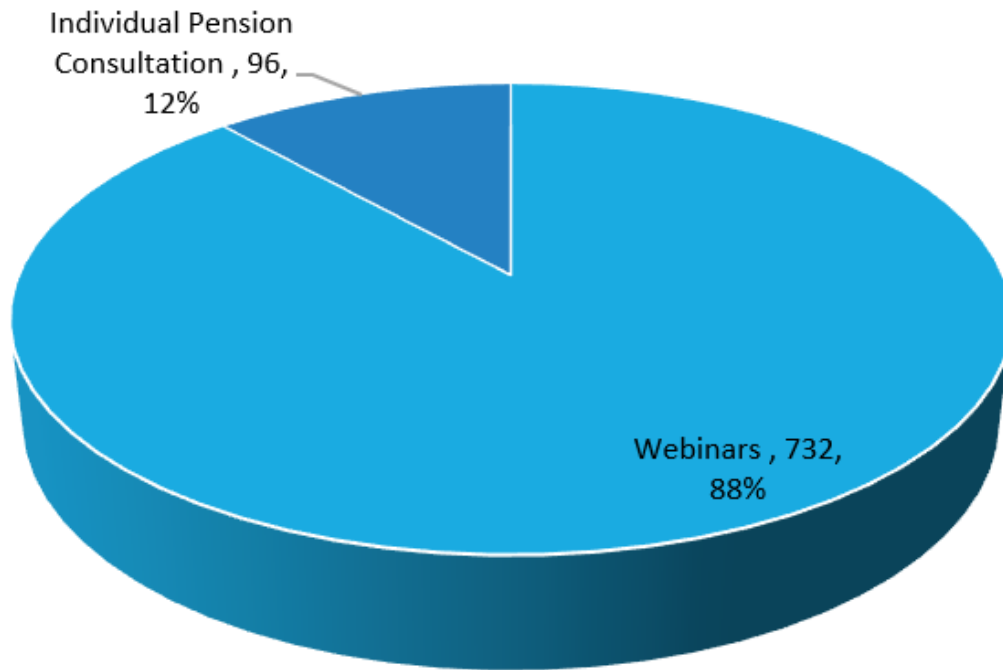




Member Services Team – Events Attended 1st October – 31st December 2020



■ Webinars ■ Individual Pension Consultation

Event Type	Attendance
Telephone 121s	96
Webinar	732
Total	828

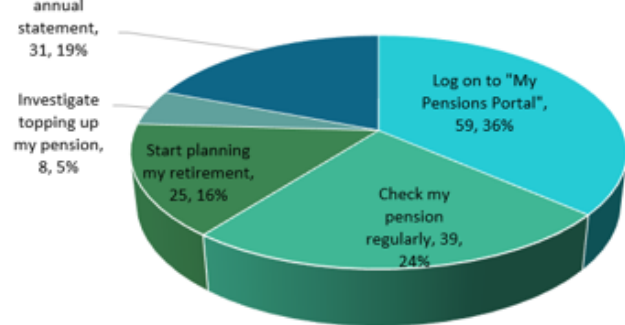
Member Services Team – Presentation Feedback 1st October – 31st December 2020



Members feedback on the following areas

Members surveyed in October - December 2020

What are you going to do following this webinar?

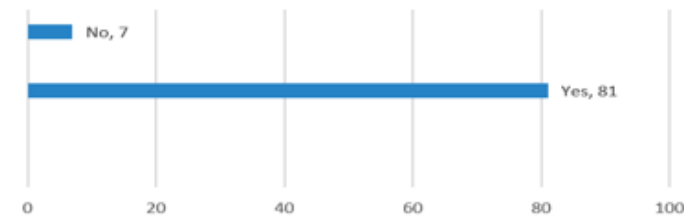


- What are you going to do following this webinar?
- Log on to "My Pensions Portal"
- Check my pension regularly
- Start planning my retirement
- Investigate topping up my pension
- Remember to check my annual statement

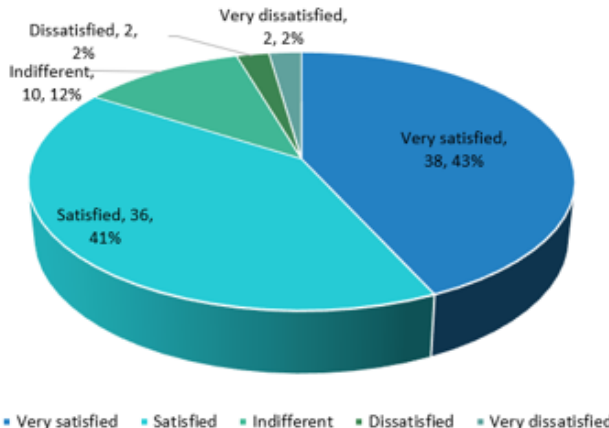
How would you rate the presenters general knowledge and presentation skills?



Would you recommend a colleague to attend this type of event?



How satisfied are you with your most recent interaction with the WMPF?



How satisfied are you with the overall service you have received from the West Midlands Pension Fund?

