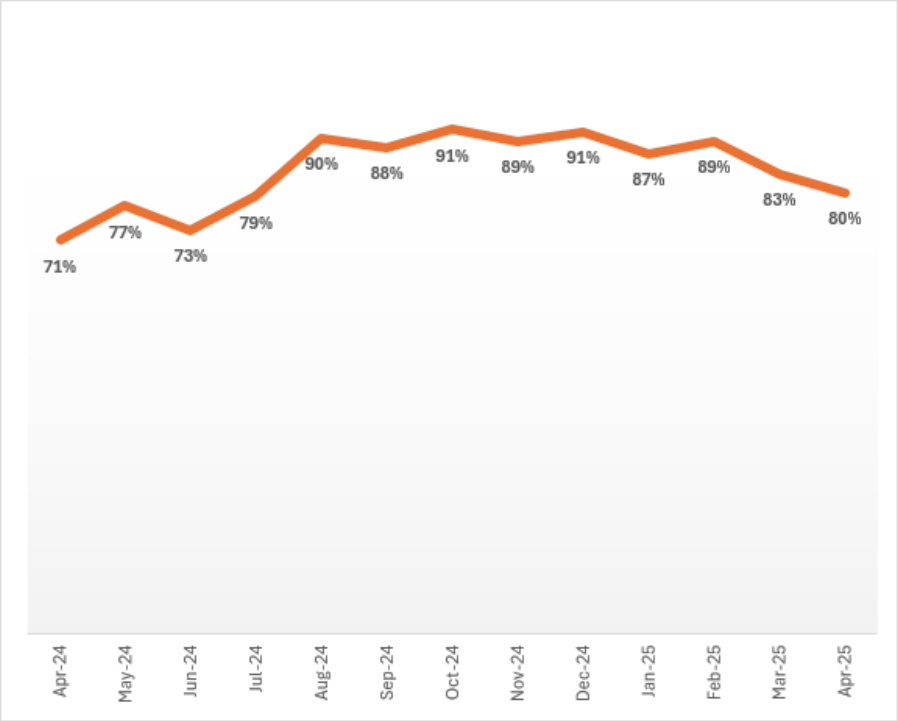


# SLA monthly performance average April 2024 to April 2025

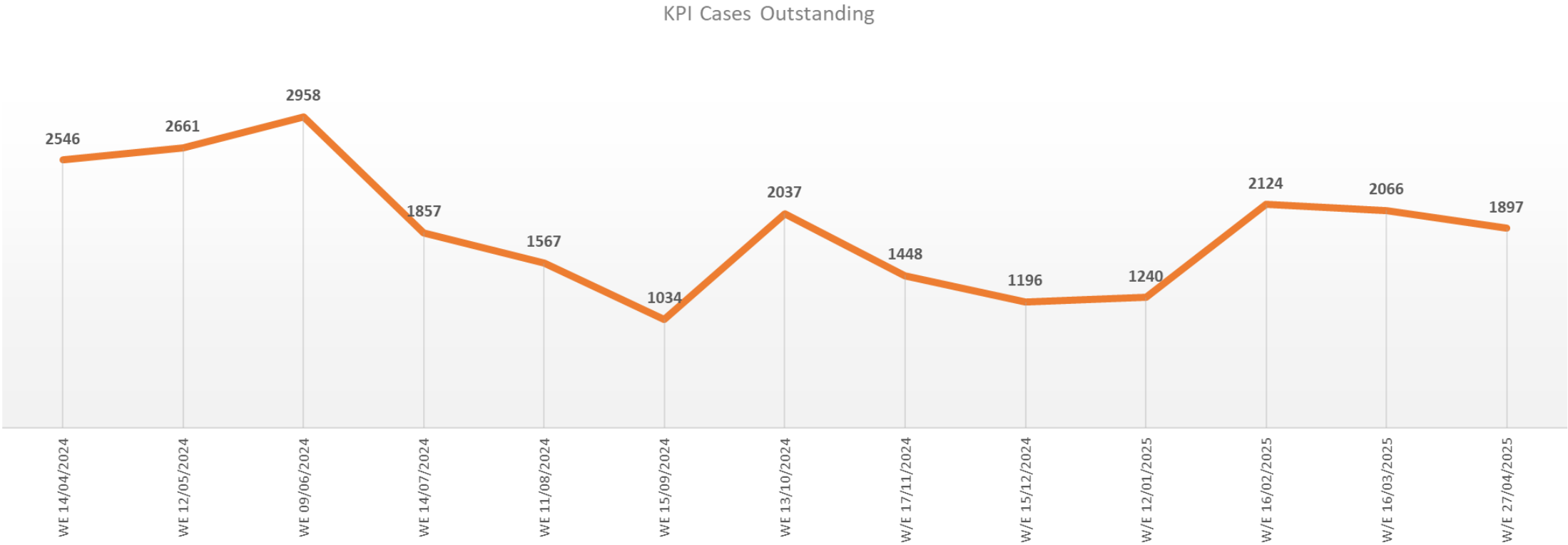
## Average SLA Performance

*\*Based on weekly KPI data*

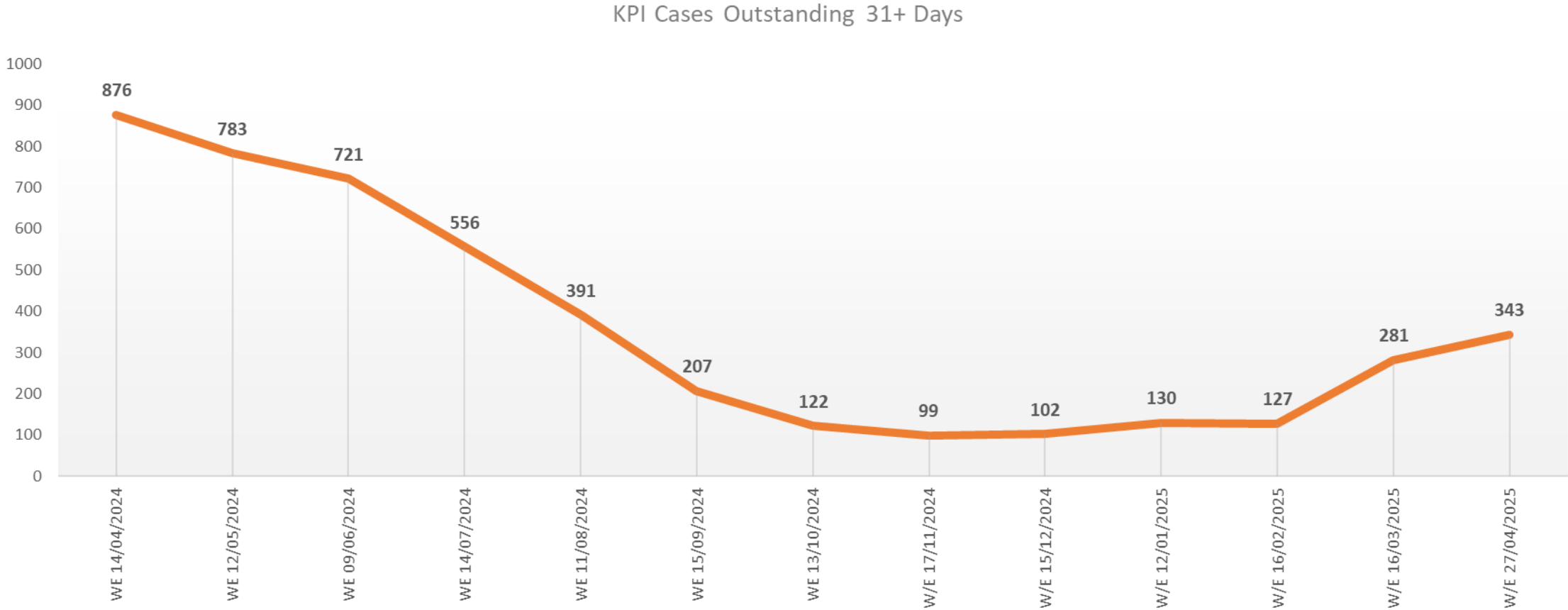


KPI Category	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25
Death Notification	46%	31%	65%	65%	84%	79%	94%	94%	88%	100%	94%	64%	71%
Death - Act/Def/Pen - Payment	100%	69%	88%	93%	100%	73%	68%	94%	68%	82%	65%	60%	49%
Retirement (Active) - Quote	31%	30%	35%	52%	81%	85%	84%	60%	86%	46%	84%	78%	80%
Retirement (Active) - Actual	95%	77%	47%	78%	91%	94%	99%	97%	97%	94%	90%	83%	69%
Retirement (Deferred) - Quote	36%	57%	60%	91%	83%	89%	88%	98%	96%	74%	71%	57%	25%
