

Annex 1

		Cases Last Quarter				
		Measured Against SLA				
		Total Processed	Total Processed in Target	Percentage Processed within Target	Total Processed within 5 days of Target	Percentage Processed within 5 days of Target
Retirement (from Active)	Quote - 15 days	272	220	80.88%	21	88.60%
	Payment - 15 days	189	163	86.24%	19	96.30%
Retirement (from Deferred)	Quote - 30 days	77	50	64.94%	5	71.43%
	Payment - 15 days	265	252	95.09%	6	97.36%
Deaths	Notification - 5 days	96	96	100.00%		100.00%
	Payment - 10 days	90	88	97.78%	1	98.89%
Refund of contributions	Quote - 10 days	192	27	14.06%	5	16.67%
	Payment - 10 days	147	105	71.43%	33	93.88%
Deferreds (early leavers)	30 days	313	78	24.92%	235	100.00%
Transfers In	Quote - 10 days	44	36	81.82%	6	95.45%
	Payment - 10 days	48	30	62.50%	11	85.42%
Transfers Out	Quote - 10 days	48	7	14.58%	6	27.08%
	Payment - 10 days	15	8	53.33%	1	60.00%
Estimates	Member - 15 days	101	77	76.24%	14	90.10%
	Employer - 15 days	42	36	85.71%	2	90.48%
Divorce	Quote - 45 days	55	50	90.91%	0	90.91%
	Actual - 15 days	2	2	100.00%	0	100.00%
Starters	40 days	323	230	71.21%	0	71.21%
		2319	1555	67.05%	365	82.79%

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

		Tasks Last Quarter							
		Average Days to Process	Actual Days to Process						
			0 - 5	6 - 10	11 - 15	16 - 20	21 - 25	26 - 30	31+
Retirement (from Active)	Quote - 15 days	11	78	77	65	21	20	9	2
	Payment - 15 days	9	93	51	19	19	4	1	2
Retirement (from Deferred)	Quote - 30 days	10	55	9	7	0	2	0	4
	Payment - 15 days	6	175	55	22	6	4	1	2
Deaths	Notification - 5 days	1	96	0	0	0	0	0	0
	Payment - 10 days	4	78	10	1	1	0	0	0
Refund of contributions	Quote - 10 days	24	24	3	5	10	4	35	111
	Payment - 10 days	9	80	25	33	6	3	0	0
Deferreds (early leavers)	30 days	53	14	13	20	20	8	3	235
Transfers In	Quote - 10 days	12	10	26	6	0	0	0	2
	Payment - 10 days	11	22	8	11	0	3	2	2
Transfers Out	Quote - 10 days	34	3	4	6	4	3	12	16
	Payment - 10 days	12	5	3	1	4	2	0	0
Estimates	Member - 15 days	13	20	39	18	14	10	0	0
	Employer - 15 days	7	24	6	6	2	3	1	0
Divorce	Quote - 45 days	25	10	9	7	3	4	7	15
	Actual - 15 days	1	2	0	0	0	0	0	0
Starters	40 days	30	15	69	20	71	16	19	57

