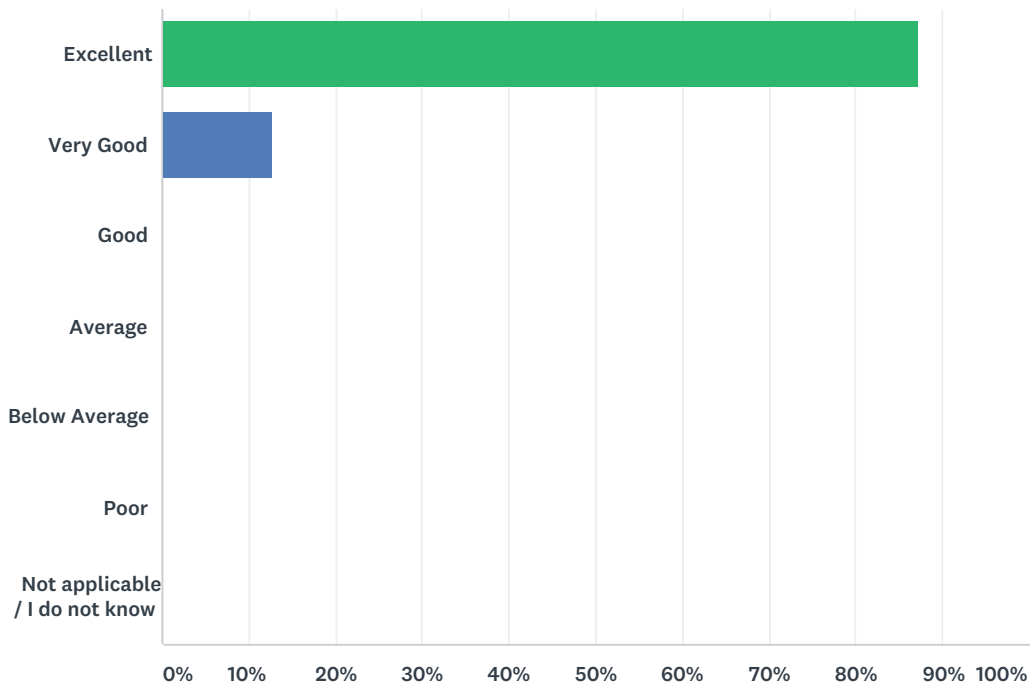
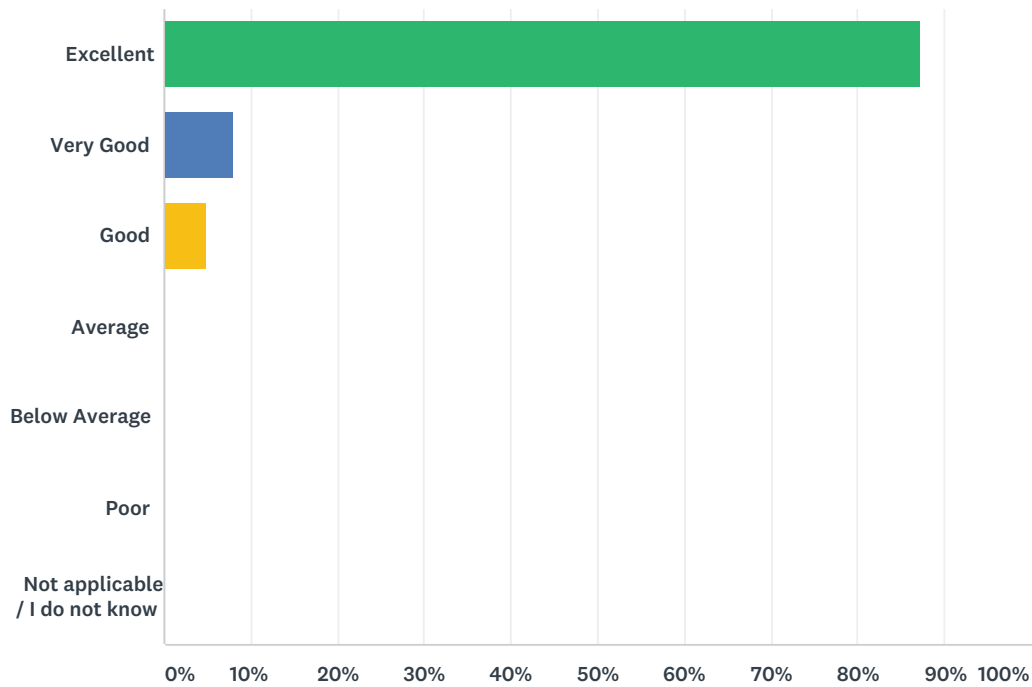


