

Appendix – 2

A selection of comments received from Buckinghamshire Pension Fund LIVE – Webinar

Overall, how would you rate the webinar? - Rating	Would you recommend this webinar to other LGPS members - Recommend?	Do you have any comments about things you particularly liked, or things you think could be improved? - Comments
Good	Yes	Showing the calculations really simply is helpful. And the moderators were providing links throughout that are helpful.
Good	Yes	was very clear and informative.
Excellent	Yes	Very clear introduction with very useful slides - should be a compulsory part of inductions (and in schools to explain pensions to young people). Really helpful, thank you.
Excellent	Yes	really helpful - thank you
Excellent	Yes	I thought the slides were easy to follow and the content and visuals were engaging. Thank you to Madelena, great delivery of the presentation, with natural warmth and positivity. I also really appreciated how Madelena spoke so clearly and with enough of a pause that you could process the words rather than the speech/content being rushed.
Excellent	Yes	really clear and accessible! I'm pretty clueless about Pensions but this has made me determined to start thinking seriously about my pension and to use the links provided
Excellent	Yes	Very informative Good slides and talk through
Excellent	Yes	Make thanks - lots of info given.
Excellent	Yes	good overview, never been told this before
Excellent	Yes	Very clear examples of calculations
Excellent	Yes	Really informative. Thank you for the information.
Excellent	Yes	excellent overview

Excellent	Yes	Simple clear language. Thank you.
Excellent	Yes	Very clearly explained and very impressive answering of questions by both presenter and moderator
Excellent	Yes	Knowing little about pensions, I found it very helpful. I'm glad that the webinar is going to be available after this session as I would like to dip in again. Really well presented, Thank you
Excellent	Yes	Good pace and answered my questions about employer contributions and the reduced pension if I took a lump sum. Thank you
Excellent	Yes	Was delivered at a very good pace and very informative. Many thanks to Madelena for arranging this for us, very much appreciated
Good	Yes	informative, maybe consider presenting this type of webinar format twice yearly?
Excellent	Yes	Well answered questions and useful link information
Excellent	Yes	This was the most professional and informative webinar I have attended in many months. I cannot think of anything that would add to the experience. I found the presenter to be clear, friendly and thoroughly professional, with a very sound knowledge of her subject and the ability to import very complex information in an understandable way - not something many people can do! Also, the Moderator's responses to the questions in the chat bar were very prompt and helpful - much appreciated.
Excellent	Yes	Very helpful and informative
Excellent	Yes	The variation of different pensions has always confused me and this was broken down in clear to understand sections
Excellent	Yes	Immaculate presentation which helped to explain complex jargon of pension. I think format and content were spot on.
Excellent	Yes	I felt that the question bar was useful however it was distracting to read the questions and responses whilst listening to the presenter at the same time.
Excellent	Yes	Maybe some worked examples of APCs and AVCs would be good
Excellent	Yes	Presenter was very knowledgeable, good and clear presentation and answering of questions
Excellent	Yes	Great pace - clear explanation. Examples really helped. Basic language also beneficial Coverage of the AVC / APC options - what they meant in laymans terms and what they can do for you, was super helpful. THANK YOU :)

Excellent	Yes	The speaker was very clear and went through everything nice and slowly which was very useful as it is a very complicated subject
Good	Yes	I think it was pitched just right, I would struggle to sit and listen to someone talking about pensions if it was in person, doing this on MS Teams was very useful. Thank you, it has opened my eyes to a few things (after having my head in the sand about my pension for too long!)
Excellent	Yes	Excellent coverage and pitched at a level that will benefit all.
Excellent	Yes	Thank you for a very informative, much needed webinar. It answered lots of queries I had, but never got around to asking! The presentation was clear and Maddie was excellent - well done!
Excellent	Yes	It was really useful. A friend from another school in the scheme had not been sent the link FYI. So some schools have not passed this onto their employees. It would be worth emailing people directly I think. Thank You
Excellent	Yes	Liked explanation of redundancy over 55 not reducing benefits as did not know about this.
Excellent	Yes	For future, the 85 year rule should be covered without a question being asked. I had never heard of it but may qualify. Slides with websites at the end, could be up for a bit longer. Otherwise a very good webinar, very informative. Would have helped before we had to make the decisions re our pensions in March this year. I now understand a lot better. thank you.
Good	Yes	All very informative and clearly explained. Thank you.
Excellent	Yes	No improvements - Maddie's presentation was excellent and it was useful having other moderators answering questions in the chat
Excellent	Yes	Very friendly and informative... I will have to email the pension team I have a lot of specific questions ... Thank you
Excellent	Yes	I think the explanations were very clear and the sign posting to other information will be very helpful
Excellent	Yes	Rather than one size fits all, how about shorter more targeted sessions? e.g. a session for younger contributors and another for people, like me, close to retirement. Great session. Thanks!
Excellent	Yes	Very Useful and well presented. The format was right with the slides and the ability to ask the question which were responded to as it went on and picked up in the live chat
Excellent	Yes	Really good presentation from Maddie - obviously very experienced and knowledgeable. Covered a broad range of scenarios from joining the Scheme to (the part that particularly interests me!) retirement. Thank you for your time

