

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 |
| Death Notification | 5 Days | 186 | 74 | 39.8% | 105 | 96.2% |
| Death - Act/Def/Pen - Payment | 10 Days | 143 | 119 | 83.2% | 6 | 87.4% |
| Retirement (Active) - Quote | 15 Days | 342 | 106 | 31.0% | 25 | 38.3% |
| Retirement (Active) - Actual | 15 Days | 295 | 187 | 63.4% | 23 | 71.2% |
| Retirement (Deferred) - Quote | 30 Days | 507 | 226 | 44.6% | 102 | 64.7% |
| Retirement (Deferred) - Actual | 15 Days | 318 | 168 | 52.8% | 23 | 60.1% |
| Divorce - Quote | 45 Days | 65 | 37 | 56.9% | 12 | 75.4% |
| Divorce - Actual | 15 Days | 1 | 0 | 0.0% | 0 | 0.0% |
| Refund - Quotes | 10 Days | 740 | 350 | 47.3% | 217 | 76.6% |
| Refund - Actual | 10 Days | 286 | 232 | 81.1% | 13 | 85.7% |
| Deferred Benefits | 30 Days | 678 | 443 | 65.3% | 18 | 68.0% |
| Transfer In (Active) - Quote | 10 Days | 207 | 8 | 3.9% | 2 | 4.8% |
| Transfer In (Active) - Actual | 10 Days | 14 | 7 | 50.0% | 0 | 50.0% |
| Transfer Out (Active/Deferred) - Quote | 10 Days | 211 | 17 | 8.1% | 12 | 13.7% |
| Transfer Out (Active/Deferred) - Actual | 10 Days | 29 | 25 | 86.2% | 4 | 100.0% |
| Employer Estimate - Quote | 15 Days | 45 | 31 | 68.9% | 2 | 73.3% |
| Member Estimate - Quote | 15 Days | 157 | 88 | 56.1% | 21 | 69.4% |
| Joiner | 40 Days | 2914 | 2912 | 99.9% | 0 | 99.9% |

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

Annex 2

As at 30 June 2024

Case No's vs Target

| | | Tasks Last Quarter | | | | | | | | | |
|---|---------|------------------------|---------|----------|----------|----------|----------|----------|----------|----------|-----|
| | | Actual Days to Process | | | | | | | | | |
| | | 0 to 5 | 6 to 10 | 11 to 15 | 16 to 20 | 21 to 25 | 26 to 30 | 31 to 40 | 41 to 45 | 46 to 59 | 60+ |
| Death Notification | 5 Days | 74 | 105 | 5 | 2 | 0 | 0 | 0 | 0 | 0 | 0 |
| Death - Act/Def/Pen - Payment | 10 Days | 100 | 19 | 6 | 10 | 4 | 2 | 2 | 0 | 0 | 0 |
| Retirement (Active) - Quote | 15 Days | 47 | 36 | 23 | 25 | 26 | 23 | 62 | 12 | 23 | 65 |
| Retirement (Active) - Actual | 15 Days | 113 | 46 | 28 | 23 | 25 | 18 | 19 | 9 | 9 | 5 |
| Retirement (Deferred) - Quote | 30 Days | 23 | 24 | 44 | 36 | 67 | 32 | 102 | 27 | 74 | 78 |
| Retirement (Deferred) - Actual | 15 Days | 96 | 39 | 33 | 23 | 27 | 25 | 46 | 13 | 8 | 8 |
| Divorce - Quote | 45 Days | 11 | 3 | 5 | 3 | 1 | 1 | 9 | 4 | 12 | 16 |
| Divorce - Actual | 15 Days | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| Refund - Quotes | 10 Days | 216 | 134 | 217 | 81 | 32 | 6 | 5 | 3 | 3 | 43 |
| Refund - Actual | 10 Days | 156 | 76 | 13 | 14 | 4 | 4 | 5 | 2 | 8 | 4 |
| Deferred Benefits | 30 Days | 79 | 122 | 132 | 75 | 21 | 14 | 18 | 5 | 19 | 193 |
| Transfer In (Active) - Quote | 10 Days | 6 | 2 | 2 | 1 | 3 | 7 | 13 | 7 | 71 | 95 |
| Transfer In (Active) - Actual | 10 Days | 6 | 1 | 0 | 2 | 2 | 3 | 0 | 0 | 0 | 0 |
| Transfer Out (Active/Deferred) - Quote | 10 Days | 12 | 5 | 12 | 11 | 5 | 7 | 20 | 4 | 20 | 115 |
| Transfer Out (Active/Deferred) - Actual | 10 Days | 25 | 0 | 4 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Employer Estimate - Quote | 15 Days | 10 | 18 | 3 | 2 | 5 | 2 | 3 | 0 | 2 | 0 |
| Member Estimate - Quote | 15 Days | 53 | 12 | 23 | 21 | 24 | 5 | 9 | 1 | 2 | 7 |
| Joiner | 40 Days | 450 | 133 | 69 | 353 | 1443 | 395 | 69 | 0 | 2 | 0 |

