

EAPF Pension webinar feedback



Introduction

A number of EAPF pension webinars were rolled out to our members during October and November this year to help explain some of the most important areas of their pension.

We hold these sessions to help members understand how the Scheme works whether they've recently joined, have been a member for some time or are now approaching retirement age.

1344 members attended our pension webinars this year with a total of 211 attendees completing our survey.

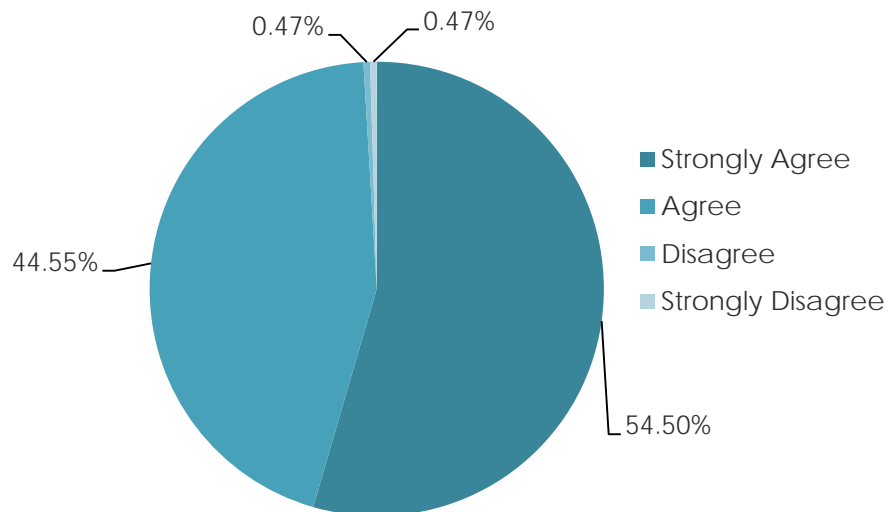
The 4 main areas we covered were:

- New starters – A guide to your pension
 - Planning for your retirement
 - Pension basics
 - Increasing your benefits
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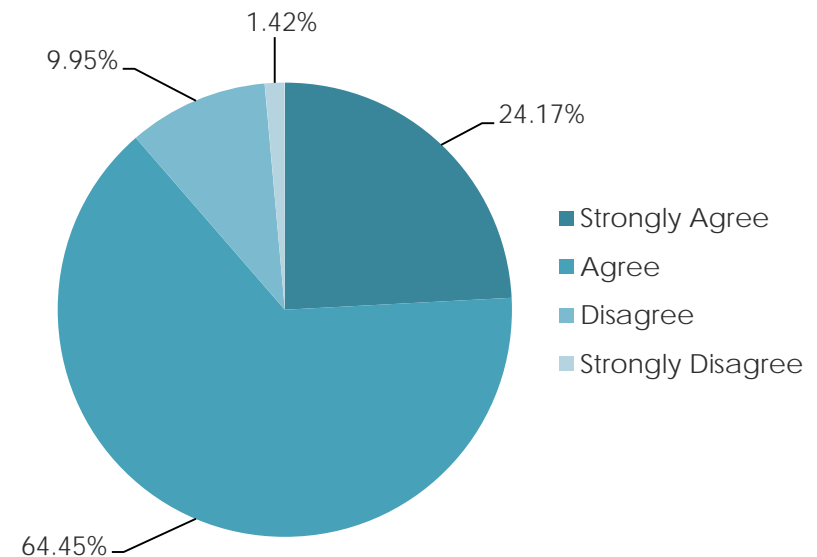
Webinar practicalities

Overall satisfaction is excellent with 99% of participants agreeing that the presenter's knowledge was good and over 88% agreeing presentation of material was good.

