

WCC Pension Fund

Pension: Your Thoughts Survey

One of the roles of the Pension Board is to assist the Pension Fund with ensuring the effective and efficient governance and administration of the Pensions Scheme. We are keen to hear our members views of the pension service. If areas of concern are identified, the board can then support work to address the issues to improve members' overall experience. Please complete this questionnaire and let us know your experience of the Pensions Service.

1. Are you currently in the LGPS?

- Yes
- No
- Retired

2. Have you had any dealings/interactions with our pension teams?

- Yes, Surrey County Council
- Yes, BT SSC Pensions
- Yes, Both
- No

3. Have you ever had to escalate an incident to the Westminster Pensions Team?

- Yes
- No

4. How would you rate the quality of the service you received?

	Poor	Fair	Average	Good	Excellent	N/A
Surrey County Council	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
BT SSC Pensions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> 

	Poor	Fair	Average	Good	Excellent	N/A
Westminster Pensions Team	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Further details about your interactions

5. Did you know you can access your pension records and run pension benefit estimates through the Member Self Service portal? (From 16/17 Annual Benefit Statements will only be made available via the portal)

- Yes
- No

6. Have you tried the new Member Self Service portal?

- Yes
- No

What did you like and what could be improved?

7. Did you know the following:


Aware

Unaware



	Aware	Unaware
There is a 50/50 option where you only have to pay 50% of the full contributions and receive half of the benefits but retain full health and life cover.		
If unfortunately you were to die in service, your family or nominated beneficiary receives 3 times your annual salary.	<input type="radio"/>	<input type="radio"/>
You could receive an ill health pension if you were too ill and could not continue doing your own job.	<input type="radio"/>	<input type="radio"/>

8. Please rate your preference for each of the pensions engagement methods below.

	Not interested	Slightly interested	Very interested	Extremely interested	N/A
Pensions Surgery (One on one sessions with an advisor)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Pension Workshop (Group workshop for general pensions knowledge)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> 

	Not interested	Slightly interested	Very interested	Extremely interested	N/A
Pensions Drop In Sessions (For general queries)					
Pensions Online Services (Member Self Service, Westminster Pension Website)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

If there is any other method of engagement you would like to be made available, please let us know below:

9. How would you prefer to receive information about pensions?

- Email
- In person
- Telephone
- Post
- Other (please specify)

10. Which age group do you fall into?

- 18-30
- 31-40
- 41-54
- 55-64
- 65+