### Q1 In terms of your most recent Interaction - How would you rate the courtesy and respect you received from our staff?



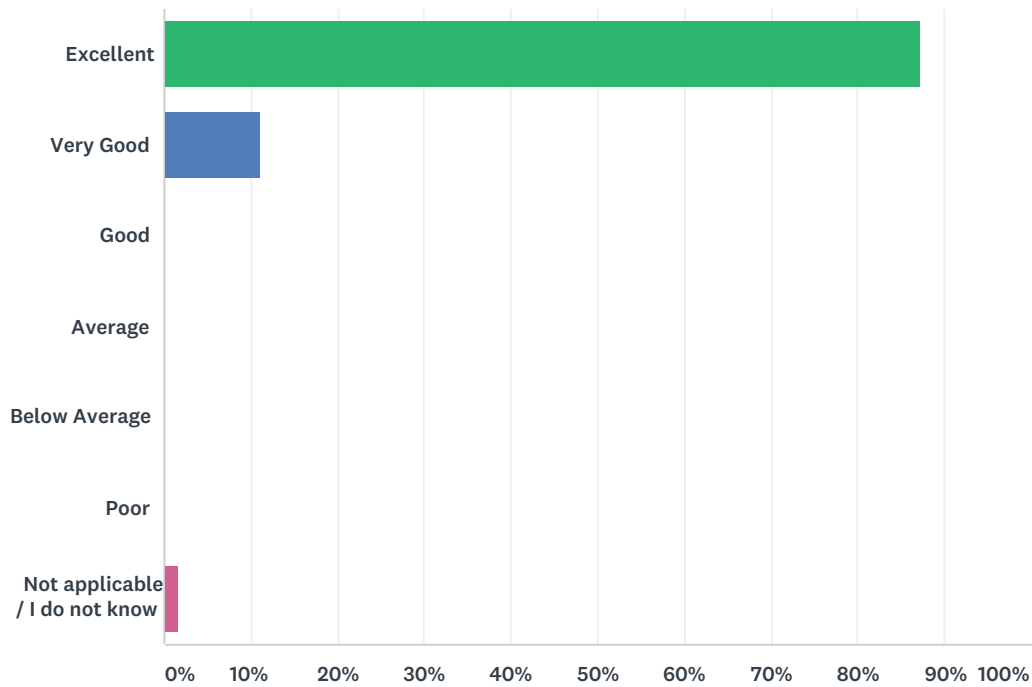
ANSWER CHOICES	RESPONSES
Excellent	87.30%
Very Good	12.70%
Good	0.00%
Average	0.00%
Below Average	0.00%
Poor	0.00%
Not applicable / I do not know	0.00%
<b>TOTAL</b>	

## Q2 In terms of your most recent Interaction - How would you rate the accuracy of the reports and documents received from our staff?



