

## 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	296	228	77.03%	36	89.19%
	Payment - 15 days	233	214	91.85%	5	93.99%
Retirement (from Deferred)	Quote - 30 days	52	20	38.46%	11	59.62%
	Payment - 15 days	282	261	92.55%	14	97.52%
Deaths	Notification - 5 days	141	125	88.65%	14	98.58%
	Payment - 10 days	106	100	94.34%	6	100.00%
Refund of contributions	Quote - 10 days	717	329	45.89%	100	59.83%
	Payment - 10 days	224	161	71.88%	30	85.27%
Deferreds (early leavers)	30 days	758	451	59.50%	307	100.00%
Transfers In	Quote - 10 days	49	29	59.18%	4	67.35%
	Payment - 10 days	44	27	61.36%	9	81.82%
Transfers Out	Quote - 10 days	830	440	53.01%	134	69.16%
	Payment - 10 days	26	19	73.08%	2	80.77%
Estimates	Member - 15 days	119	98	82.35%	10	90.76%
	Employer - 15 days	69	60	86.96%	6	95.65%
Divorce	Quote - 45 days	64	62	96.88%	0	96.88%
	Actual - 15 days	3	3	100.00%	0	100.00%
Starters	40 days	1739	1739	100.00%	0	100.00%
		5752	4366	75.90%	688	87.87%

<b>RAG key</b>	
<b>Red</b>	Less than 75%
<b>Amber</b>	75 - 89%
<b>Green</b>	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	96	74	58	36	20	6	6
	Payment - 15 days	7	149	42	23	5	10	3	1
Retirement (from Deferred)	Quote - 30 days	23	31	7	1	2	3	3	5
	Payment - 15 days	5	208	32	21	14	7	0	0
Deaths	Notification - 5 days	3	125	14	0	0	1	1	0
	Payment - 10 days	5	86	14	6	0	0	0	0
Refund of contributions	Quote - 10 days	28	202	127	100	70	39	20	159
	Payment - 10 days	6	111	50	30	19	8	5	1
Deferreds (early leavers)	30 days	24	199	75	66	53	27	31	307
Transfers In	Quote - 10 days	14	21	8	4	4	5	2	5
	Payment - 10 days	19	12	15	9	3	0	0	5
Transfers Out	Quote - 10 days	32	302	138	134	60	108	69	19
	Payment - 10 days	11	18	1	2	4	1	0	0
Estimates	Member - 15 days	7	69	10	19	10	5	6	0
	Employer - 15 days	8	47	7	6	6	1	1	1
Divorce	Quote - 45 days	18	10	13	12	8	5	7	9
	Actual - 15 days	4	1	0	2	0	0	0	0
Starters	40 days	14	854	398	157	1	124	22	3

