

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	367	296	80.65%	45	92.92%
	Payment - 15 days	317	286	90.22%	18	95.58%
Retirement (from Deferred)	Quote - 30 days	128	48	37.50%	19	52.34%
	Payment - 15 days	329	270	82.07%	33	92.10%
Deaths	Notification - 5 days	97	81	83.51%	15	98.97%
	Payment - 10 days	72	65	90.28%	4	95.83%
Refund of contributions	Quote - 10 days	386	103	26.68%	76	46.37%
	Payment - 10 days	85	66	77.65%	9	88.24%
Deferreds (early leavers)	30 days	741	706	95.28%	35	100.00%
Transfers In	Quote - 10 days	73	16	21.92%	9	34.25%
	Payment - 10 days	25	0	0.00%	1	4.00%
Transfers Out	Quote - 10 days	433	167	38.57%	42	48.27%
	Payment - 10 days	18	10	55.56%	5	83.33%
Estimates	Member - 15 days	171	140	81.87%	19	92.98%
	Employer - 15 days	38	28	73.68%	3	81.58%
Divorce	Quote - 45 days	54	50	92.59%	0	92.59%
	Actual - 15 days	2	1	50.00%	1	100.00%
Starters	40 days	2147	2147	100.00%	0	100.00%
		5483	4479	81.709%	334	87.78%

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	88	124	84	45	20	5	1
	Payment - 15 days	8	148	83	54	18	8	4	2
Retirement (from Deferred)	Quote - 30 days	10	67	9	8	5	5	8	26
	Payment - 15 days	9	179	54	37	33	14	8	4
Deaths	Notification - 5 days	11	81	15	0	1	0	0	0
	Payment - 10 days	5	55	10	4	1	2	0	0
Refund of contributions	Quote - 10 days	32	42	61	76	47	28	11	121
	Payment - 10 days	15	43	23	9	4	3	2	1
Deferreds (early leavers)	30 days	13	308	146	123	69	36	24	35
Transfers In	Quote - 10 days	25	8	8	9	8	6	2	32
	Payment - 10 days	36	0	0	1	4	1	6	13
Transfers Out	Quote - 10 days	39	45	122	42	38	40	87	59
	Payment - 10 days	20	8	2	5	0	3	0	0
Estimates	Member - 15 days	12	59	42	39	19	7	4	1
	Employer - 15 days	7	14	8	6	3	3	3	1
Divorce	Quote - 45 days	23	14	12	3	5	7	7	6
	Actual - 15 days	0	0	1	0	1	0	0	0
Starters	40 days	24	1796	164	2	2	0	0	183