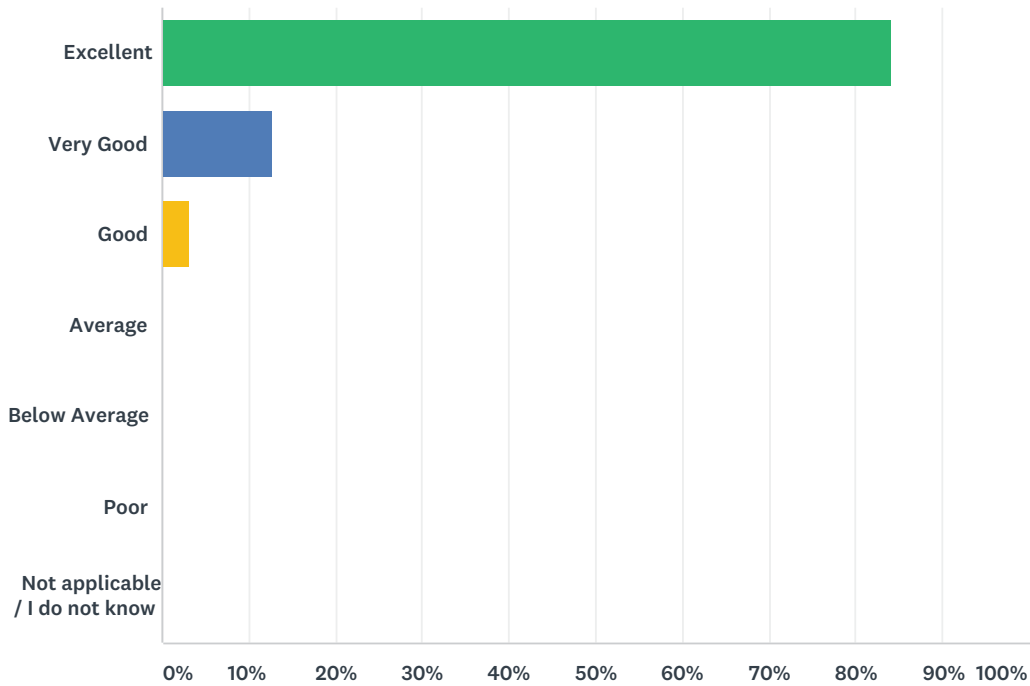
ANSWER CHOICES	RESPONSES
Excellent	87.30%
Very Good	7.94%
Good	4.76%
Average	0.00%
Below Average	0.00%
Poor	0.00%
Not applicable / I do not know	0.00%
<b>TOTAL</b>	

### Q3 In terms of your most recent Interaction - How does the staff listen to you and understand your needs?



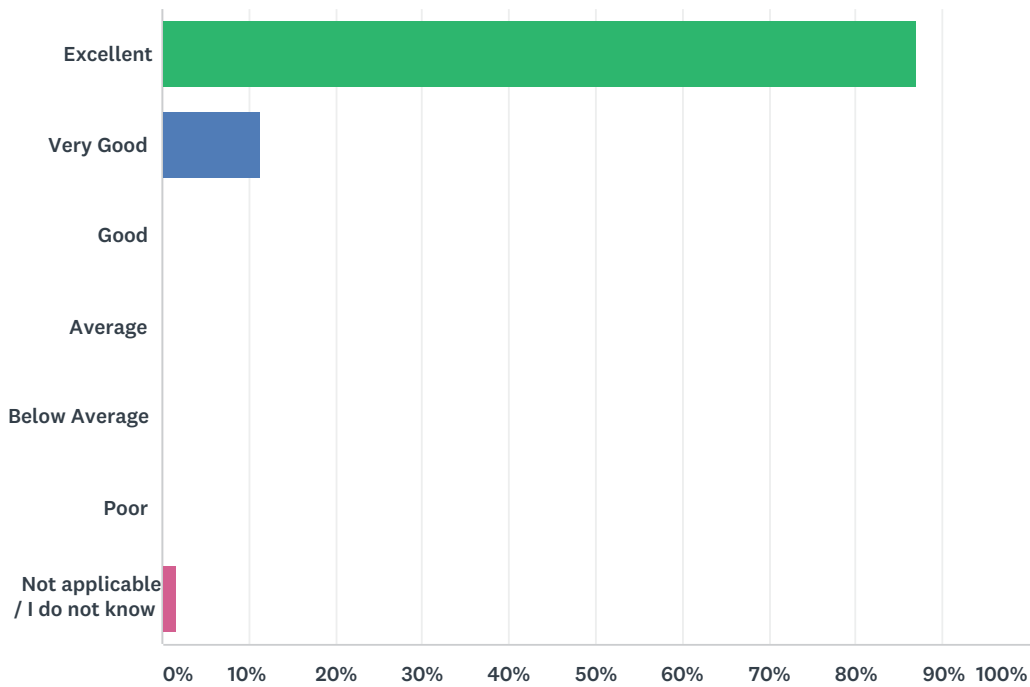
ANSWER CHOICES	RESPONSES
Excellent	87.30%
Very Good	11.11%
Good	0.00%
Average	0.00%
Below Average	0.00%
Poor	0.00%
Not applicable / I do not know	1.59%
<b>TOTAL</b>	

