

2021 Plan Member Survey Results

Overall, members were very satisfied with ATRF's services.

LEVEL OF SERVICE

87%

Good to Excellent



MYPENSION

95%

Good to Excellent



WEBSITE

93%

Good to Excellent



COMMUNICATIONS MATERIAL

91%

Good to Excellent



SERVICES PROVIDED

88%

Satisfied or Very Satisfied



KEY THEMES AND TRENDS

Members need more clarity on who ATRF is and what we do versus our other partners (ATA, ASEBP, ARTA, etc.).

Members continue to show concerns regarding the government's decision to transfer the investment management to AIMCo.

Several comments complimented ATRF for our customer service and are happy that someone answers the phone when they call.

Plan members like the personalization of services we provide and the additional online interactions we offer.

**ASEBP?
ARTA?
ATRF?**

