

Appendix 2a

APF Completed Cases - Performance against Statutory Legal Deadline

		Cases Last Quarter - July 20 - September 20			
		Measured Against Statutory Legal Requirement			
		Target	Total Processed	Total Processed in Target	Percentage Processed within Target
Retirement (from Active)	Notification of Benefits	46 days	83	75	90.36%
Retirement (from Deferred)	Notification of Benefits	23/46 days	77	72	93.51%
Deaths	Notification of Benefits	46 days	87	87	100.00%
Refund of contributions	Notification of Entitlement	46 days	331	331	100.00%
Deferreds (early leavers)	Notification of Entitlement	46 days	170	170	100.00%
Transfers In	Provision of Quotation	46 days	51	35	68.63%
Transfers Out	Notification of Trf Value	69 days	114	101	88.60%
	Payment of Trf Value	138 days	14	14	100.00%
Estimates	Provision of Quotation	46 days	213	205	96.24%
Divorce	Provision of Quotation	69 days	45	43	95.56%
	Application of Order	92 days	3	3	100.00%
Starters	Statutory Notice Issued	46 days	227	227	100.00%

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

Comments where performance has fallen below expected target:-

Transfers In – Due to working from home and lockdown restrictions with access to the office these cases were initially not a priority and our main focus was on paying benefits, transfer in cases are delayed at print stage causing a backlog.

Transfers Out – Due to working from home and lockdown restrictions with access to the office these cases are not a priority and our main focus was on paying benefits, transfer out cases are delayed at print stage causing a backlog.