

| | Period: | | May 2023 - July 2023 | | |
|--|----------------------------|--------------------|----------------------|---|----------------------------------|
| Top 10 detail - cases completed on time | Completed in period | Performance | KPI (days) | Cases completed on time or early | Total Processes Worked On |
| Admissions | 955 | 100.00% | 30 | 955 | 168 |
| Interfunds in Quote | 92 | 84.78% | 15 | 78 | 404 |
| Interfunds In Actual | 46 | 21.74% | 15 | 10 | 110 |
| Interfunds Out Quote | 80 | 95.00% | 15 | 76 | 140 |
| Interfunds Out Actual | 169 | 11.83% | 15 | 20 | 278 |
| Transfers in Quote | 3 | 100.00% | 15 | 3 | 127 |
| Transfers In Actual | 19 | 100.00% | 15 | 19 | 34 |
| Transfers Out Actual | 24 | 95.83% | 15 | 23 | 81 |
| Transfer Out Quote | 72 | 95.83% | 15 | 69 | 130 |
| Estimates | 256 | 96.48% | 15 | 247 | 357 |
| Retirements | 434 | 96.54% | 10 | 419 | 579 |
| Retirements Quote | 558 | 86.20% | 10 | 481 | 1364 |
| Deferred Benefits | 1640 | 39.21% | 40 | 643 | 2978 |
| Refunds | 106 | 100.00% | 15 | 106 | 505 |
| Refunds Quote | 369 | 100.00% | 15 | 369 | 598 |
| Deaths (Initial Stage) | 83 | 93.98% | 5 | 78 | 228 |
| Correspondance | 1036 | 99.61% | 15 | 1032 | 1156 |
| Total | 5942 | 77.89% | | 4628 | 9237 |

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|---|-------|
| Total Processes for period completed | 14935 |
| Total Processes worked on in period | 25926 |
| Total Phone Calls taken through Pensions Helpline | 1370 |
| Total Emails Received | 7053 |
| Total Emails Sent | 7175 |

PREVIOUS QUARTER

| | Period: | | February - April 2023 | | |
|--|----------------------------|--------------------|-----------------------|---|----------------------------------|
| Top 10 detail - cases completed on time | Completed in period | Performance | KPI (days) | Cases completed on time or early | Total Processes Worked On |
| Admissions | 1092 | 99.73% | 30 | 1089 | 1092 |
| Transfers In Quote | 76 | 92.11% | 15 | 70 | 353 |
| Transfers In Actual | 57 | 82.46% | 15 | 47 | 109 |
| Transfer Out Quote | 135 | 94.07% | 15 | 127 | 171 |
| Transfer Out Actual | 74 | 28.38% | 15 | 21 | 211 |
| Estimates | 214 | 87.38% | 15 | 187 | 358 |
| Retirements | 327 | 92.35% | 10 | 302 | 452 |
| Retirements Quote | 447 | 63.76% | 10 | 285 | 1239 |
| Deferred Benefits | 939 | 87.65% | 40 | 823 | 2344 |
| Refunds | 140 | 100.00% | 15 | 140 | 837 |
| Refunds Quote | 270 | 100.00% | 15 | 270 | 621 |
| Deaths (Initial Stage) | 81 | 90.12% | 5 | 73 | 214 |
| Correspondance | 1093 | 99.45% | 15 | 1087 | 1093 |
| Total | 4945 | 91.43% | | 4521 | 9094 |

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|---|-------|
| Total Processes for period | 9841 |
| Total Processes worked on in period | 15138 |
| Total Phone Calls taken through Pensions Helpline | 1638 |
| Total Emails Received | 6289 |
| Total Emails Sent | 6735 |

| Average Working Time (Days) |
|-----------------------------|
| 1 |
| 15 |
| 92 |
| 2 |
| 99 |
| 4 |
| 2 |
| 5 |
| 4 |
| 6 |
| 5 |
| 6 |
| 103 |
| 1 |
| 2 |
| 4 |
| 3 |
| |

| Average Working Time (Days) |
|-----------------------------|
| 1.25 |
| 7.33 |
| 21.75 |
| 6.95 |
| 88.81 |
| 8.57 |
| 4.88 |
| 8.18 |
| 21.08 |
| 1.07 |
| 1.00 |
| 5.27 |
| 3.78 |
| |