

Annex 1 – Overall Performance by Case Type

		Cases Last Quarter				
		Overall % Performance 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	190	105	55.26%	33	72.63%
	Payment - 15 days	144	110	76.39%	13	85.42%
Retirement (from Deferred)	Quote - 30 days	10	5	50.00%	1	60.00%
	Payment - 15 days	181	134	74.03%	11	80.11%
Deaths	Notification - 5 days	91	80	87.91%	8	96.70%
	Payment - 10 days	65	52	80.00%	6	89.23%
Refund of contributions	Quote - 10 days	413	118	28.57%	73	46.25%
	Payment - 10 days	119	29	24.37%	18	39.50%
Deferred (early leavers)	30 days	816	535	65.56%	281	100.00%
Transfer In	Quote - 10 days	136	57	41.91%	6	46.32%
	Payment - 10 days	28	8	28.57%	0	28.57%
Transfer Out	Quote - 10 days	150	15	10.00%	8	15.33%
	Payment - 10 days	17	8	47.06%	4	70.59%
Estimates	Member - 15 days	187	86	45.99%	27	60.43%
	Employer - 15 days	29	20	68.97%	8	96.55%
Divorce	Quote - 45 days	63	57	90.48%	0	90.48%
	Actual - 15 days	2	0	0.00%	2	100.00%
Starters	40 days	1784	1294	72.53%	0	72.53%
		4425	2713	61.31%	499	72.59%

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

**Annex 2 – Case No’s vs
Target**

		Cases 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	48	29	28	33	35	11	6
	Payment - 15 days	8	78	22	10	13	5	15	1
Retirement (from Deferred)	Quote - 30 days	10	6	1	0	0	0	1	2
	Payment - 15 days	9	89	21	24	11	13	9	14
Deaths	Notification - 5 days	6	80	8	0	1	0	1	1
	Payment - 10 days	5	30	22	6	5	0	1	1
Refund of contributions	Quote - 10 days	32	67	51	73	48	68	50	56
	Payment - 10 days	15	14	15	18	11	41	11	9
Deferreds (early leavers)	30 days	13	208	91	60	44	101	31	281
Transfers In	Quote - 10 days	25	44	13	6	2	23	2	46
	Payment - 10 days	36	3	5	0	0	5	4	11
Transfers Out	Quote - 10 days	39	11	4	8	15	14	11	87
	Payment - 10 days	20	2	6	4	0	0	0	5
Estimates	Member - 15 days	12	35	10	41	27	32	37	5
	Employer - 15 days	7	10	7	3	8	1	0	0
Divorce	Quote - 45 days	23	8	10	12	13	3	8	9
	Actual - 15 days	16	0	0	0	2	0	0	0
Starters	40 days	24	226	81	40	40	8	121	459

