

Annex 1 Overall Performance by Case Type

| | | Cases Last Quarter | | |
|----------------------------|-----------------------|----------------------|---------------------------|------------------------------------|
| | | Measured Against SLA | | |
| | | Total Processed | Total Processed in Target | Percentage Processed within Target |
| Retirement (from Active) | Quote - 15 days | 347 | 265 | 76.37% |
| | Payment - 15 days | 287 | 270 | 94.08% |
| Retirement (from Deferred) | Quote - 30 days | 56 | 20 | 35.71% |
| | Payment - 15 days | 334 | 315 | 94.31% |
| Deaths | Notification - 5 days | 125 | 121 | 96.80% |
| | Payment - 10 days | 110 | 94 | 85.45% |
| Refund of contributions | Quote - 10 days | 692 | 137 | 19.80% |
| | Payment - 10 days | 141 | 118 | 83.69% |
| Deferreds (early leavers) | 30 days | 686 | 496 | 72.30% |
| Transfers In | Quote - 10 days | 103 | 70 | 67.96% |
| | Payment - 10 days | 66 | 42 | 63.64% |
| Transfers Out | Quote - 10 days | 850 | 483 | 56.82% |
| | Payment - 10 days | 36 | 29 | 80.56% |
| Estimates | Member - 15 days | 162 | 146 | 90.12% |
| | Employer - 15 days | 48 | 42 | 87.50% |
| Divorce | Quote - 45 days | 57 | 51 | 89.47% |
| | Actual - 15 days | 2 | 1 | 50.00% |
| Starters | 40 days | 1086 | 1047 | 96.41% |
| | | 5188 | 3747 | 72.22% |

| 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 | 11 | 131 | 85 | 49 | 39 | 25 | 7 | 11 |
| | Payment - 15 days | 7 | 177 | 60 | 33 | 9 | 7 | 1 | 0 |
| Retirement (from Deferred) | Quote - 30 days | 23 | 27 | 2 | 4 | 2 | 6 | 4 | 11 |
| | Payment - 15 days | 5 | 240 | 47 | 28 | 11 | 3 | 5 | 0 |
| Deaths | Notification - 5 days | 3 | 121 | 2 | 0 | 0 | 0 | 1 | 1 |
| | Payment - 10 days | 5 | 86 | 8 | 8 | 1 | 1 | 5 | 1 |
| Refund of contributions | Quote - 10 days | 28 | 51 | 86 | 101 | 161 | 109 | 38 | 146 |
| | Payment - 10 days | 6 | 95 | 23 | 13 | 5 | 4 | 1 | 0 |
| Deferreds (early leavers) | 30 days | 24 | 124 | 71 | 58 | 88 | 77 | 78 | 190 |
| Transfers In | Quote - 10 days | 14 | 46 | 24 | 14 | 8 | 2 | 0 | 9 |
| | Payment - 10 days | 19 | 20 | 22 | 9 | 3 | 0 | 1 | 11 |
| Transfers Out | Quote - 10 days | 32 | 337 | 146 | 137 | 111 | 76 | 35 | 8 |
| | Payment - 10 days | 11 | 28 | 1 | 7 | 0 | 0 | 0 | 0 |
| Estimates | Member - 15 days | 7 | 110 | 24 | 12 | 9 | 5 | 1 | 1 |
| | Employer - 15 days | 8 | 25 | 10 | 7 | 6 | 0 | 0 | 0 |
| Divorce | Quote - 45 days | 18 | 13 | 16 | 6 | 6 | 4 | 3 | 9 |
| | Actual - 15 days | 4 | 1 | 0 | 0 | 1 | 0 | 0 | 0 |
| Starters | 40 days | 14 | 732 | 134 | 26 | 6 | 67 | 33 | 88 |

