

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	302	149	49.34%	23	56.95%
	Payment - 15 days	165	134	81.21%	27	97.58%
Retirement (from Deferred)	Quote - 30 days	187	97	51.87%	58	82.89%
	Payment - 15 days	320	272	85.00%	18	90.63%
Deaths	Notification - 5 days	103	82	79.61%	24	100%
	Payment - 10 days	105	72	68.57%	3	71.43%
Refund of contributions	Quote - 10 days	118	2	1.69%	7	7.63%
	Payment - 10 days	51	21	41.18%	15	70.59%
Deferreds (early leavers)	30 days	796	332	41.71%	464	100%
Transfers In	Quote - 10 days	44	1	2.27%	1	4.55%
	Payment - 10 days	24	3	12.50%	2	20.83%
Transfers Out	Quote - 10 days	106	37	34.91%	1	35.85%
	Payment - 10 days	11	5	45.45%	11	100%
Estimates	Member - 15 days	233	205	87.98%	12	93.13%
	Employer - 15 days	133	109	81.95%	3	84.21%
Divorce	Quote - 45 days	11	10	90.91%	0	90.91%
	Actual - 15 days	2	1	50.00%	0	100%
Starters	40 days	1241	1225	98.71%	0	98.71%
		3952	2757	69.76%	669	86.69%

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

**Annex 2
Case No's vs Target**

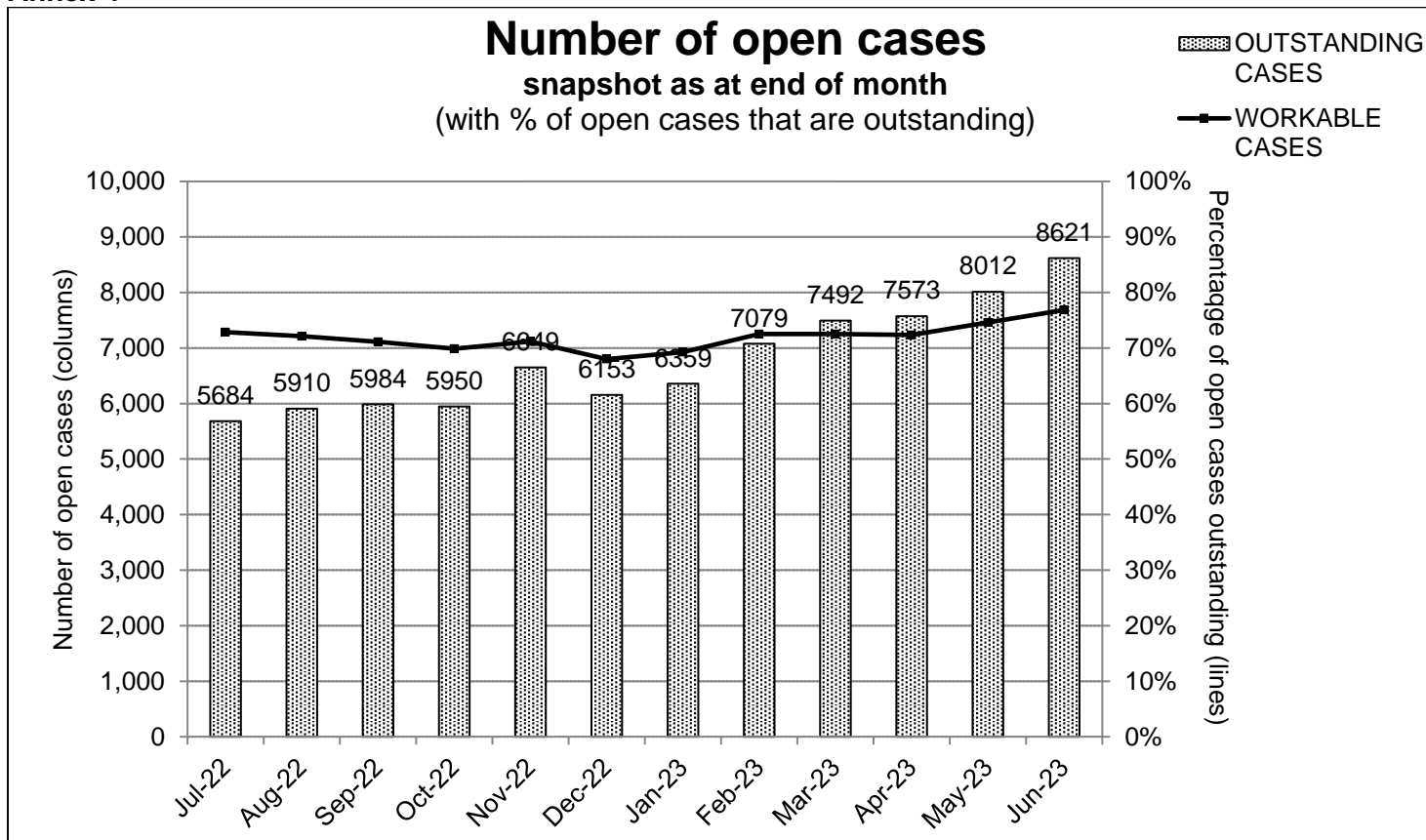
		Tasks Last Quarter							
		Average Days to Process	Actual Days to Process						
			0 - 5	6 - 10	11 - 15	16 - 20	21 - 25	26 - 30	31+
Retirement (from Active)	Quote - 15 days	27	51	31	35	23	23	19	58
	Payment - 15 days	13	74	30	57	27	14	5	20
Retirement (from Deferred)	Quote - 30 days	95	155	21	17	7	11	7	22
	Payment - 15 days	9	155	43	24	18	9	1	17
Deaths	Notification - 5 days	5	64	24	17	5	5	1	6
	Payment - 10 days	10	69	10	3	1	0	0	3
Refund of contributions	Quote - 10 days	51	5	10	7	4	1	2	8
	Payment - 10 days	22	6	2	15	35	12	18	44
Deferreds (early leavers)	30 days	44	128	13	24	39	62	66	464
Transfers In	Quote - 10 days	43	2	0	1	4	1	1	7
	Payment - 10 days	42	1	1	2	4	10	7	27
Transfers Out	Quote - 10 days	20	3	0	1	0	2	0	1
	Payment - 10 days	13	31	8	11	10	25	9	16
Estimates	Member - 15 days	7	155	38	12	12	4	9	3
	Employer - 15 days	8	85	24	0	3	4	5	12
Divorce	Quote - 45 days	33	0	0	0	1	0	0	3
	Actual - 15 days	7	3	3	0	2	0	1	0
Starters	40 days	13	403	313	193	198	20	40	74

