

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 | 174 | 124 | 71.26% | 33 | 90.23% |
| | Payment - 15 days | 139 | 105 | 75.54% | 27 | 94.96% |
| Retirement (from Deferred) | Quote - 30 days | 83 | 38 | 45.78% | 16 | 65.06% |
| | Payment - 15 days | 117 | 94 | 80.34% | 17 | 94.87% |
| Deaths | Notification - 5 days | 131 | 122 | 93.13% | 3 | 95.42% |
| | Payment - 10 days | 96 | 81 | 84.38% | 10 | 94.79% |
| Refund of contributions | Quote - 10 days | 286 | 42 | 14.69% | 21 | 22.03% |
| | Payment - 10 days | 70 | 23 | 32.86% | 6 | 41.43% |
| Deferreds (early leavers) | 30 days | 376 | 276 | 73.40% | 100 | 100.00% |
| Transfers In | Quote - 10 days | 83 | 30 | 36.14% | 2 | 38.55% |
| | Payment - 10 days | 49 | 6 | 12.24% | 0 | 12.24% |
| Transfers Out | Quote - 10 days | 229 | 11 | 4.80% | 15 | 11.35% |
| | Payment - 10 days | 16 | 10 | 62.50% | 0 | 62.50% |
| Estimates | Member - 15 days | 85 | 59 | 69.41% | 11 | 82.35% |
| | Employer - 15 days | 42 | 33 | 78.57% | 6 | 92.86% |
| Divorce | Quote - 45 days | 78 | 71 | 91.03% | 0 | 91.03% |
| | Actual - 15 days | 0 | 0 | N/A | 0 | N/A |
| Starters | 40 days | 3113 | 2568 | 82.49% | 0 | 82.49% |
| | | 5167 | 3693 | 71.47% | 267 | 76.64% |

| | |
|----------------|---------------|
| 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 | 12 | 45 | 39 | 40 | 33 | 12 | 4 | 1 |
| | Payment - 15 days | 8 | 42 | 29 | 34 | 27 | 5 | 2 | 0 |
| Retirement (from Deferred) | Quote - 30 days | 10 | 54 | 6 | 2 | 4 | 6 | 4 | 7 |
| | Payment - 15 days | 9 | 50 | 26 | 18 | 17 | 3 | 1 | 2 |
| Deaths | Notification - 5 days | 11 | 122 | 3 | 1 | 0 | 0 | 0 | 5 |
| | Payment - 10 days | 5 | 68 | 13 | 10 | 3 | 2 | 0 | 0 |
| Refund of contributions | Quote - 10 days | 32 | 27 | 15 | 21 | 37 | 28 | 20 | 138 |
| | Payment - 10 days | 15 | 14 | 9 | 6 | 25 | 6 | 8 | 2 |
| Deferreds (early leavers) | 30 days | 13 | 163 | 51 | 32 | 14 | 8 | 8 | 100 |
| Transfers In | Quote - 10 days | 25 | 11 | 19 | 2 | 12 | 6 | 12 | 21 |
| | Payment - 10 days | 36 | 3 | 3 | 0 | 4 | 1 | 4 | 34 |
| Transfers Out | Quote - 10 days | 39 | 9 | 2 | 15 | 8 | 11 | 20 | 164 |
| | Payment - 10 days | 20 | 6 | 4 | 0 | 0 | 3 | 1 | 2 |
| Estimates | Member - 15 days | 12 | 33 | 10 | 16 | 11 | 11 | 0 | 4 |
| | Employer - 15 days | 7 | 25 | 5 | 3 | 6 | 1 | 1 | 1 |
| Divorce | Quote - 45 days | 23 | 16 | 21 | 14 | 0 | 4 | 3 | 20 |
| | Actual - 15 days | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Starters | 40 days | 24 | 88 | 347 | 90 | 142 | 308 | 151 | 504 |