Annex 2

Case No's vs Target % of Total Completed Within Day Range

As at 30 June 2024

| | | Tasks Last Quarter | | | | | | | | | |
|---|---------|------------------------|---------|----------|----------|----------|----------|----------|----------|----------|------|
| | | Actual Days to Process | | | | | | | | | |
| | | 0 to 5 | 6 to 10 | 11 to 15 | 16 to 20 | 21 to 25 | 26 to 30 | 31 to 40 | 41 to 45 | 46 to 59 | 60+ |
| Death Notification | 5 Days | 40% | 56% | 3% | 1% | - | - | - | - | - | - |
| Death - Act/Def/Pen - Payment | 10 Days | 70% | 13% | 4% | 7% | 3% | 1% | 1% | - | - | - |
| Retirement (Active) - Quote | 15 Days | 14% | 11% | 7% | 7% | 8% | 7% | 18% | 4% | 7% | 19% |
| Retirement (Active) - Actual | 15 Days | 38% | 16% | 9% | 8% | 8% | 6% | 6% | 3% | 3% | 2% |
| Retirement (Deferred) - Quote | 30 Days | 5% | 5% | 9% | 7% | 13% | 6% | 20% | 5% | 15% | 15% |
| Retirement (Deferred) - Actual | 15 Days | 30% | 12% | 10% | 7% | 8% | 8% | 14% | 4% | 3% | 3% |
| Divorce - Quote | 45 Days | 17% | 5% | 8% | 5% | 2% | 2% | 14% | 6% | 18% | 25% |
| Divorce - Actual | 15 Days | - | - | - | - | - | - | - | - | - | 100% |
| Refund - Quotes | 10 Days | 29% | 18% | 29% | 11% | 4% | 1% | 1% | 0% | 0% | 6% |
| Refund - Actual | 10 Days | 55% | 27% | 5% | 5% | 1% | 1% | 2% | 1% | 3% | 1% |
| Deferred Benefits | 30 Days | 12% | 18% | 19% | 11% | 3% | 2% | 3% | 1% | 3% | 28% |
| Transfer In (Active) - Quote | 10 Days | 3% | 1% | 1% | - | 1% | 3% | 6% | 3% | 34% | 46% |
| Transfer In (Active) - Actual | 10 Days | 43% | 7% | - | 14% | 14% | 21% | - | - | - | - |
| Transfer Out (Active/Deferred) - Quote | 10 Days | 6% | 2% | 6% | 5% | 2% | 3% | 9% | 2% | 9% | 55% |
| Transfer Out (Active/Deferred) - Actual | 10 Days | 86% | - | 14% | - | - | - | - | - | - | - |
| Employer Estimate - Quote | 15 Days | 22% | 40% | 7% | 4% | 11% | 4% | 7% | - | 4% | - |
| Member Estimate - Quote | 15 Days | 34% | 8% | 15% | 13% | 15% | 3% | 6% | 1% | 1% | 4% |
| Joiner | 40 Days | 15% | 5% | 2% | 12% | 50% | 14% | 2% | - | - | - |

