

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	250	152	60.80%	49	80.40%
	Payment - 15 days	201	166	82.59%	22	93.53%
Retirement (from Deferred)	Quote - 30 days	63	28	44.44%	10	60.32%
	Payment - 15 days	179	131	73.18%	23	86.03%
Deaths	Notification - 5 days	93	43	46.24%	27	75.27%
	Payment - 10 days	54	43	79.63%	2	83.33%
Refund of contributions	Quote - 10 days	498	76	15.26%	109	37.15%
	Payment - 10 days	109	55	50.46%	9	58.72%
Deferreds (early leavers)	30 days	629	585	93.00%	44	100.00%
Transfers In	Quote - 10 days	65	9	13.85%	1	15.38%
	Payment - 10 days	10	6	60.00%	0	60.00%
Transfers Out	Quote - 10 days	617	205	33.23%	123	53.16%
	Payment - 10 days	21	10	47.62%	5	71.43%
Estimates	Member - 15 days	140	119	85.00%	9	91.43%
	Employer - 15 days	71	53	74.65%	5	81.69%
Divorce	Quote - 45 days	39	30	76.92%	0	76.92%
	Actual - 15 days	1	0	0.00%	0	0.00%
Starters	40 days	1187	1187	100.00%	0	100.00%
		4227	2898	68.56%	438	78.92%

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	66	38	48	49	25	14	10
	Payment - 15 days	8	85	51	30	22	6	6	1
Retirement (from Deferred)	Quote - 30 days	10	38	4	2	3	3	2	11
	Payment - 15 days	9	88	22	21	23	15	5	5
Deaths	Notification - 5 days	11	43	27	11	12	0	0	0
	Payment - 10 days	5	31	12	2	4	3	1	1
Refund of contributions	Quote - 10 days	32	45	31	109	96	29	19	169
	Payment - 10 days	15	44	11	9	14	14	12	5
Deferreds (early leavers)	30 days	13	239	159	83	65	25	14	44
Transfers In	Quote - 10 days	25	5	4	1	10	5	6	34
	Payment - 10 days	36	2	4	0	2	0	1	1
Transfers Out	Quote - 10 days	39	155	50	123	121	94	62	12
	Payment - 10 days	20	6	4	5	4	0	0	2
Estimates	Member - 15 days	12	74	34	11	9	4	5	3
	Employer - 15 days	7	37	7	9	5	3	5	5
Divorce	Quote - 45 days	23	7	5	3	6	2	1	15
	Actual - 15 days	0	0	0	0	0	0	0	1
Starters	40 days	24	892	230	64	0	1	0	0

