

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	244	152	62.30%	36	77.05%
	Payment - 15 days	191	130	68.06%	34	85.86%
Retirement (from Deferred)	Quote - 30 days	69	24	34.78%	10	49.28%
	Payment - 15 days	209	157	75.12%	14	81.82%
Deaths	Notification - 5 days	105	54	51.43%	39	88.57%
	Payment - 10 days	72	48	66.67%	8	77.78%
Refund of contributions	Quote - 10 days	717	113	15.76%	65	24.83%
	Payment - 10 days	206	107	51.94%	51	76.70%
Deferreds (early leavers)	30 days	590	442	74.92%	148	100.00%
Transfers In	Quote - 10 days	136	15	11.03%	8	16.91%
	Payment - 10 days	66	10	15.15%	5	22.73%
Transfers Out	Quote - 10 days	721	183	25.38%	190	51.73%
	Payment - 10 days	25	6	24.00%	0	24.00%
Estimates	Member - 15 days	198	158	79.80%	18	88.89%
	Employer - 15 days	40	28	70.00%	8	90.00%
Divorce	Quote - 45 days	74	37	50.00%	0	50.00%
	Actual - 15 days	0	0	100.00%	0	100.00%
Starters	40 days	819	819	100.00%	0	100.00%
		4482	2483	55.40%	634	69.54%

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	61	40	36	30	21	5
	Payment - 15 days	8	65	28	37	34	16	9	2
Retirement (from Deferred)	Quote - 30 days	10	34	3	4	4	3	4	17
	Payment - 15 days	9	92	47	18	14	20	11	7
Deaths	Notification - 5 days	11	54	39	6	1	1	1	3
	Payment - 10 days	5	33	15	8	4	7	2	3
Refund of contributions	Quote - 10 days	32	43	70	65	62	72	83	322
	Payment - 10 days	15	84	23	51	14	11	0	23
Deferreds (early leavers)	30 days	13	143	85	58	77	42	37	148
Transfers In	Quote - 10 days	25	10	5	8	7	2	7	97
	Payment - 10 days	36	8	2	5	1	2	4	44
Transfers Out	Quote - 10 days	39	132	51	190	175	104	61	8
	Payment - 10 days	20	0	0	0	3	2	1	6
Estimates	Member - 15 days	12	103	36	19	18	8	4	10
	Employer - 15 days	7	17	7	4	8	3	1	0
Divorce	Quote - 45 days	23	9	7	3	3	1	3	48
	Actual - 15 days	0	0	0	0	0	0	0	0
Starters	40 days	24	775	38	2	1	2	1	0