Annex 3 Trend in Overall Performance

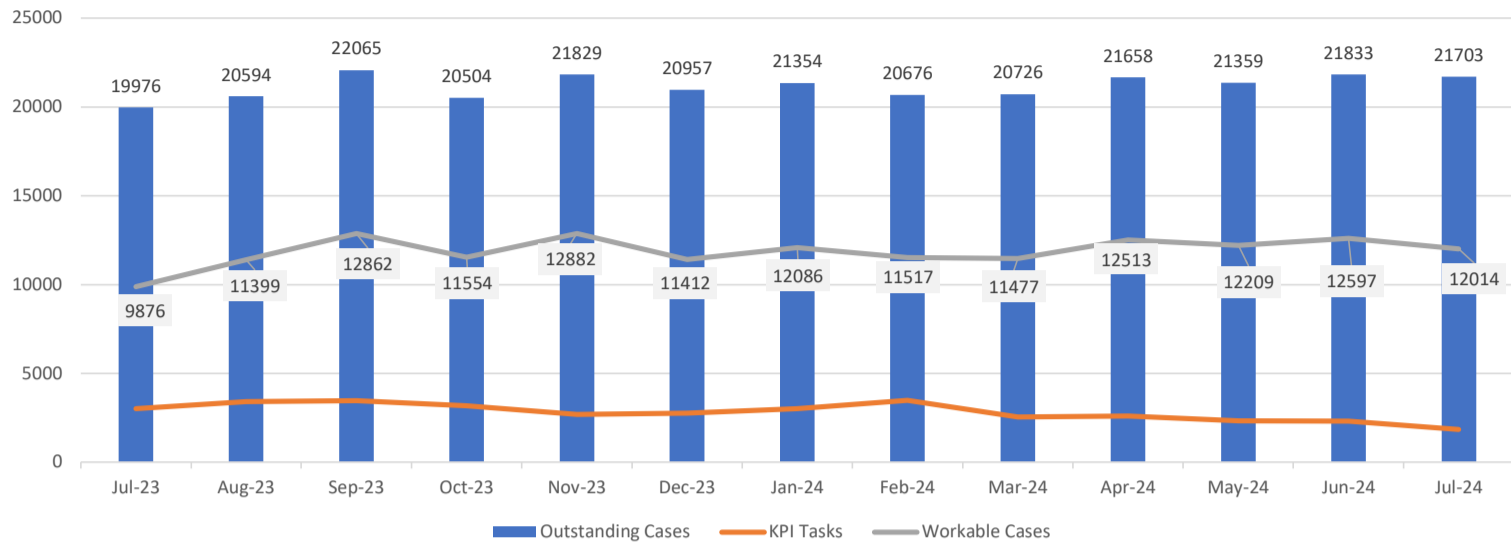
As at 18 August 2024

| Work Type | Target Processing SLA | Q3 | Q4 | Q1 | Q2 | Q3 | Trend |
|---|-----------------------|------------------|------------------|------------------|-----------------|------------------------|-------|
| | | Jul-23 to Sep-23 | Oct-23 to Dec-23 | Jan-24 to Mar-24 | Apr-24 & Jun-24 | 01/07/24 to 18/08/2024 | |
| Death Notification | 5 Days | 57.1% | 75.0% | 46.0% | 39.8% | 75.3% | |
| Death - Act/Def/Pen - Payment | 10 Days | 72.5% | 79.7% | 79.8% | 83.2% | 96.4% | |
| Retirement (Active) - Quote | 15 Days | 52.1% | 27.7% | 28.7% | 31.0% | 61.1% | |
| Retirement (Active) - Actual | 15 Days | 75.1% | 74.4% | 81.0% | 63.4% | 86.5% | |
| Retirement (Deferred) - Quote | 30 Days | 49.8% | 30.1% | 22.8% | 44.6% | 89.6% | |
| Retirement (Deferred) - Actual | 15 Days | 71.4% | 81.3% | 55.3% | 52.8% | 80.1% | |
| Divorce - Quote | 45 Days | 80.2% | 88.2% | 58.2% | 56.9% | 83.3% | |
| Divorce - Actual | 15 Days | 0.0% | 100.0% | 100.0% | 0.0% | 100.0% | |
| Refund - Quotes | 10 Days | 33.1% | 11.3% | 46.1% | 47.3% | 53.1% | |
| Refund - Actual | 10 Days | 49.0% | 64.7% | 11.0% | 81.1% | 72.8% | |
| Deferred Benefits | 30 Days | 54.0% | 31.2% | 27.7% | 65.3% | 81.1% | |
| Transfer In (Active) - Quote | 10 Days | 23.5% | 24.0% | 22.8% | 3.9% | 42.9% | |
| Transfer In (Active) - Actual | 10 Days | 40.0% | 20.7% | 34.5% | 50.0% | 37.7% | |
| Transfer Out (Active/Deferred) - Quote | 10 Days | 32.8% | 17.6% | 8.6% | 8.1% | 23.2% | |
| Transfer Out (Active/Deferred) - Actual | 10 Days | 51.4% | 85.7% | 100.0% | 86.2% | 96.8% | |
| Employer Estimate - Quote | 15 Days | 55.3% | 65.5% | 84.0% | 68.9% | 90.6% | |
| Member Estimate - Quote | 15 Days | 92.0% | 86.5% | 85.8% | 56.1% | 82.1% | |
| Joiner | 40 Days | 98.6% | 99.1% | 97.7% | 99.9% | 99.5% | |

