In order to help us improve our services we would be grateful if you could tell us a little bit more about yourself and your experience of The Pension Advisory Service. Any information you give us will be kept in the strictest confidence.

If you wish to complete this survey online, please visit

https://www.surveymonkey.com/s/TPASCUSTOMERS

Are you:

☐ Female  ☐ Male  ☐ Other gender definition  ☐ Prefer not to say

Are you aged:

☐ 16-19  ☐ 35-44  ☐ 65-74
☐ 20-24  ☐ 45-54  ☐ 75+
☐ 25-34  ☐ 55-64  ☐ Prefer not to say

To which one of these groups do you consider you belong:

☐ White (British, Irish, Any other White background)
☐ Mixed (White and Black Caribbean, White and Black African, White and Asian, other mixed background)
☐ Asian or Asian British (Indian, Bangladeshi, Pakistani, any other Asian background)
☐ Black or Black British (Caribbean, African, any other Black background)
☐ Chinese or other ethnic group  ☐ Prefer not to say

Do you consider yourself disabled?

☐ Yes  ☐ No  ☐ Prefer not to say

What is your current employment status?

☐ Retired  ☐ Student  ☐ Prefer not to say
☐ Employed (Full-time)  ☐ Unemployed
☐ Employed (Part-time/casual)  ☐ Employed (Self-employed)

Which of these best describes your job?

(If you are retired, which of these best describes your last job before retirement?)

☐ Managerial  ☐ Plant or Machine Operative
☐ Professional, Technical or Legal  ☐ Skilled Trade
☐ Administrative or Secretarial  ☐ Unemployed/NA
☐ Sales or Customer Service  ☐ Prefer not to say
☐ Other (please specify): _______________________________________________

Which income bracket best describes your situation?

☐ Less than £7,000  ☐ £45,000 - £60,000
☐ £7,000 - £32,500  ☐ £60,000+
☐ £32,500 - £45,000  ☐ Prefer not to say

Are you in receipt of any state benefits? E.g. a State Pension or Jobseeker’s Allowance?

☐ Yes  ☐ No  ☐ Prefer not to say
How did you originally hear about TPAS?

☐ Attended a TPAS presentation  ☐ Other Government body
☐ Citizen’s Advice Bureau  ☐ Pension scheme
☐ Employer  ☐ Pension Service/DWP
☐ Financial Ombudsman Service  ☐ Pensions Ombudsman
☐ Financial Services Authority  ☐ Pensions publication/magazine
☐ Internet search  ☐ Pensions Regulator
☐ Money Advice Service  ☐ Radio/TV
☐ Newspaper  ☐ Word of mouth
☐ Other (please specify): _________________________________________

Please write your case number here, if you have one.
(This will look something like “C12345” or “S12345”.)

How satisfied are you with the service The Pensions Advisory Service provides?

☐ Very satisfied
☐ Satisfied
☐ Neither satisfied nor dissatisfied
☐ Not very satisfied
☐ Very dissatisfied

How satisfied are you that your adviser took your query seriously?

☐ Very satisfied
☐ Satisfied
☐ Neither satisfied nor dissatisfied
☐ Not very satisfied
☐ Very dissatisfied

How satisfied are you that you received a prompt reply to your first and any subsequent correspondence?

☐ Very satisfied
☐ Satisfied
☐ Neither satisfied nor dissatisfied
☐ Not very satisfied
☐ Very dissatisfied

How satisfied are you that your adviser had sufficient knowledge to answer your query?

☐ Very satisfied
☐ Satisfied
☐ Neither satisfied nor dissatisfied
☐ Not very satisfied
☐ Very dissatisfied
If a friend or colleague had a pensions query, how likely would you be to refer them to The Pensions Advisory Service?

☐ Very likely
☐ Likely
☐ Not sure
☐ Unlikely
☐ Very unlikely

Do you have any other comments to make about our service?
If you run out of space please continue overleaf.

_____________________________________________________________________________
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Thank you for your feedback.

Please post this form back to us in the pre-paid envelope provided.