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

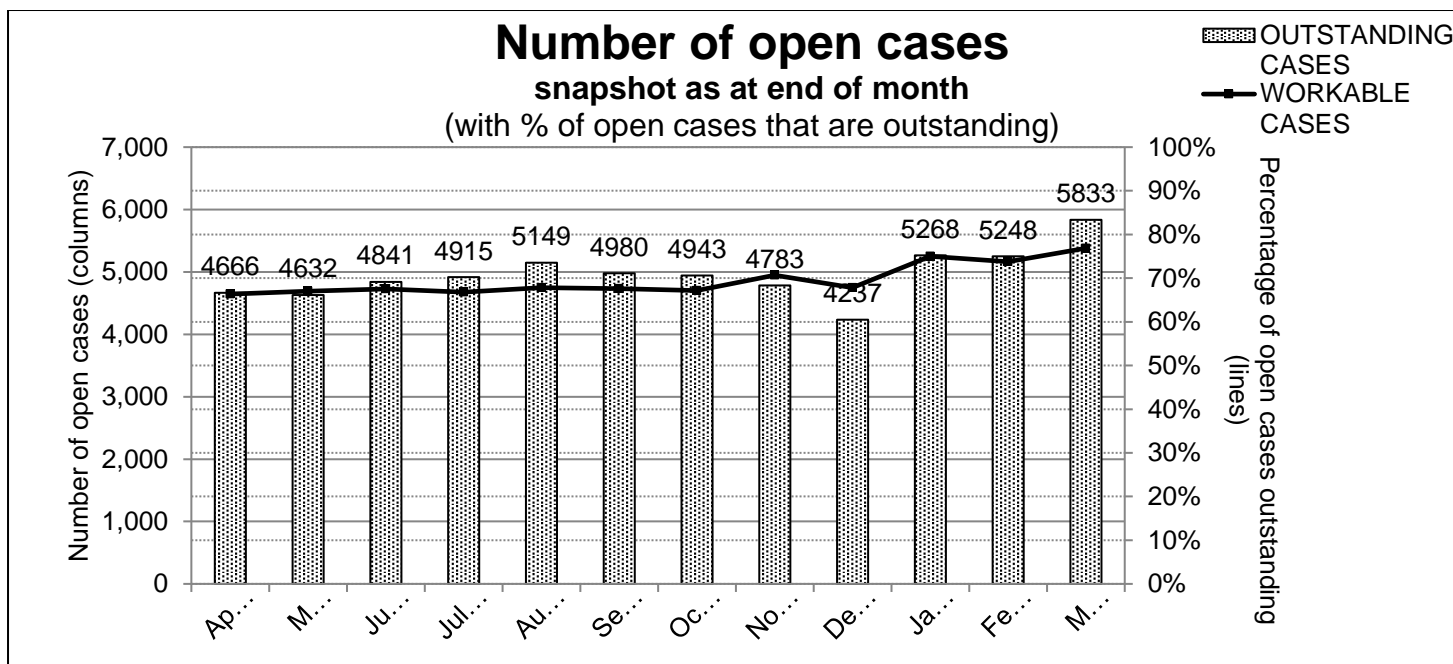
Annex 3 Trend in Overall Performance

SLA Standards for Processing Admin Tasks

Work Type	Target Processing SLA (Old/New)	Q2 Apr 21 - Jun 21	Q3 Jul 21 - Sept 21	Q4 Oct 21 - Dec 21	Q1 Jan 22 - Mar 22	Trend
Retirement (from Active)	Quote - 5 / 15 days	55.26%	45.05%	80.65%	60.80%	
	Payment - 5 / 15 days	76.39%	87.39%	90.22%	82.59%	
Retirement (from Deferred)	Quote - 30 days	50.00%	31.52%	37.50%	44.44%	
	Payment - 5 / 15 days	74.03%	82.93%	82.07%	73.18%	
Deaths	Notification - 5 days	87.91%	93.68%	83.51%	46.24%	
	Payment - 5 / 10 days	80.00%	97.73%	90.28%	79.63%	
Refund of contributions	Quote - 10 days	28.57%	9.50%	26.68%	15.26%	
	Payment - 10 days	24.37%	65.22%	77.65%	50.46%	
Deferreds (early leavers)	Notification - 20 / 30 days	65.56%	65.78%	95.28%	93.00%	
Transfers In	Quote - 10 days	41.91%	1.36%	21.92%	13.85%	
	Payment - 10 days	28.57%	1.61%	0.00%	60.00%	
Transfers Out	Quote - 10 days	10.00%	10.13%	38.57%	33.23%	
	Payment - 10 days	47.06%	63.64%	55.56%	47.62%	
Estimates	Member - 10/15 days	45.99%	87.86%	81.87%	85.00%	
	Employer - 15 days	68.97%	76.47%	73.68%	74.65%	
Divorce	Quote - 45 days	90.48%	93.94%	92.59%	76.92%	
	Actual - 15 days	100.00%	100.00%	50.00%	100.00%	
Starters	40 days	72.53%	97.91%	100.00%	100.00%	
Total Cases Processed		4425	4224	5483	4277	

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

Annex 4



Annex 5

