

Annex 1 Overall Performance by Case Type

		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	273	123	45.05%	49	63.00%
	Payment - 15 days	238	208	87.39%	24	97.48%
Retirement (from Deferred)	Quote - 30 days	92	29	31.52%	8	40.22%
	Payment - 15 days	246	204	82.93%	22	91.87%
Deaths	Notification - 5 days	95	89	93.68%	4	97.89%
	Payment - 10 days	88	86	97.73%	2	100.00%
Refund of contributions	Quote - 10 days	179	17	9.50%	5	12.29%
	Payment - 10 days	46	30	65.22%	3	71.74%
Deferred (early leavers)	30 days	339	223	65.78%	116	100.00%
Transfers In	Quote - 10 days	147	2	1.36%	1	2.04%
	Payment - 10 days	62	1	1.61%	1	3.23%
Transfers Out	Quote - 10 days	158	16	10.13%	22	24.05%
	Payment - 10 days	11	7	63.64%	0	63.64%
Estimates	Member - 15 days	173	152	87.86%	6	91.33%
	Employer - 15 days	51	39	76.47%	2	80.39%
Divorce	Quote - 45 days	66	62	93.94%	0	93.94%
	Actual - 15 days	0	0	100.00%	0	100.00%
Starters	40 days	1960	1919	97.91%	0	97.91%
		4224	3207	75.92%	265	82.20%

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

**Annex 2
Case No's vs Target**

		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	51	45	27	49	39	31	31
	Payment - 15 days	8	131	36	41	24	5	1	0
Retirement (from Deferred)	Quote - 30 days	10	37	6	8	6	11	7	17
	Payment - 15 days	9	128	41	35	22	12	7	1
Deaths	Notification - 5 days	11	89	4	1	0	0	0	1
	Payment - 10 days	5	78	8	2	0	0	0	0
Refund of contributions	Quote - 10 days	32	14	3	5	5	2	13	137
	Payment - 10 days	15	24	6	3	4	4	2	3
Deferred (early leavers)	30 days	13	22	6	36	49	49	61	116
Transfers In	Quote - 10 days	25	1	1	1	1	1	9	133
	Payment - 10 days	36	0	1	1	1	0	6	53
Transfers Out	Quote - 10 days	39	7	9	22	27	33	4	56
	Payment - 10 days	20	4	3	0	1	0	0	3
Estimates	Member - 15 days	12	88	53	11	6	7	5	3
	Employer - 15 days	7	22	9	8	2	3	4	3
Divorce	Quote - 45 days	23	11	12	10	7	10	6	10
	Actual - 15 days	0	0	0	0	0	0	0	0
Starters	40 days	24	805	101	54	35	13	40	73