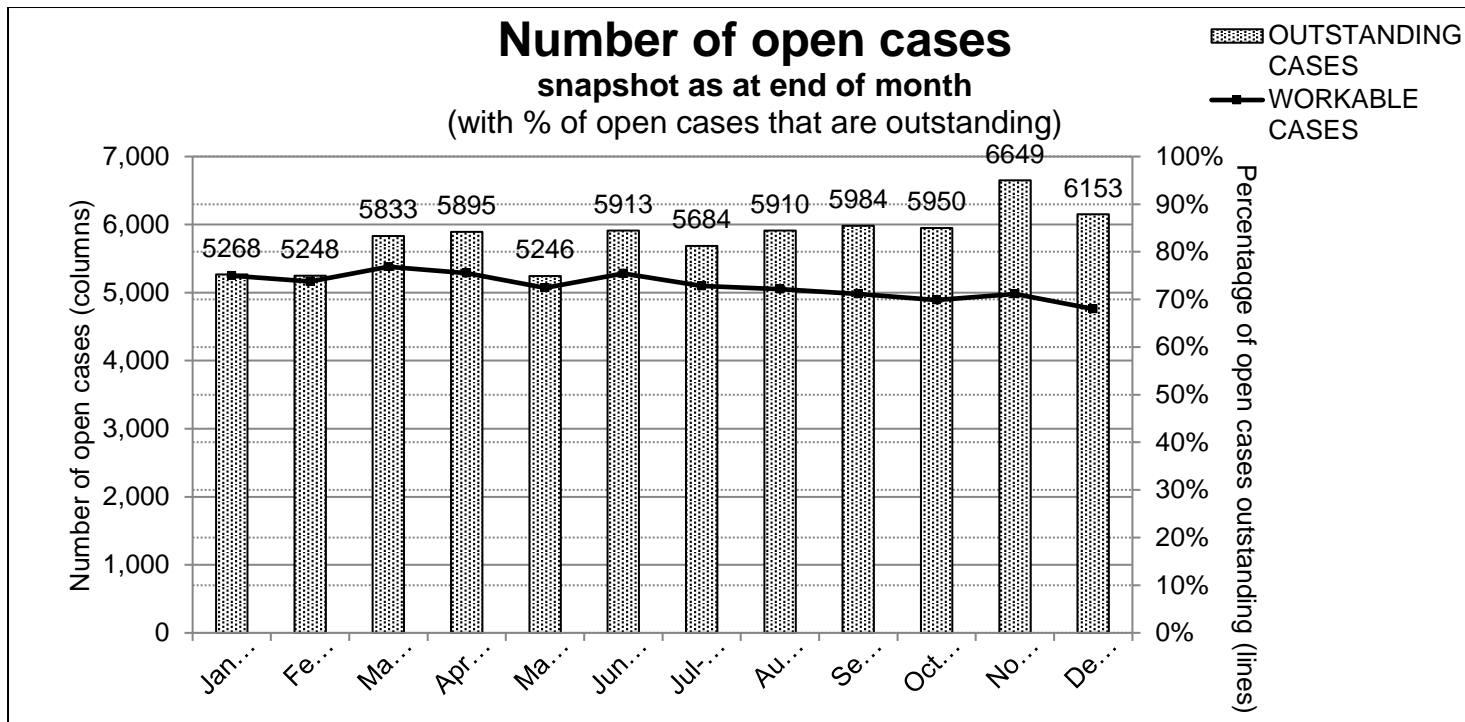
| | |
|---------|------------------------------|
| RAG key | Processed |
| Red | More than 5 days over target |
| Amber | Within 5 days of target |
| Green | Within target |

Annex 3
Trend in Overall Performance

| SLA Standards for Processing Admin Tasks | | | | | | |
|--|---------------------------------|--------------------------|--------------------------|----------------------------|--------------------------|-------|
| Work Type | Target Processing SLA (Old/New) | Q1 Jan 22 - Mar 22 | Q2 Apr 22 - Jun 22 | Q3 July 22 - Sept 22 | Q4 Oct 22 - Dec 22 | Trend |
| Retirement (from Active) | Quote - 5 / 15 days | 60.80% | 62.30% | 66.67% | 76.37% | |
| | Payment - 5 / 15 days | 82.59% | 68.06% | 92.00% | 94.08% | |
| Retirement (from Deferred) | Quote - 30 days | 44.44% | 34.78% | 50.00% | 35.71% | |
| | Payment - 5 / 15 days | 73.18% | 75.12% | 89.61% | 94.31% | |
| Deaths | Notification - 5 days | 46.24% | 51.43% | 81.20% | 96.80% | |
| | Payment - 5 / 10 days | 79.63% | 66.67% | 81.74% | 85.45% | |
| Refund of contributions | Quote - 10 days | 15.26% | 15.76% | 13.30% | 19.80% | |
| | Payment - 10 days | 50.46% | 51.94% | 78.33% | 83.69% | |
| Deferreds (early leavers) | Notification - 20 / 30 days | 93.00% | 74.92% | 57.17% | 72.30% | |
| Transfers In | Quote - 10 days | 13.85% | 11.03% | 32.98% | 67.96% | |
| | Payment - 10 days | 60.00% | 15.15% | 51.79% | 63.64% | |
| Transfers Out | Quote - 10 days | 33.23% | 25.38% | 30.37% | 56.82% | |
| | Payment - 10 days | 47.62% | 24.00% | 42.31% | 80.56% | |
| Estimates | Member - 10/15 days | 85.00% | 79.80% | 81.19% | 90.12% | |
| | Employer - 15 days | 74.65% | 70.00% | 66.67% | 87.50% | |
| Divorce | Quote - 45 days | 76.92% | 50.00% | 85.07% | 89.47% | |
| | Actual - 15 days | 100.00% | 100.00% | 100.00% | 50.00% | |
| Starters | 40 days | 100.00% | 100.00% | 98.74% | 96.41% | |
| Total Cases Processed | | 4227 | 4482 | 4399 | 5188 | |

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

Annex 4



Annex 5