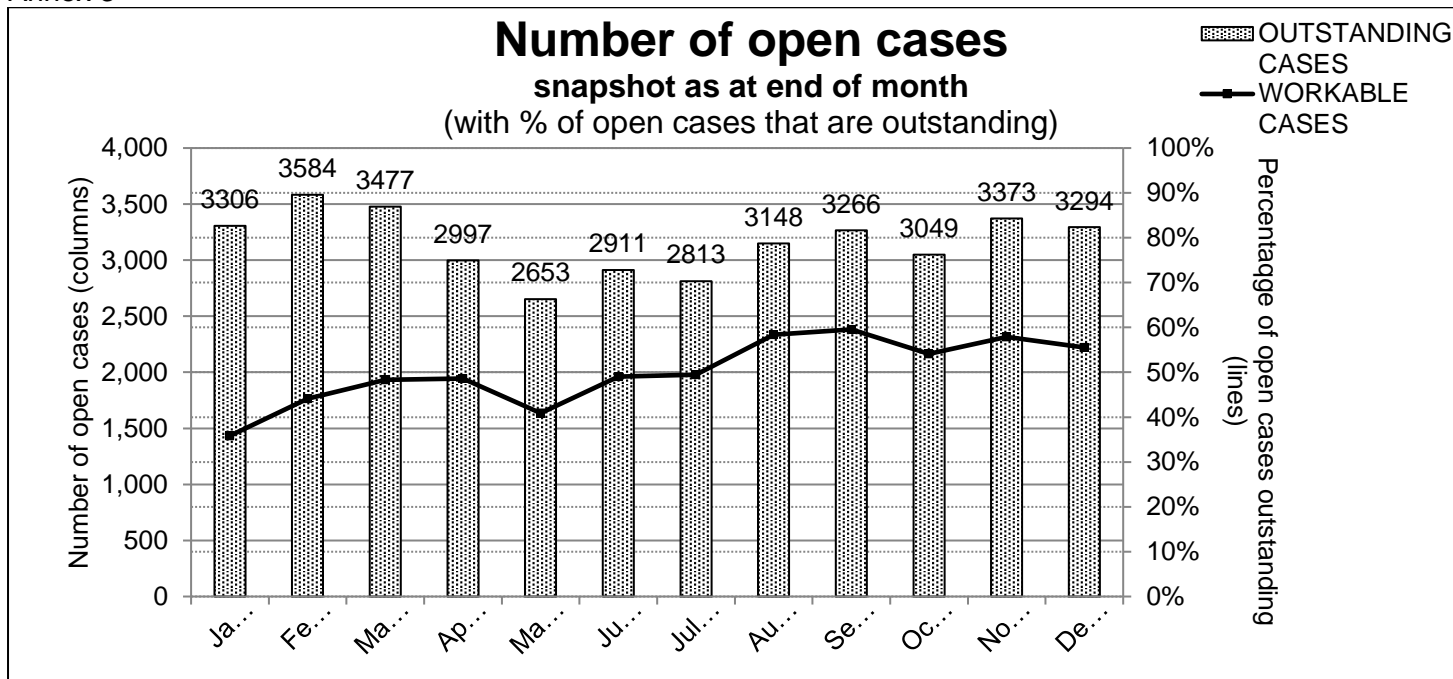
RAG key	Processed
Red	More than 5 days over target
Amber	Within 5 days of target
Green	Within target

Annex 2

SLA Standards for Processing Admin Tasks						
Work Type	Target Processing SLA (Old/New)	Q1 Jan 20 - Mar 20	Q2 Apr 20 - Jun 20	Q2 Jul 20 - Sept 20	Q2 Oct 20 - Dec 20	Trend
Retirement (from Active)	Quote - 5 / 15 days	75.14%	93.94%	84.98%	80.88%	
	Payment - 5 / 15 days	95.21%	98.16%	97.26%	86.24%	
Retirement (from Deferred)	Quote - 30 days	45.78%	73.58%	56.04%	64.94%	
	Payment - 5 / 15 days	95.02%	98.75%	97.47%	95.09%	
Deaths	Notification - 5 days	99.21%	97.20%	100.00%	100.00%	
	Payment - 5 / 10 days	99.09%	92.16%	94.51%	97.78%	
Refund of contributions	Quote - 10 days	78.65%	45.07%	58.31%	14.06%	
	Payment - 10 days	76.68%	97.27%	97.04%	71.43%	
Deferreds (early leavers)	Notification - 20 / 30 days	96.84%	42.86%	18.24%	24.92%	
Transfers In	Quote - 10 days	80.25%	46.59%	38.46%	81.82%	
	Payment - 10 days	85.71%	47.83%	64.58%	62.50%	
Transfers Out	Quote - 10 days	90.27%	30.93%	18.42%	14.58%	
	Payment - 10 days	90.91%	31.25%	57.14%	53.33%	
Estimates	Member - 10/15 days	90.55%	86.84%	87.15%	76.24%	
	Employer - 15 days	68.75%	94.23%	50.00%	85.71%	
Divorce	Quote - 45 days	90.79%	92.00%	95.56%	90.91%	
	Actual - 15 days	100.00%	100.00%	100.00%	100.00%	
Starters	40 days	98.80%	99.42%	100.00%	71.21%	
Total Cases Processed		4274	3053	2342	2319	

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

Annex 3



Annex 4

