

APPENDIX 2A TO 2011-14 SERVICE PLAN

Performance for the Calendar Year 2010

	Statutory limit	Target working days to complete	Target for 2010	2010	2009
1 <u>ACTIVES</u>					
New Starters	2 months	10	n/a	96.7%	89.5%
Divorce Quotes	varies*	10	n/a	68.3%	61.5%
Transfer In	3 months	20	75%	59.4%	55.9%
2 <u>LEAVERS</u>					
Refunds	2 months	5	60%	82.0%	76.9%
Deferred Benefits	2 months	20	75%	71.9%	84.1%
<u>Retirements</u>					
Estimates	N/A	10	90%	92.8%	96.2%
Actuals	15 days	15	90%	88.2%	82.5%
Transfer Out	2 months	15	75%	61.4%	54.5%
<u>Deaths</u>	2 months	12	90%	89.4%	75.0%
Total Tasks (Active/Deferreds)				75.6%	73.7%
3 <u>PENSIONERS</u>					
New Starters	2 months	5	100%	100%	100%
Changes to personal details	2 months	5	100%	100%	100%
Tax code change/Enquiries	none stated	5	100%	100%	100%
Enquiries	2 months	5	100%	100%	100%
Death bens/payments	2 months	2 to 3	100%	100%	100%
Dependant Pension Calcs	1 month	5	100%	100%	100%
4 <u>Complaints</u>	2 months(IDRP)	5		0	100%

Note:

* The time limits to provide **divorce** information will vary dependant on the need of the member for dates of court cases. The measure used for this report is 10m days which about average