Annex 3 Trend in Overall Performance

SLA Standards for Processing Admin Tasks						
Work Type	Target Processing SLA (Old/New)	Q3 Jul 22 - Sep 22	Q4 Oct 22 - Dec 22	Q1 Jan 23 - Mar 23	Q2 Apr 23 - Jun 23	Trend
Retirement (from Active)	Quote - 5 / 15 days	66.67%	76.37%	77.03%	49.34%	
	Payment - 5 / 15 days	92.00%	94.08%	91.85%	81.21%	
Retirement (from Deferred)	Quote - 30 days	50.00%	35.71%	38.46%	51.87%	
	Payment - 5 / 15 days	89.61%	94.31%	92.55%	85.00%	
Deaths	Notification - 5 days	81.20%	96.80%	88.65%	79.61%	
	Payment - 5 / 10 days	81.74%	85.45%	94.34%	68.57%	
Refund of contributions	Quote - 10 days	13.30%	19.80%	45.89%	1.69%	
	Payment - 10 days	78.33%	83.69%	71.88%	41.18%	
Deferreds (early leavers)	Notification - 20 / 30 days	57.17%	72.30%	59.50%	41.71%	
Transfers In	Quote - 10 days	32.98%	67.96%	59.18%	2.27%	
	Payment - 10 days	51.79%	63.64%	61.36%	12.50%	
Transfers Out	Quote - 10 days	30.37%	56.82%	53.01%	34.91%	
	Payment - 10 days	42.31%	80.56%	73.08%	45.45%	
Estimates	Member - 10/15 days	81.19%	90.12%	82.35%	87.98%	
	Employer - 15 days	66.67%	87.50%	86.96%	81.95%	
Divorce	Quote - 45 days	85.07%	89.47%	96.88%	90.91%	
	Actual - 15 days	100.00%	50.00%	100.00%	50.00%	
Starters	40 days	98.74%	96.41%	100.00%	98.71%	

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

Annex 4



Annex 5

