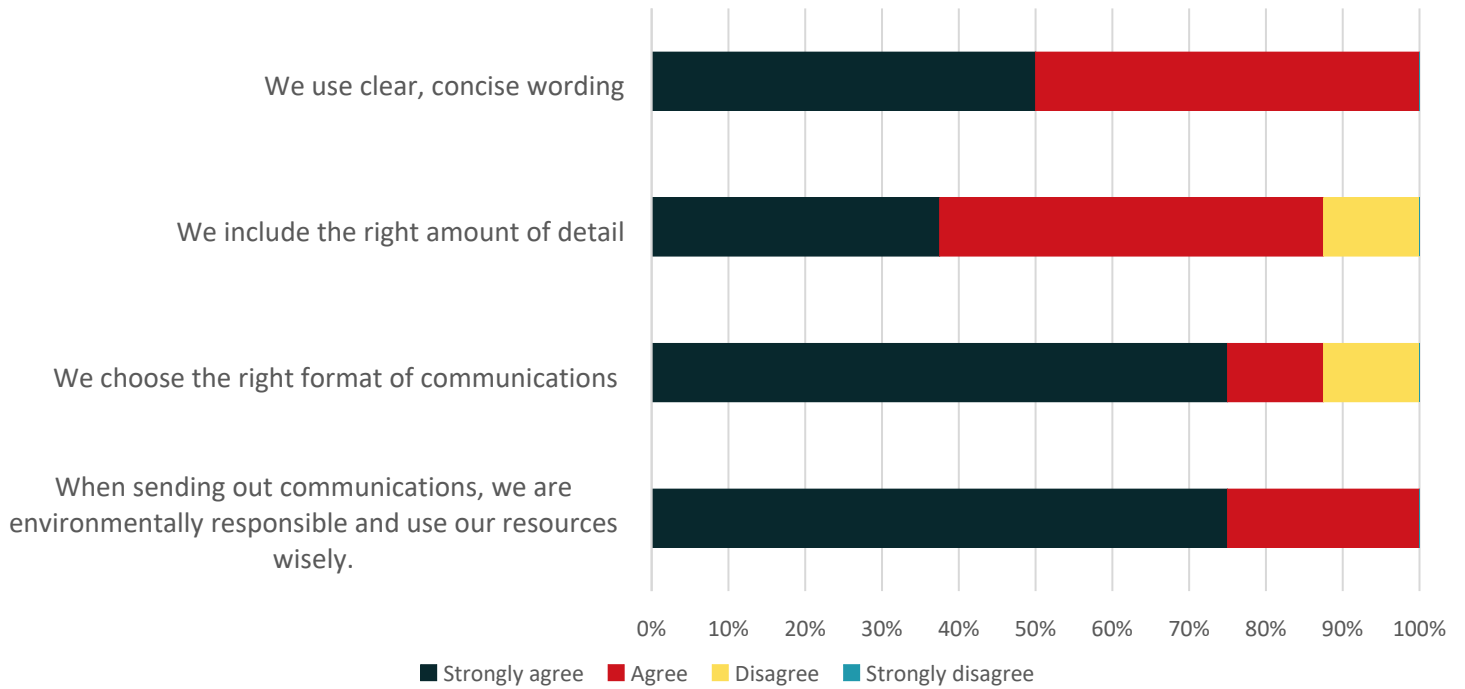
# Employer Survey Results

Sent out	115
Responses received	8
Percentage responses	7%

## Q1. The materials we send you...



## Q2. What do you think of the way we communicate?



## Q3. What do you think of our administration service?