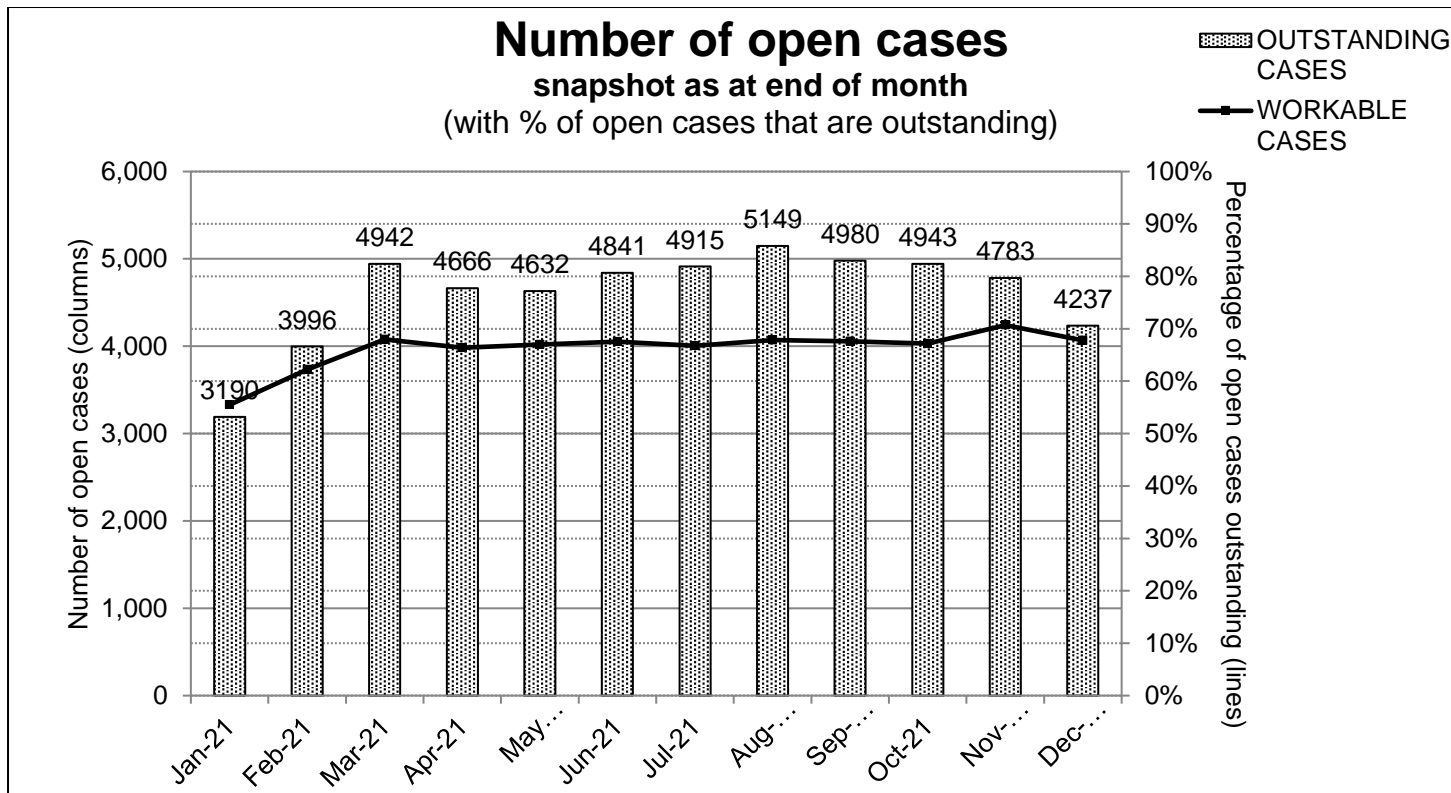
RAG key	Processed
Red	More than 5 days over target
Amber	Within 5 days of target
Green	Within target

Annex 3 Trend in Overall Performance

SLA Standards for Processing Admin Tasks						
Work Type	Target Processing SLA (Old/New)	Q1 Jan 21 - Mar 21	Q2 Apr 21 - Jun 21	Q3 Jul 21 - Sept 21	Q4 Oct 21 - Dec 21	Trend
Retirement (from Active)	Quote - 5 / 15 days	71.26%	55.26%	45.05%	80.65%	
	Payment - 5 / 15 days	75.54%	76.39%	87.39%	90.22%	
Retirement (from Deferred)	Quote - 30 days	45.78%	50.00%	31.52%	37.50%	
	Payment - 5 / 15 days	80.34%	74.03%	82.93%	82.07%	
Deaths	Notification - 5 days	93.13%	87.91%	93.68%	83.51%	
	Payment - 5 / 10 days	84.38%	80.00%	97.73%	90.28%	
Refund of contributions	Quote - 10 days	14.69%	28.57%	9.50%	26.68%	
	Payment - 10 days	32.86%	24.37%	65.22%	77.65%	
Deferreds (early leavers)	Notification - 20 / 30 days	73.40%	65.56%	65.78%	95.28%	
Transfers In	Quote - 10 days	36.14%	41.91%	1.36%	21.92%	
	Payment - 10 days	12.24%	28.57%	1.61%	0.00%	
Transfers Out	Quote - 10 days	4.80%	10.00%	10.13%	38.57%	
	Payment - 10 days	62.50%	47.06%	63.64%	55.56%	
Estimates	Member - 10/15 days	69.41%	45.99%	87.86%	81.87%	
	Employer - 15 days	78.57%	68.97%	76.47%	73.68%	
Divorce	Quote - 45 days	91.03%	90.48%	93.94%	92.59%	
	Actual - 15 days	100.00%	100.00%	100.00%	50.00%	
Starters	40 days	82.49%	72.53%	97.91%	100.00%	
Total Cases Processed		5167	4425	4224	5483	

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

Annex 4



Annex 5

