

**Q1**

**In terms of your most recent Interaction - How would you rate the courtesy and respect you received from our staff?**

<b>Answer Choices–</b>	<b>Responses–</b>
– <b>Excellent</b>	<b>87.76%</b> 43
– <b>Very Good</b>	<b>12.24%</b> 6
– <b>Good</b>	<b>0.00%</b> 0
– <b>Average</b>	<b>0.00%</b> 0
– <b>Below Average</b>	<b>0.00%</b> 0
– <b>Poor</b>	<b>0.00%</b> 0
– <b>Not applicable / I do not know</b>	<b>0.00%</b> 0
<b>Total</b>	<b>49</b>

100%

Q2

In terms of your most recent Interaction - How would you rate the accuracy of the reports and documents received from our staff?

Answer Choices–	Responses–
– Excellent	87.76% 43
– Very Good	8.16% 4
– Good	4.08% 2
– Average	0.00% 0
– Below Average	0.00% 0
– Poor	0.00% 0
– Not applicable / I do not know	0.00% 0
Total	49

95.92%

Q3

In terms of your most recent Interaction - How does the staff listen to you and understand your needs?

Answer Choices–	Responses–
– Excellent	87.76% 43
– Very Good	10.20% 5
– Good	0.00% 0
– Average	0.00% 0
– Below Average	0.00% 0
– Poor	0.00% 0
– Not applicable / I do not know	2.04% 1
Total	49

100%

**Q4**

**In your most recent Interaction - How would you rate the staff in terms of being responsive to your requests and completing your objectives in a timely manner?**

<b>Answer Choices–</b>	<b>Responses–</b>
– <b>Excellent</b>	<b>85.71%</b> 42
– <b>Very Good</b>	<b>10.20%</b> 5
– <b>Good</b>	<b>4.08%</b> 2
– <b>Average</b>	<b>0.00%</b> 0
– <b>Below Average</b>	<b>0.00%</b> 0
– <b>Poor</b>	<b>0.00%</b> 0
– <b>Not applicable / I do not know</b>	<b>0.00%</b> 0
<b>Total</b>	<b>49</b>

95.91%

Q5

In terms of your most recent Interaction - How would you rate the staff knowledge about the pension system?

Answer Choices–	Responses–
– Excellent	87.50% 42
– Very Good	10.42% 5
– Good	0.00% 0
– Average	0.00% 0
– Below Average	0.00% 0
– Poor	0.00% 0
– Not applicable / I do not know	2.08% 1
Total	48

100%

Q6

In your most recent Interaction - How would you rate the staff in terms of solving your problems?

Answer Choices-	Responses-
- Excellent	85.71% 42
- Very Good	12.24% 6
- Good	0.00% 0
- Average	0.00% 0
- Below Average	0.00% 0
- Poor	0.00% 0
- Not applicable / I do not know	2.04% 1
Total	49

100%

**Q7**

**In terms of your most recent Interaction - How would you rate the overall performance of our staff?**

<b>Answer Choices–</b>	<b>Responses–</b>
– <b>Excellent</b>	<b>89.80%</b> 44
– <b>Very Good</b>	<b>8.16%</b> 4
– <b>Good</b>	<b>2.04%</b> 1
– <b>Average</b>	<b>0.00%</b> 0
– <b>Below Average</b>	<b>0.00%</b> 0
– <b>Poor</b>	<b>0.00%</b> 0
– <b>Not applicable / I do not know</b>	<b>0.00%</b> 0
<b>Total</b>	<b>49</b>

97.96%

**Q8**

**Your comments are welcomed. Please provide your name and contact information if further assistance is required.**

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**The pension people are excellent and knowledgeable and very kind and polite.** My name is Derrick Walker ph. 5616627875

2/28/2017 11:25 AM

**Outstanding customer service.**

2/15/2017 11:07 AM

**Keep up the good work.**

2/7/2017 8:08 AM

**Always looking out for the officers. The best pension administrators in the state**

12/12/2016 9:17 PM

**Staff very quick to respond to needs/concerns. Overall I am very pleased with the level of service.**

12/7/2016 3:04 PM

**Excellent responsive & friendly Staff!**

11/9/2016 1:46 PM

**David and Mary Ann Williams help guide me through the retirement process with ease. They are both professionals and I enjoyed working with both of them.** Best regards David Oxley

10/21/2016 9:48 AM

**I always get great service and attention**

10/15/2016 10:27 AM

**Excellent customer service.**

10/14/2016 9:11 PM

**Response time was outstanding, follow up was quick and professional. They were very concerned about accomplishing my goal in a timely manner.**

10/14/2016 6:14 AM

**Dave and Maryann are great to work with and they are always on top of it with anything we need.**  
**Thanks**

9/28/2016 7:40 PM



**I could not be more proud and satisfied as a member of our pension plan and of our staff**

9/26/2016 9:51 AM Chris Fahey 561-685-0926

9/26/2016 9:07 AM

**The pension staff is the best!!**

9/12/2016 11:13 AM

**Dave is accommodating, returns calls promptly and keeps you updated.** Harry D Oswald 865-278-3020

9/9/2016 10:12 AM

**The pension staff is consistently responsive and helpful in managing my pension needs.** Dennis Crispo

9/9/2016 8:56 AM

**Dave and Maryann are outstanding! Always on top of changes that affect pension**

9/9/2016 6:20 AM

**Mr. And Ms. Williams are super.**

8/15/2016 12:14 PM

**Very professional team**

8/15/2016 12:07 PM

**Dave and his staff are always ready to answer all our questions. Very much appreciated**

8/11/2016 4:57 PM

**I had to leave message when I called, however I got a call back within 5 minutes. Person was very helpful.**

8/9/2016 5:25 PM

**Very helpful**

8/2/2016 2:20 PM

**Thank you for doing what you do for us!**

8/2/2016 11:58 AM

**They are very helpful and informative.** Karl Seifel 561-373-7522

7/22/2016 12:27 PM