Retirement (Deferred) - Actual	75%	66%	40%	68%	98%	96%	91%	99%	99%	99%	99%	77%	85%
Divorce - Quote	59%	66%	66%	83%	100%	100%	92%	100%	100%	100%	100%	100%	86%
Divorce - Actual	N/A	N/A	N/A	100%	100%	100%	100%	33%	0%	N/A	N/A	N/A	N/A
Refund - Quotes	22%	77%	69%	34%	88%	88%	75%	88%	66%	73%	93%	73%	53%
Refund - Actual	84%	85%	65%	78%	88%	91%	95%	85%	82%	67%	69%	61%	78%
Deferred Benefits	62%	67%	62%	80%	79%	61%	96%	77%	95%	93%	88%	86%	84%
Transfer In (Active) - Quote	3%	6%	13%	17%	74%	85%	92%	59%	57%	97%	94%	77%	60%
Transfer In (Active) - Actual	100%	33%	56%	27%	56%	67%	48%	51%	79%	0%	56%	50%	100%
Transfer Out (Active/Deferred) - Quote	16%	14%	4%	30%	26%	17%	42%	12%	47%	36%	3%	10%	30%
Transfer Out (Active/Deferred) - Actual	73%	100%	100%	94%	100%	100%	100%	100%	100%	100%	83%	100%	33%
Employer Estimate - Quote	65%	100%	36%	94%	78%	95%	94%	92%	81%	95%	100%	98%	92%
Member Estimate - Quote	66%	94%	50%	85%	93%	90%	87%	99%	100%	92%	98%	94%	96%
Joiner	100%	100%	100%	99%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Weighted Average	71%	77%	73%	79%	90%	88%	91%	89%	91%	87%	89%	83%	80%

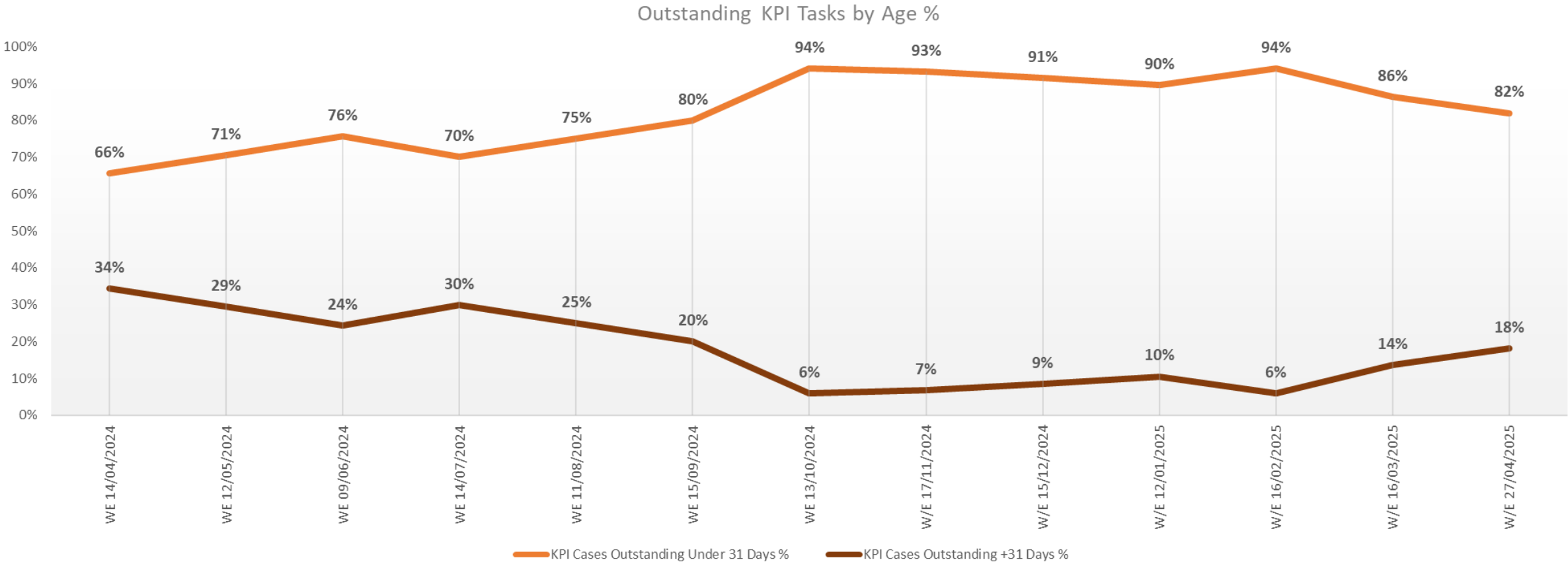
# Total KPI's outstanding – Apr 2024 to Apr 2025



# KPI's outstanding over 31 days – Apr 2024 to Apr 2025



# KPI's case by age % - Apr 2024 to Apr 2025



# Service performance – plan v's actual – March 2025