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

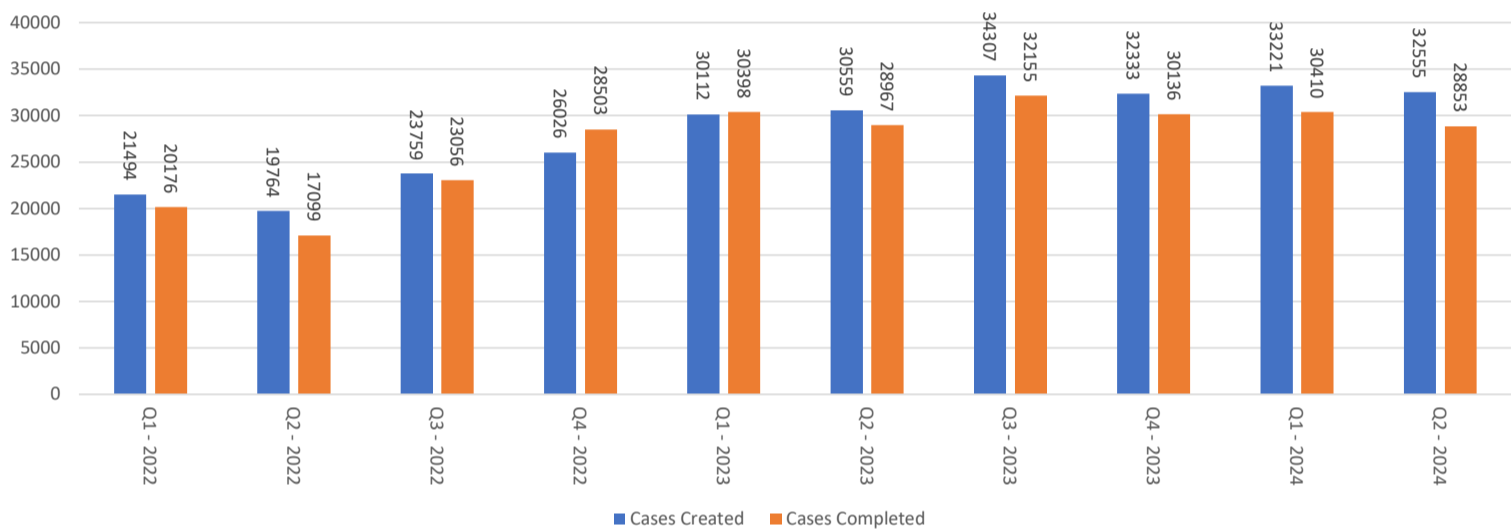
Annex 4

Number of Open Cases as at End of Each Month

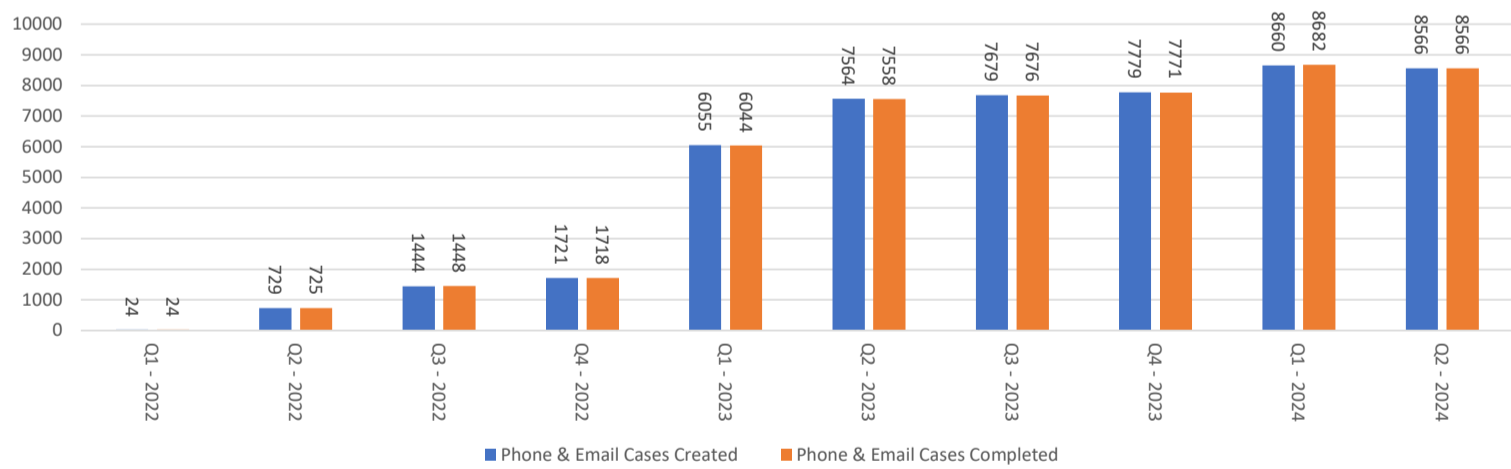


Annex 5

Total Cases Created & Completed



Phone & Email Cases Created & Completed



Total Cases Created & Completed Exc Phone & Email Cases