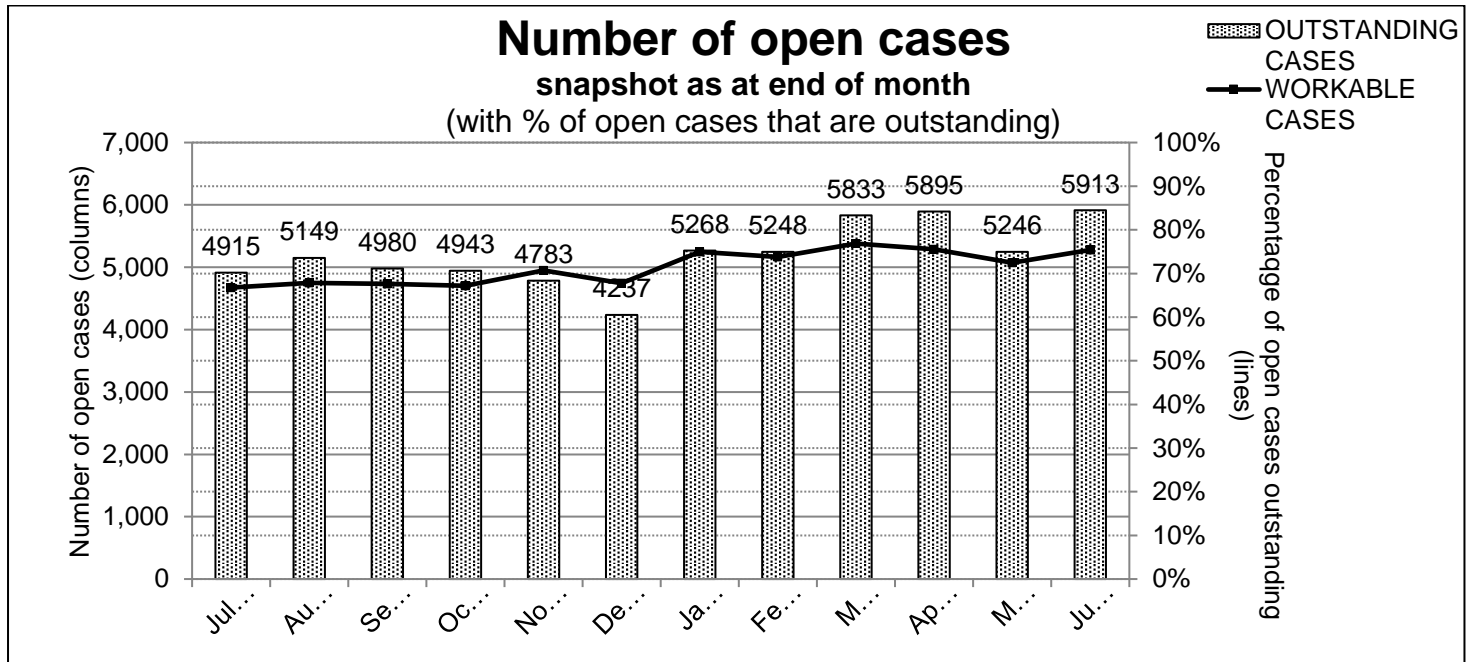
RAG key	Processed
Red	More than 5 days over target
Amber	Within 5 days of target
Green	Within target

**Annex 3
Trend in Overall Performance**

SLA Standards for Processing Admin Tasks						
Work Type	Target Processing SLA (Old/New)	Q3 Jul 21 - Sept 21	Q4 Oct 21 - Dec 21	Q1 Jan 22 - Mar 22	Q2 Apr 22 - Jun 22	Trend
Retirement (from Active)	Quote - 5 / 15 days	45.05%	80.65%	60.80%	62.30%	
	Payment - 5 / 15 days	87.39%	90.22%	82.59%	68.06%	
Retirement (from Deferred)	Quote - 30 days	31.52%	37.50%	44.44%	34.78%	
	Payment - 5 / 15 days	82.93%	82.07%	73.18%	75.12%	
Deaths	Notification - 5 days	93.68%	83.51%	46.24%	51.43%	
	Payment - 5 / 10 days	97.73%	90.28%	79.63%	66.67%	
Refund of contributions	Quote - 10 days	9.50%	26.68%	15.26%	15.76%	
	Payment - 10 days	65.22%	77.65%	50.46%	51.94%	
Deferreds (early leavers)	Notification - 20 / 30 days	65.78%	95.28%	93.00%	74.92%	
Transfers In	Quote - 10 days	1.36%	21.92%	13.85%	11.03%	
	Payment - 10 days	1.61%	0.00%	60.00%	15.15%	
Transfers Out	Quote - 10 days	10.13%	38.57%	33.23%	25.38%	
	Payment - 10 days	63.64%	55.56%	47.62%	24.00%	
Estimates	Member - 10/15 days	87.86%	81.87%	85.00%	79.80%	
	Employer - 15 days	76.47%	73.68%	74.65%	70.00%	
Divorce	Quote - 45 days	93.94%	92.59%	76.92%	50.00%	
	Actual - 15 days	100.00%	50.00%	100.00%	100.00%	
Starters	40 days	97.91%	100.00%	100.00%	100.00%	
Total Cases Processed		4224	5483	4277	3456	

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

Annex 4



Annex 5