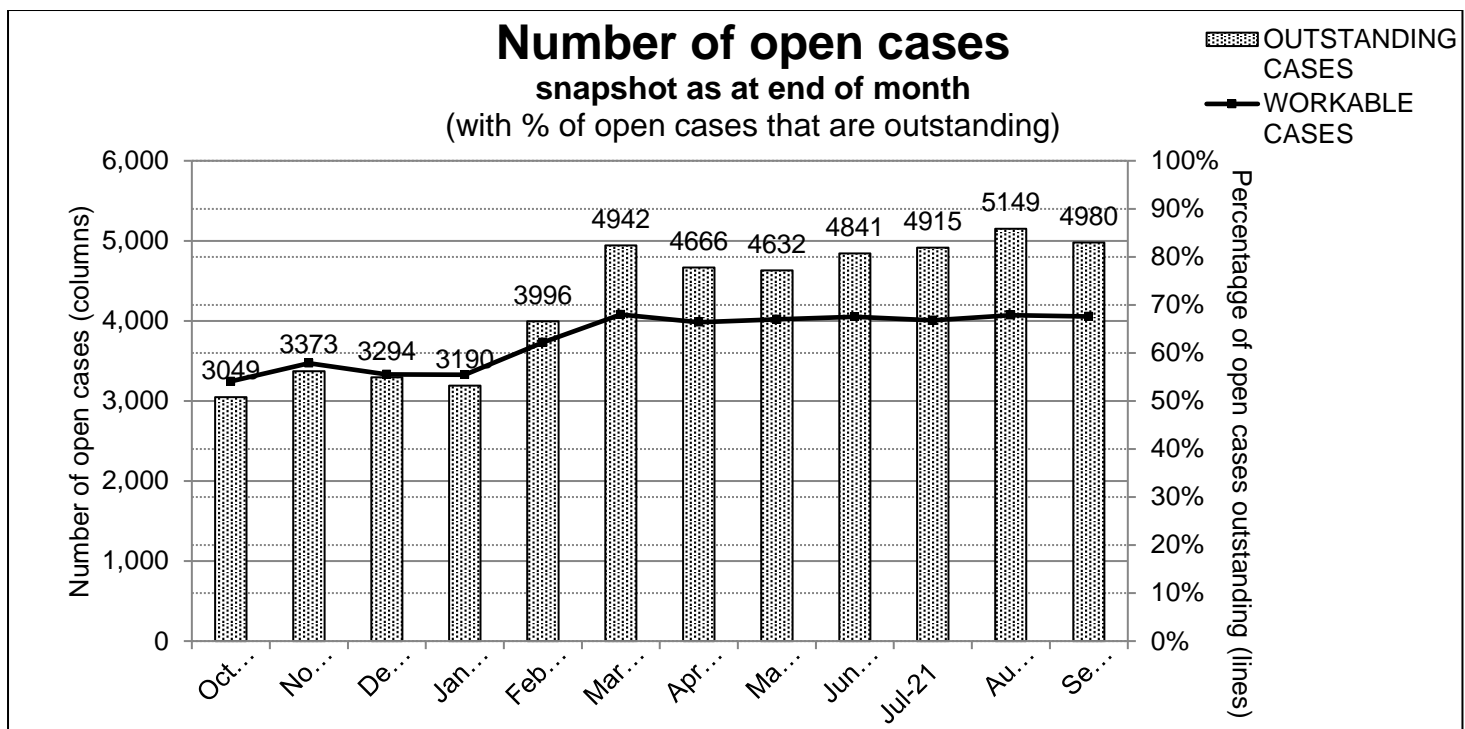
RAG key	Processed
Red	More than 5 days over target
Amber	Within 5 days of target
Green	Within target

Annex 3 Trend in Overall Performance

SLA Standards for Processing Admin Tasks						
Work Type	Target Processing SLA (Old/New)	Q4 Oct 20 - Dec 20	Q1 Jan 21 - Mar 21	Q2 Apr 21 - Jun 21	Q2 3 Jul 21 - Sept 21	Trend
Retirement (from Active)	Quote - 5 / 15 days	80.88%	71.26%	55.26%	45.05%	
	Payment - 5 / 15 days	86.24%	75.54%	76.39%	87.39%	
Retirement (from Deferred)	Quote - 30 days	64.94%	45.78%	50.00%	31.52%	
	Payment - 5 / 15 days	95.09%	80.34%	74.03%	82.93%	
Deaths	Notification - 5 days	100.00%	93.13%	87.91%	93.68%	
	Payment - 5 / 10 days	97.78%	84.38%	80.00%	97.73%	
Refund of contributions	Quote - 10 days	14.06%	14.69%	28.57%	9.50%	
	Payment - 10 days	71.43%	32.86%	24.37%	65.22%	
Deferreds (early leavers)	Notification - 20 / 30 days	24.92%	73.40%	65.56%	65.78%	
Transfers In	Quote - 10 days	81.82%	36.14%	41.91%	1.36%	
	Payment - 10 days	62.50%	12.24%	28.57%	1.61%	
Transfers Out	Quote - 10 days	14.58%	4.80%	10.00%	10.13%	
	Payment - 10 days	53.33%	62.50%	47.06%	63.64%	
Estimates	Member - 10/15 days	76.24%	69.41%	45.99%	87.86%	
	Employer - 15 days	85.71%	78.57%	68.97%	76.47%	
Divorce	Quote - 45 days	90.91%	91.03%	90.48%	93.94%	
	Actual - 15 days	100.00%	100.00%	100.00%	100.00%	
Starters	40 days	71.21%	82.49%	72.53%	97.91%	
Total Cases Processed		2319	5167	4425	4224	

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

Annex 4



Annex 5

