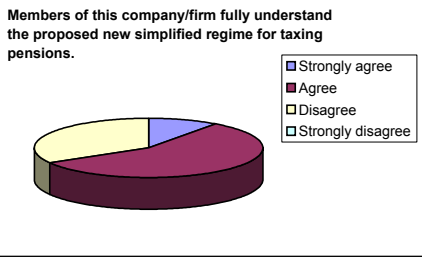


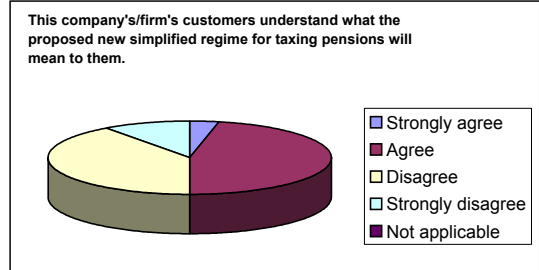
Industry readiness for the new regime.

Question 1



SA	A	D	SD	Total
10.00%	56.67%	33.33%	0.00%	100.00%
3	17	10	0	30

Question 2



SA	A	D	SD	NA	Total
3.33%	46.67%	40.00%	10.00%	0.00%	100.00%
1	14	12	3	0	30

Question 3



SA	A	D	SD	Total
30.00%	66.67%	3.33%	0.00%	100.00%
9	20	1	0	30

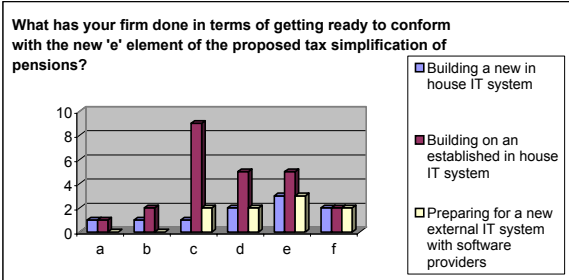
Question 4

On the whole how ready is your firm for the proposed tax simplification of pensions in the following preparatory areas?

	Ready in all	Ready in some	Have plans in place	Developing strategy	Analysing Requir'nts	Not yet started	Total
1	2	13	7	4	3	1	30
2	1	11	9	3	4	1	29
3	7	15	6	1	1	0	30
4	1	10	10	3	4	1	29
5	0	12	7	5	4	0	28
6	2	10	6	5	4	0	27
7	10	0	0	0	0	0	10
8	2	6	5	5	1	0	19
Total	25	77	50	26	21	3	202

- | | | | |
|---|--------------------------------------|---|---------------------------------------|
| 1 | People training & support | 5 | Member communications |
| 2 | Process redesign | 6 | Developing products or scheme design |
| 3 | Informing customers | 7 | Scheme rules and governing doc. |
| 4 | Documentation and support literature | 8 | LTA protection & other member actions |

Question 5



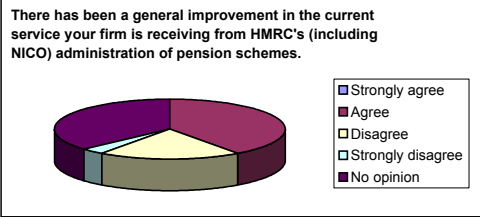
- | | | | |
|---|---------------------|---|------------------------|
| a | Ready in all areas | d | Developing strategy |
| b | Ready in some areas | e | Analysing requirements |
| c | Have plans in place | f | Not yet started |

	Ready in all	Ready in some	Have plans in place	Developing strategy	Analysing Requir'nts	Not yet started	Total
1	1	1	1	2	3	2	10
2	1	2	9	5	5	2	24
3	0	0	2	2	3	2	9
Total	2	3	12	9	11	6	43

- 1 Building a new in house IT system
- 2 Building on an established in house IT system
- 3 Preparing for a new external IT system with software providers

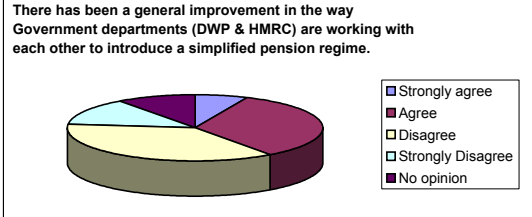
Customer Service.