### 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?



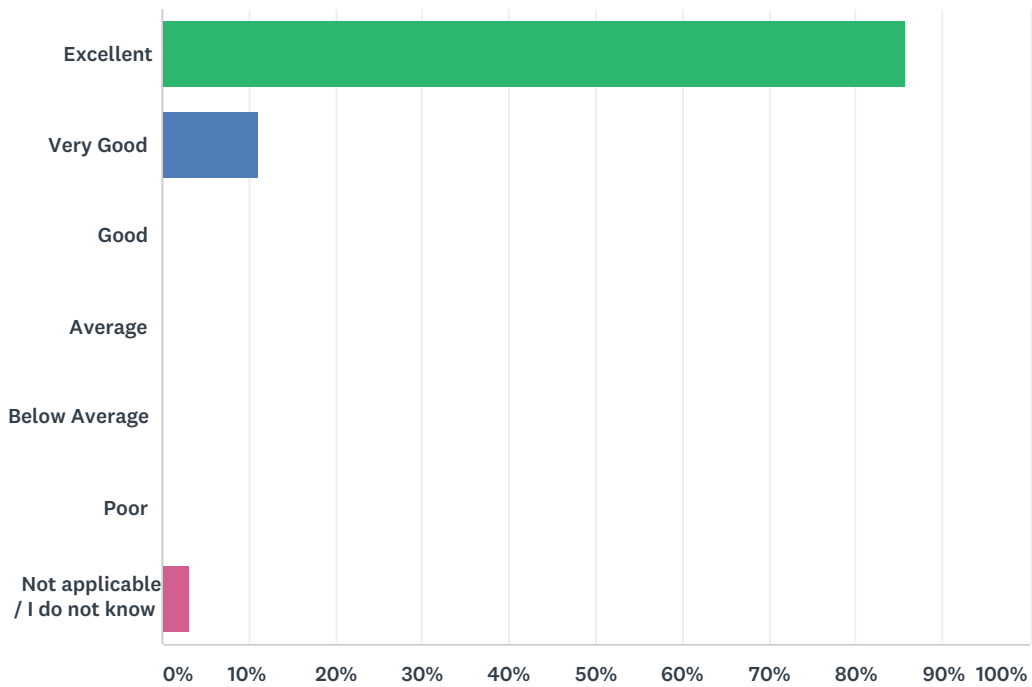
ANSWER CHOICES	RESPONSES
Excellent	84.13%
Very Good	12.70%
Good	3.17%
Average	0.00%
Below Average	0.00%
Poor	0.00%
Not applicable / I do not know	0.00%
<b>TOTAL</b>	

