

Feedback Form

The Trustee of the Leonardo Electronics Pension Scheme (the "Scheme") are very interested to know your views on the service you have received from the Pension Administrators, XPS.

If you would like to voice your opinion, please print this form, complete it and forward it to:-

The Trustee of the Leonardo Electronics Pension Scheme
Box 205
Leonardo UK Ltd
Lysander Road
Yeovil
Somerset
BA20 2YB

		
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Retirement Quotations

Was your retirement quotation easy to understand?

Did your quotation provide you with all the information you needed?

Were you kept informed of the progress of your quotation?

Setting up your Benefits

Did you find the process of setting up your benefits easy to understand?

Were you kept informed of the timescales involved in setting up your benefits?

Were the forms you had to complete user friendly?

		
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General Queries

If you have recently had a query which you referred to the Pensions Administrator (XPS), was it dealt with in an efficient manner?

Did you receive an answer within a reasonable timescale i.e. within 10 working days?

Did the reply provide you with all the necessary information?

Telephone Queries

If you have telephoned the Pensions Administrator (XPS) did you find the staff helpful?

Was your query dealt with quickly?

Did you receive a satisfactory reply?

Did you find the member of staff you spoke to helpful and courteous?

General Comments – Please use this box to provide any general comments you wish to make about the service you have received from the Pensions Administrator (XPS)?

Continue on a separate sheet if necessary.

If you would like to provide your name and GCI/Personnel Number you can do so below but this is not obligatory.

Name

GCI/Personnel
Number