		and the excellent scope of information given.
Excellent	Yes	Really clear information provided with lots of advice for further information to cover individual circumstances.
Good	Yes	I found some of this confusing - but I think that this reflects how I feel generally about pensions rather than any criticism of your presentation! I will now have a look at the website and hopefully things will become clearer! Many thanks for your time.
Excellent	Yes	Extremely well-organised, good pace anticipated many of the obvious questions but also dealt with the live Q& A well. Thank you
Excellent	Yes	The best presentation / info I have heard about pensions. Absolutely understandable and very helpful indeed. Thank you. Was glad you covered a bit more about AVC/APC in q&a session. Sometimes good to clarify during questions when something is only relevant to earlier schemes eg pre 2014 so absolutely clear.
Good	Yes	It was very well run and lots of questions answered promptly. The obvious issue is that lots of people working for lots of different organisations all have their specific questions and I guess it would be impossible for you do some organisation-specific stuff for the bigger organisations? Thank you for the show! Much appreciated :-)
Good	Yes	All very good thankyou. I am not au fait with pension information and would like an idiots guide to be available.
Good	Yes	There was a lot of detail. Perhaps break it down into shorter sessions on one topic at a time.
Excellent	Yes	I learnt a lot today. Thank you.
Excellent	Yes	Very useful, although I did miss the first 10 mins. If you did repeat this may I suggest a little later time for those people who are not able to get home close to 5pm. However if you are putting it on the web that should solve the problem. Grateful for the time spent providing all the information. A lot to think about as I am due to retire in the next 3 years!!
Excellent	Yes	Well-presented and easy to follow as I am a pension dummy. Useful Q & A's. Very pleased I logged in.
Excellent	Yes	Liked in particular explanation of flexible retirement and The ability to pay contributions until 75 which is one thing I had missed. The delivery and pace of presentation was very good There was a lot of useful information as I am 56 and thinking about options in the next few years, so many thanks for this.

Excellent	Yes	Great explanations of complex subjects, from starting out, through to taking the benefits when you retire. Abbreviations explained, not just what the abbreviation stands for but what the words mean in this context. Thank you, really useful 80 minutes.
Excellent	Yes	It was clearly presented and took things slowly, so I didn't feel bombarded with jargon and complicated information. My only issue was I asked a question that defaulted to a 'private' status and so didn't seem to get raised/answered.
Good	Yes	The webinar was delivered clearly and concisely and at a good pace in terms of both the spoken word and the moving on from one slide or section to another.
Excellent	Yes	Good delivery pace & topics, if only I could have had this 20 years ago - thank you
Good	Yes	Useful to increase awareness scheme benefits and features. Signposting and links were helpful. The examples were good. I didn't catch all the information on the slides e.g. the 25% tax free lump sum slide, but I'm sure I can look it up. I think it would be useful to have the slides, I realise there is a recording but did not realise the slides would not be available until late in the presentation.
Excellent	Yes	It was very enlightening about a complex subject which I thought was more straight forward. Well-presented and live. It has made me want to register for the self service portal and check out my state pension as well. THANK YOU
Excellent	Yes	Thought the event was presented really well and very professionally. Given the subject matter is massively complex, I thought the team were really supportive to the attendees questions and actively encouraged them to get into direct contact where the answer to their question needed to be more personally tailored rather than a generic response.
Excellent	Yes	Very good presenter - very clearly laid out and questions explained thoroughly I didn't receive the email about the webinar directly (despite being a member for 35 years!) - it was forwarded to me by one of my colleagues - I was pleased that I didn't miss out and I watched the recording
Excellent	Yes	I thought the presentation was succinct and informative, and covered a broad range of elements which is not always easy to do. The presenter was good, easy to understand and obviously knowledgeable. The moderator answering the questions during the presentation also did well. All in all and good use of time. Thanks.
Excellent	Yes	I finally understand pensions! This webinar answered all the queries I have had about my pension for such a long time - I have sought advice from lots of different sources but this is the first time I have actually understood how pensions work and how to make decisions about my pension. The presentation was excellent, and particularly the presenter - she is excellent. She was very clear and pleasant to listen to. Well done!