### Q5 In terms of your most recent Interaction - How would you rate the staff knowledge about the pension system?



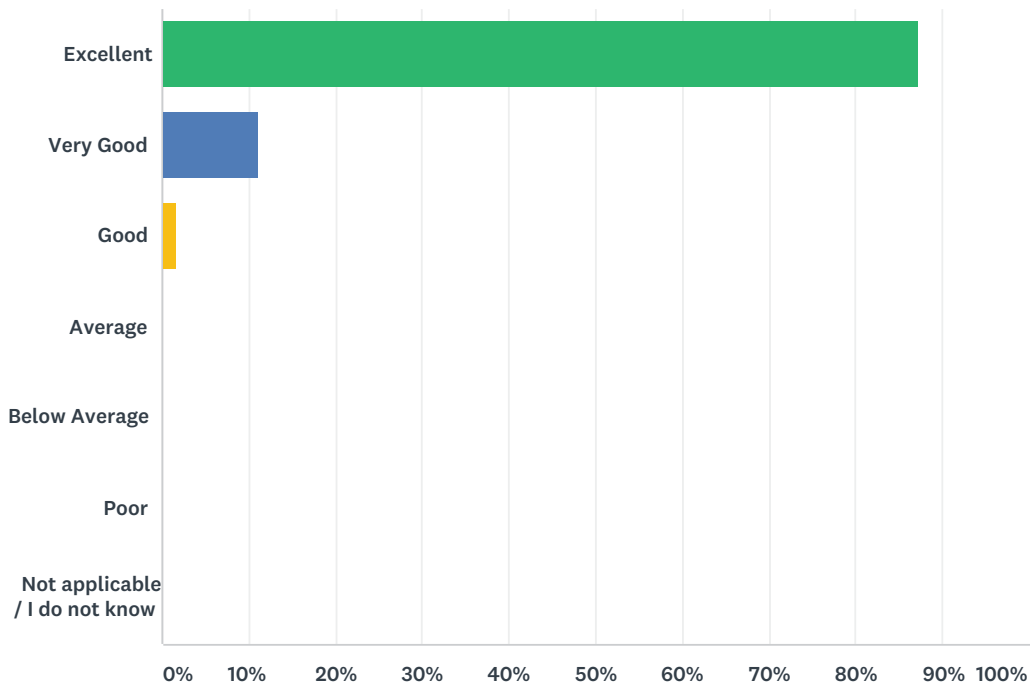
ANSWER CHOICES	RESPONSES
Excellent	87.10%
Very Good	11.29%
Good	0.00%
Average	0.00%
Below Average	0.00%
Poor	0.00%
Not applicable / I do not know	1.61%
<b>TOTAL</b>	

### Q6 In your most recent Interaction - How would you rate the staff in terms of solving your problems?



ANSWER CHOICES	RESPONSES
Excellent	85.71%
Very Good	11.11%
Good	0.00%
Average	0.00%
Below Average	0.00%
Poor	0.00%
Not applicable / I do not know	3.17%
<b>TOTAL</b>	

### Q7 In terms of your most recent Interaction - How would you rate the overall performance of our staff?



ANSWER CHOICES	RESPONSES
Excellent	87.30%
Very Good	11.11%
Good	1.59%
Average	0.00%
Below Average	0.00%
Poor	0.00%
Not applicable / I do not know	0.00%
<b>TOTAL</b>	

100% excellent interaction. No issues, no worries.

10/17/2017 4:48 PM

Pension made easy, pleasure working with each staff member!

10/4/2017 11:20 AM

Thank you all for the help & guidance. You guys are the best. Mr. Gene Picerno

7/29/2017 4:59 AM

There were no issues. Everything unfolded exactly the way It was supposed to.

5/30/2017 11:42 AM

5/28/2017 8:10 PM

5/28/2017 4:57 AM

The pension people are excellent and knowledgeable and very kind and polite. My name is Derrick

2/28/2017 11:25 AM

Margerettupp@aol.com

2/22/2017 8:42 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

11/8/2016 9:57 AM

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 Art A

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

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

8/5/2016 2:14 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

7/22/2016 12:27 PM

Outstanding Professional Staff