Question 6



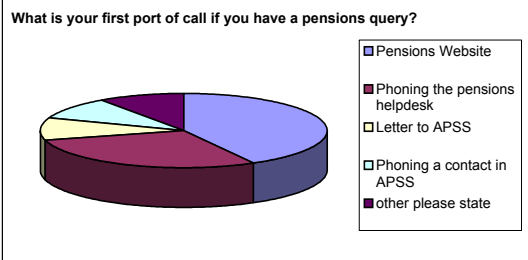
Strongly agree	Agree	Disagree	Strongly disagree	No opinion	Total
0.00%	40.00%	20.00%	3.33%	36.67%	100.00%
0	12	6	1	11	30

Question 7



Strongly agree	Agree	Disagree	Strongly Disagree	No opinion	Total
6.67%	33.33%	36.67%	13.33%	10.00%	100.00%
2	10	11	4	3	30

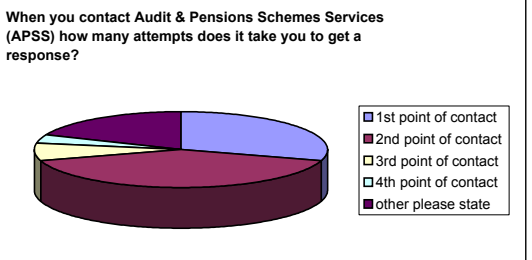
Question 8a



Pensions Website	Phoning the pensions helpdesk	Letter to APSS	Phoning a contact in APSS	other please state*	Total
41.94%	29.03%	9.68%	9.68%	9.68%	100.01%
13	9	3	3	3	31

*Other comments:
Internal pensions experts
Own research
Email to contacts
Email HMRC

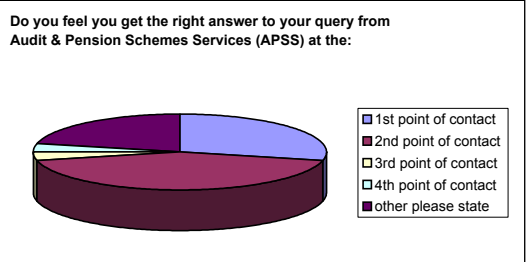
Question 8b



1st point of contact	2nd point of contact	3rd point of contact	4th point of contact	other please state*	Total
29.63%	40.74%	7.41%	3.70%	18.52%	100.00%
8	11	2	1	5	27

*Other comments:
No contact made
Not much success when contacting the helpline
Varies depending on question
Not applicable

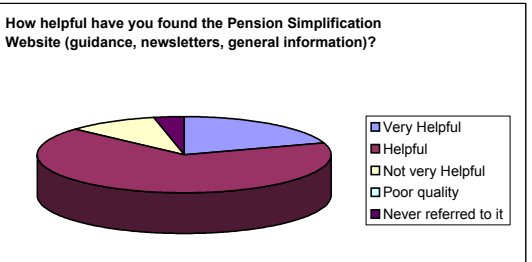
Question 8c



1st point of contact	2nd point of contact	3rd point of contact	4th point of contact	other please state*	Total
28.57%	42.86%	3.57%	3.57%	21.43%	100.00%
8	12	1	1	6	28

*Other comments:
No contact made
Details left for call back
Not much success when contacting the helpline
Varies
Not applicable

Question 9



Very Helpful	Helpful	Not very Helpful	Poor quality	Never referred to it	Total
20.00%	66.67%	10.00%	0.00%	3.33%	100.00%
6	20	3	0	1	30