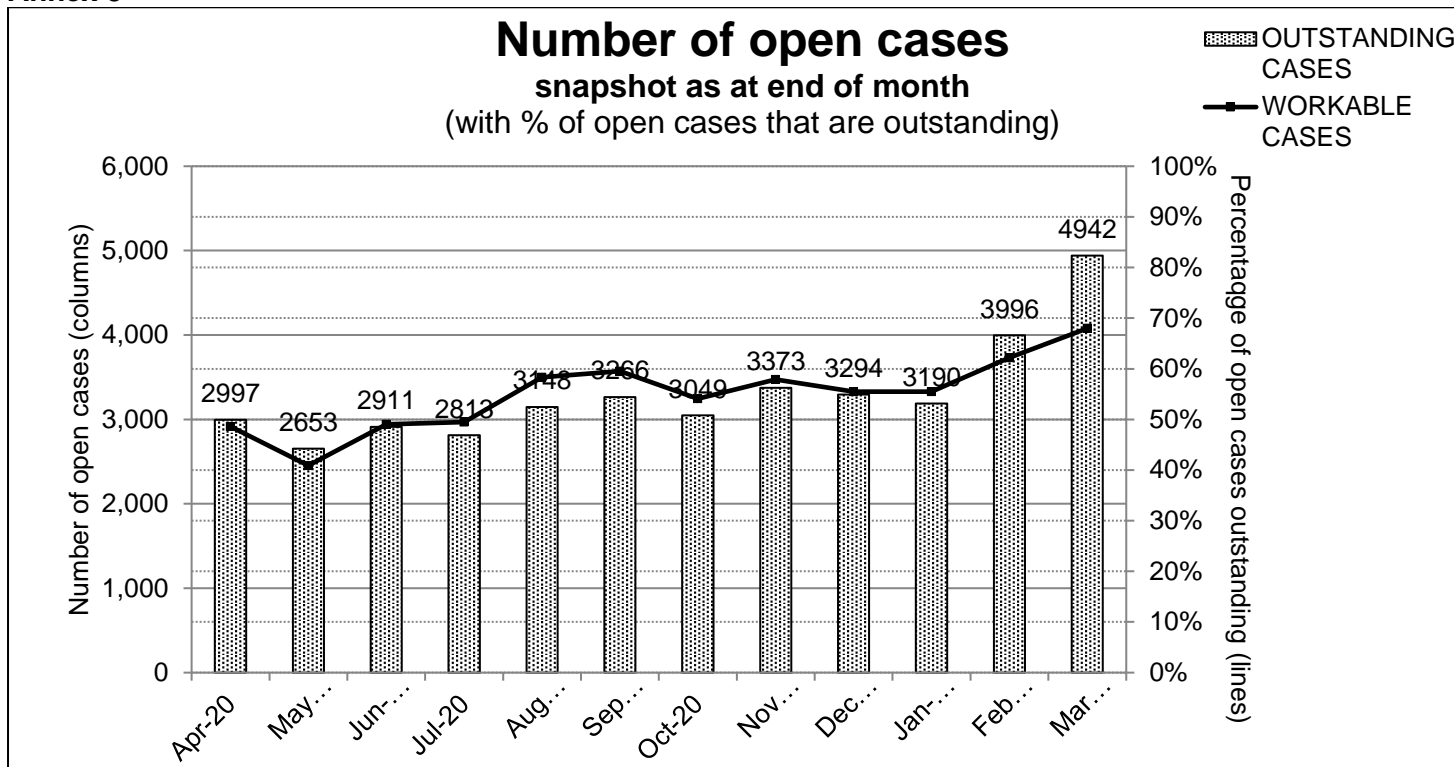
| RAG key | Processed |
|---------|------------------------------|
| Red | More than 5 days over target |
| Amber | Within 5 days of target |
| Green | Within target |

Annex 2

| SLA Standards for Processing Admin Tasks | | | | | | |
|--|---------------------------------|--------------------------|---------------------------|--------------------------|--------------------------|-------|
| Work Type | Target Processing SLA (Old/New) | Q2 Apr 20 - Jun 20 | Q3 Jul 20 - Sept 20 | Q4 Oct 20 - Dec 20 | Q1 Jan 21 - Mar 21 | Trend |
| Retirement (from Active) | Quote - 5 / 15 days | 93.94% | 84.98% | 80.88% | 71.26% | |
| | Payment - 5 / 15 days | 98.16% | 97.26% | 86.24% | 75.54% | |
| Retirement (from Deferred) | Quote - 30 days | 73.58% | 56.04% | 64.94% | 45.78% | |
| | Payment - 5 / 15 days | 98.75% | 97.47% | 95.09% | 80.34% | |
| Deaths | Notification - 5 days | 97.20% | 100.00% | 100.00% | 93.13% | |
| | Payment - 5 / 10 days | 92.16% | 94.51% | 97.78% | 84.38% | |
| Refund of contributions | Quote - 10 days | 45.07% | 58.31% | 14.06% | 14.69% | |
| | Payment - 10 days | 97.27% | 97.04% | 71.43% | 32.86% | |
| Deferreds (early leavers) | Notification - 20 / 30 days | 42.86% | 18.24% | 24.92% | 73.40% | |
| Transfers In | Quote - 10 days | 46.59% | 38.46% | 81.82% | 36.14% | |
| | Payment - 10 days | 47.83% | 64.58% | 62.50% | 12.24% | |
| Transfers Out | Quote - 10 days | 30.93% | 18.42% | 14.58% | 4.80% | |
| | Payment - 10 days | 31.25% | 57.14% | 53.33% | 62.50% | |
| Estimates | Member - 10/15 days | 86.84% | 87.15% | 76.24% | 69.41% | |
| | Employer - 15 days | 94.23% | 50.00% | 85.71% | 78.57% | |
| Divorce | Quote - 45 days | 92.00% | 95.56% | 90.91% | 91.03% | |
| | Actual - 15 days | 100.00% | 100.00% | 100.00% | 100.00% | |
| Starters | 40 days | 99.42% | 100.00% | 71.21% | 82.49% | |
| Total Cases Processed | | 3053 | 2342 | 2319 | 5167 | |

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

Annex 3



Annex 4

