

Q1

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

Answer Choices–	Responses–
– Excellent	87.76% 43
– 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	0.00% 0
Total	49

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?

Answer Choices–	Responses–
– Excellent	85.71% 42
– Very Good	10.20% 5
– 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

95.91%

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?

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

97.96%

Q8

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

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