

Appendix 2b

APF Completed Cases - Performance against Statutory Legal Deadline (April – June 2018)

		Cases Last Quarter			
		Measured Against Statutory Legal Requirement			
		Target	Total Processed	Total Processed in Target	Percentage Processed within Target
Retirement (from Active)	Notification of Benefits	46 days	204	187	91.67%
Retirement (from Deferred)	Notification of Benefits	23/46 days	186	172	92.47%
Deaths	Notification of Benefits	46 days	55	55	100.00%
Refund of contributions	Notification of Entitlement	46 days	519	519	100.00%
Deferreds (early leavers)	Notification of Entitlement	46 days	607	607	100.00%
Transfers In	Provision of Quotation	46 days	39	20	51.28%
Transfers Out	Notification of Trf Value	69 days	249	245	98.39%
	Payment of Trf Value	138 days	16	14	87.50%
Estimates	Provision of Quotation	46 days	95	79	83.16%

RAG key	
Red	Less than 75%
Amber	75 - 89%
Green	90 - 100%