The presenter's knowledge was good



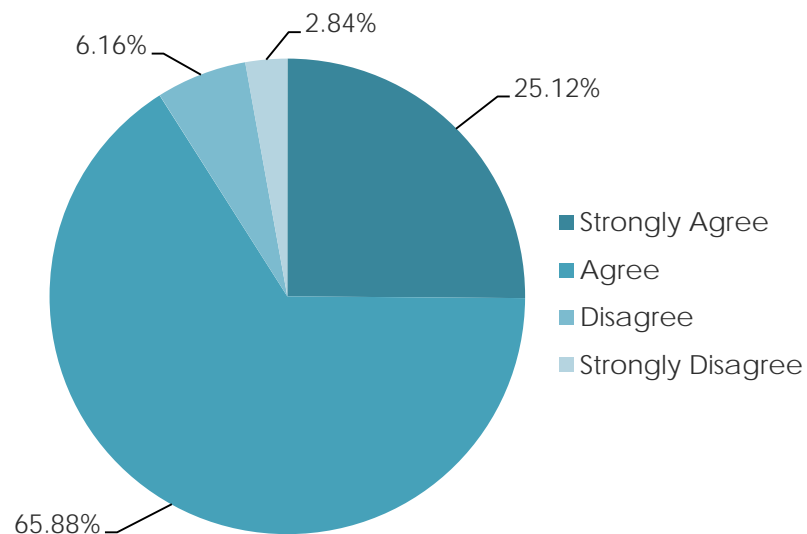
The presentation of the material was good



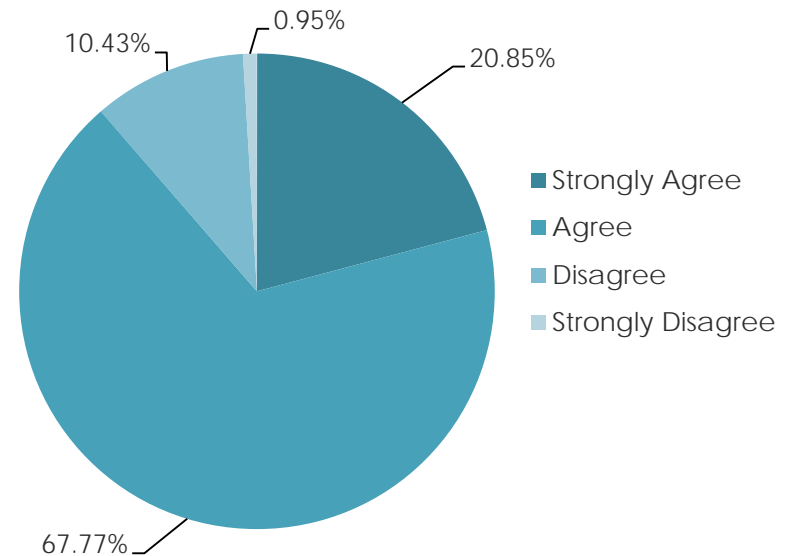
Webinar practicalities

We asked participants about the content and over 91% agreed it was interesting and informative and 88% stated it was the right length.