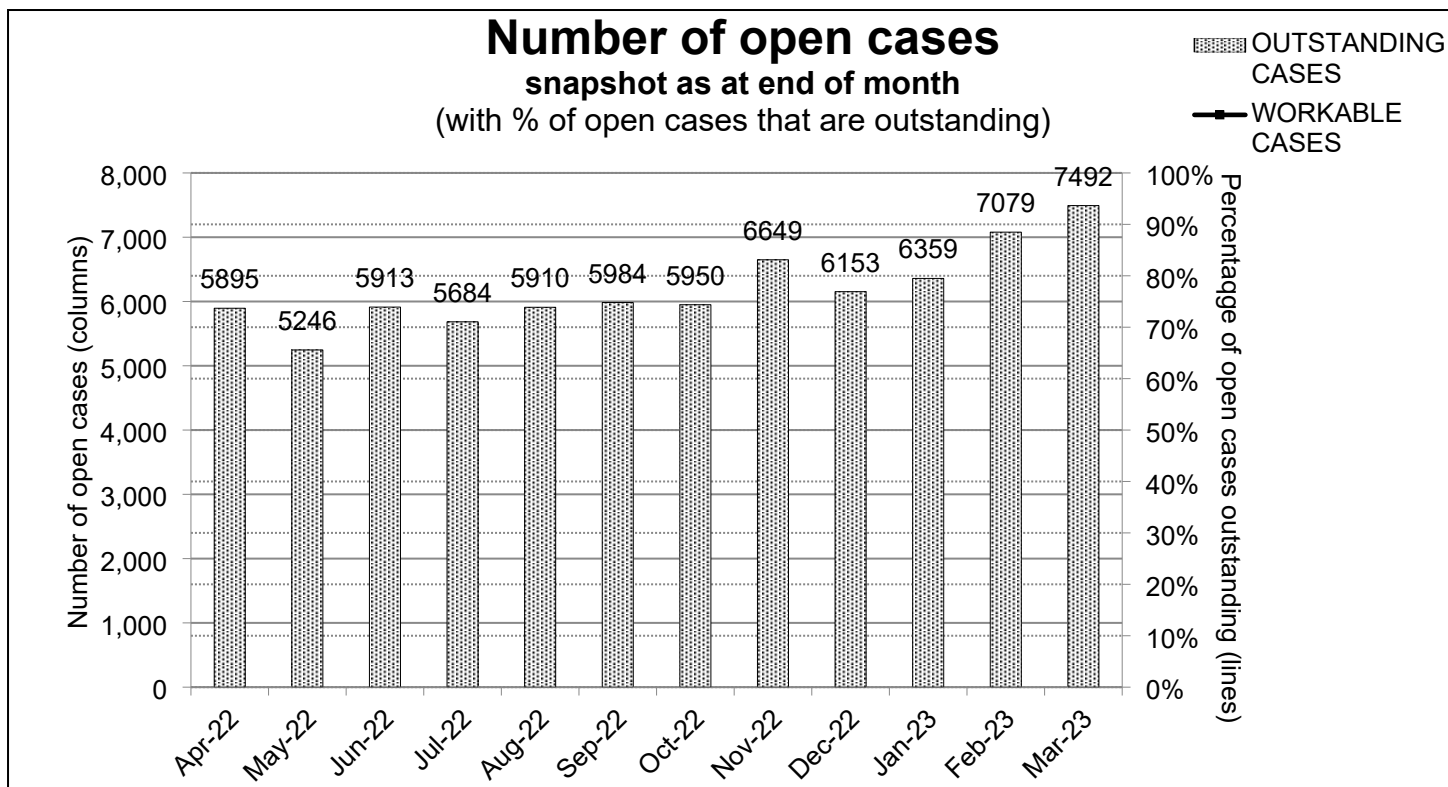
**Annex 3 Trend in Overall Performance**

SLA Standards for Processing Admin Tasks

Work Type	Target Processing SLA (Old/New)	Q2 Apr 22 - Jun 22	Q3 July 22 - Sept 22	Q4 Oct 22 - Dec 22	Q1 Jan 23 - Mar 23	Trend
Retirement (from Active)	Quote - 5 / 15 days	62.30%	66.67%	76.37%	77.03%	
	Payment - 5 / 15 days	68.06%	92.00%	94.08%	91.85%	
Retirement (from Deferred)	Quote - 30 days	34.78%	50.00%	35.71%	38.46%	
	Payment - 5 / 15 days	75.12%	89.61%	94.31%	92.55%	
Deaths	Notification - 5 days	51.43%	81.20%	96.80%	88.65%	
	Payment - 5 / 10 days	66.67%	81.74%	85.45%	94.34%	
Refund of contributions	Quote - 10 days	15.76%	13.30%	19.80%	45.89%	
	Payment - 10 days	51.94%	78.33%	83.69%	71.88%	
Deferreds (early leavers)	Notification - 20 / 30 days	74.92%	57.17%	72.30%	59.50%	
Transfers In	Quote - 10 days	11.03%	32.98%	67.96%	59.18%	
	Payment - 10 days	15.15%	51.79%	63.64%	61.36%	
Transfers Out	Quote - 10 days	25.38%	30.37%	56.82%	53.01%	
	Payment - 10 days	24.00%	42.31%	80.56%	73.08%	
Estimates	Member - 10/15 days	79.80%	81.19%	90.12%	82.35%	
	Employer - 15 days	70.00%	66.67%	87.50%	86.96%	
Divorce	Quote - 45 days	50.00%	85.07%	89.47%	96.88%	
	Actual - 15 days	100.00%	100.00%	50.00%	100.00%	
Starters	40 days	100.00%	98.74%	96.41%	100.00%	

RAG key	
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Green	90 - 100%

Annex 4



Annex 5