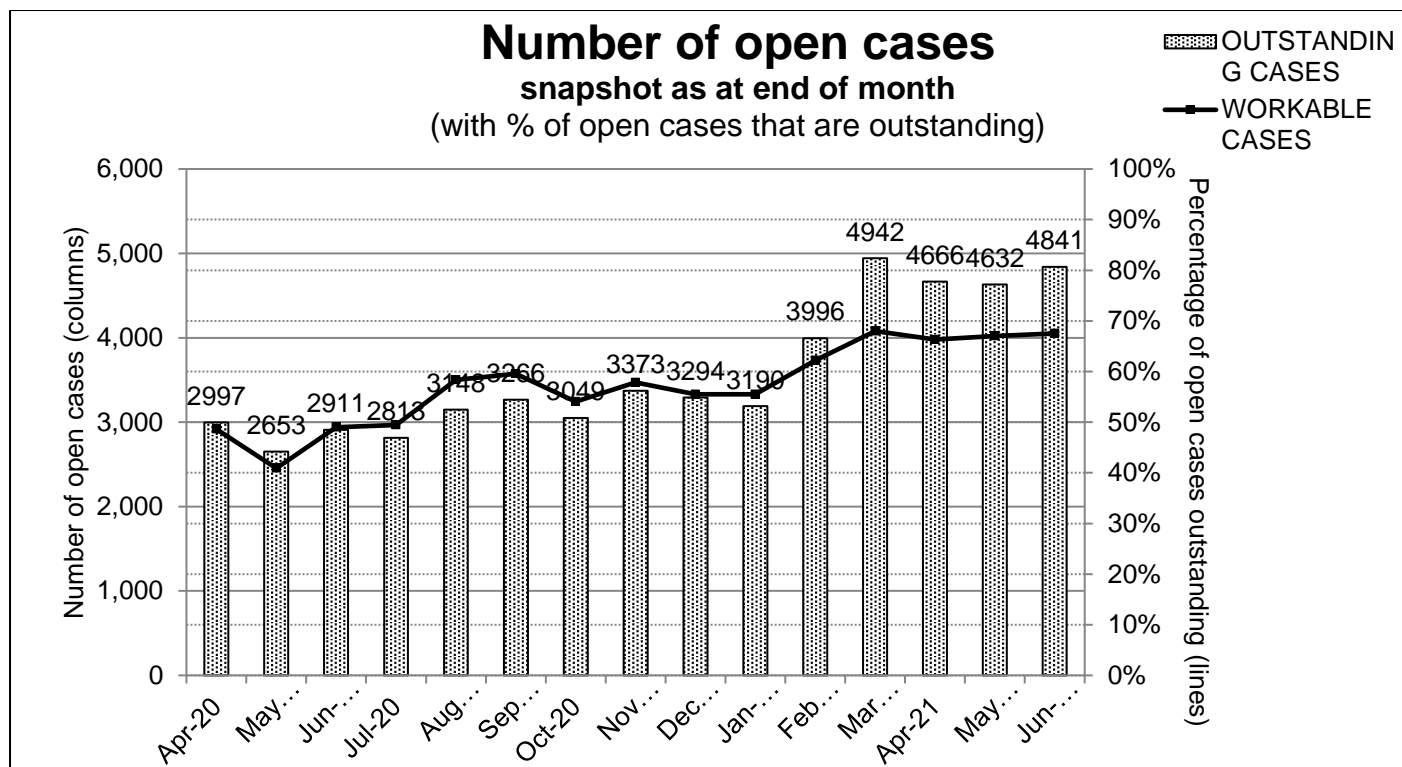
RAG key	Processed
Red	More than 5 days over target
Amber	Within 5 days of target
Green	Within target

Annex 3 – Trend in Overall Performance

SLA Standards for Processing Admin Tasks						
Work Type	Target Processing SLA (Old/New)	Q3 Jul 20 - Sept 20	Q4 Oct 20 - Dec 20	Q1 Jan 21 - Mar 21	Q2 Apr 21 - Jun 21	Trend
Retirement (from Active)	Quote - 5 / 15 days	84.98%	80.88%	71.26%	55.26%	
	Payment - 5 / 15 days	97.26%	86.24%	75.54%	76.39%	
Retirement (from Deferred)	Quote - 30 days	56.04%	64.94%	45.78%	50.00%	
	Payment - 5 / 15 days	97.47%	95.09%	80.34%	74.03%	
Deaths	Notification - 5 days	100.00%	100.00%	93.13%	87.91%	
	Payment - 5 / 10 days	94.51%	97.78%	84.38%	80.00%	
Refund of contributions	Quote - 10 days	58.31%	14.06%	14.69%	28.57%	
	Payment - 10 days	97.04%	71.43%	32.86%	24.37%	
Deferreds (early leavers)	Notification - 20 / 30 days	18.24%	24.92%	73.40%	65.56%	
Transfers In	Quote - 10 days	38.46%	81.82%	36.14%	41.91%	
	Payment - 10 days	64.58%	62.50%	12.24%	28.57%	
Transfers Out	Quote - 10 days	18.42%	14.58%	4.80%	10.00%	
	Payment - 10 days	57.14%	53.33%	62.50%	47.06%	
Estimates	Member - 10/15 days	87.15%	76.24%	69.41%	45.99%	
	Employer - 15 days	50.00%	85.71%	78.57%	68.97%	
Divorce	Quote - 45 days	95.56%	90.91%	91.03%	90.48%	
	Actual - 15 days	100.00%	100.00%	100.00%	0.00%	
Starters	40 days	100.00%	71.21%	82.49%	72.53%	
Total Cases Processed		2342	2319	5167	4425	

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

Annex 4



Annex 5