The webinar was interesting and informative



The webinar was the right length

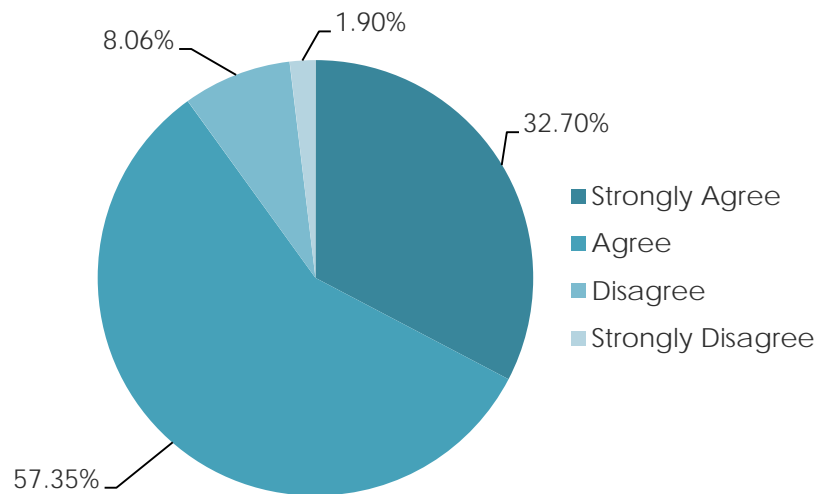


Webinar practicalities

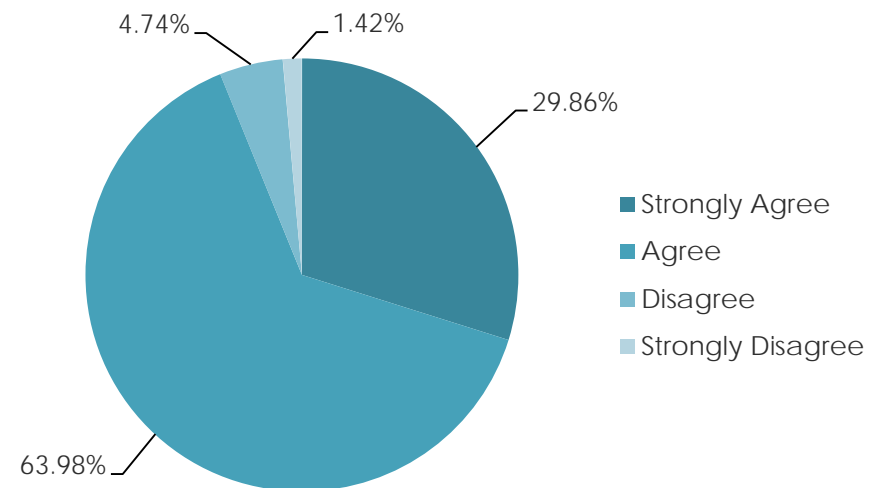
Over 90% of participants stated they'd attend future webinars.

Over 93% said they'd recommend the webinar to other members.

I'd be interested in participating in future webinars



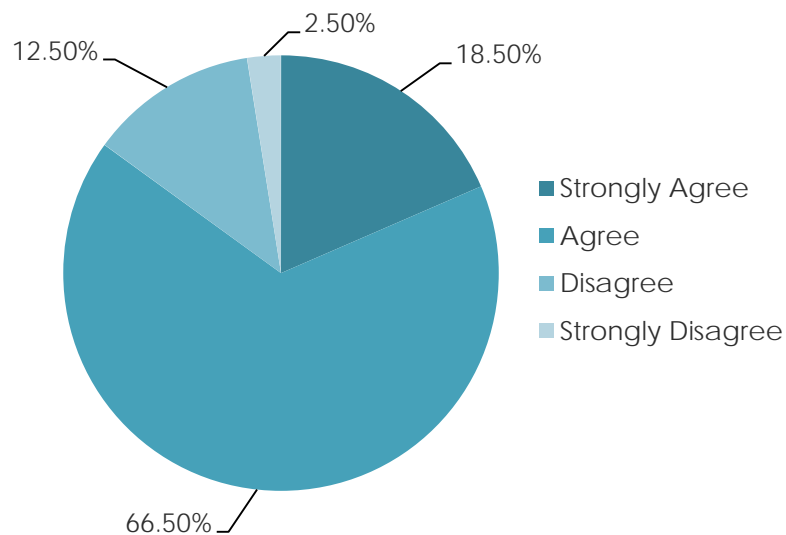
I'd recommend this webinar to others



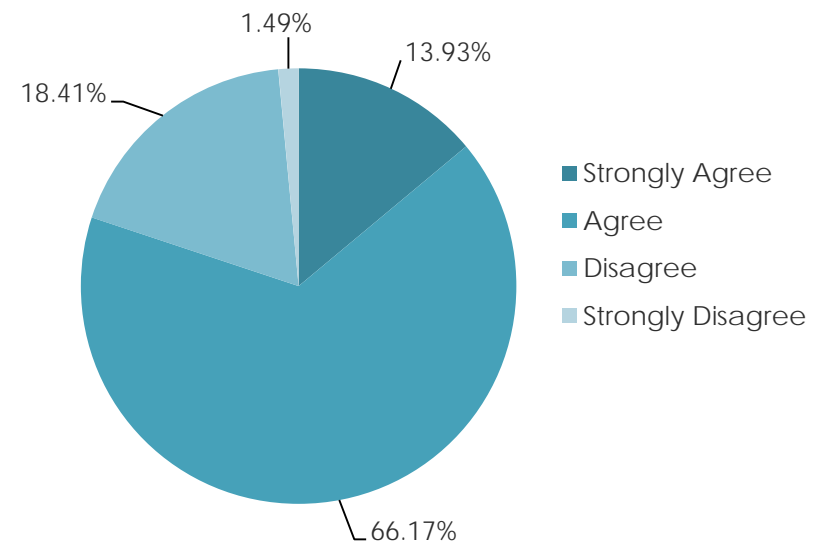
Learning and knowledge

85% of members felt the training had improved their pension knowledge and 80% felt it covered what they expected.

The training has improved my knowledge of my pension



The webinar covered everything I expected it to



Pension topics

When we asked members what topic they'd like more information on in our future webinars, they told us.....

1. Taking my benefits
 2. Increasing my benefits
 3. Family protection
 4. How we invest responsibly
 5. Leave of absence
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