

	Period: May 2024 - July 2024					
Top 10 detail - cases completed on time	Completed in period	Performance	KPI (days)	Cases completed on time or early	Total Processes Worked On	Average Working Time (Days)
Admissions	1318	99.70%	30	1314	1314	1.00
Interfunds in Quote	52	86.54%	15	45	369	10.51
Interfunds In Actual	70	71.43%	15	50	155	15.35
Interfunds Out Quote	66	98.48%	15	65	157	4.80
Interfunds Out Actual	112	81.25%	15	91	191	28.87
Transfers in Quote	28	100.00%	15	28	158	3.69
Transfers In Actual	29	100.00%	15	29	42	1.75
Transfers Out Actual	19	100.00%	15	19	65	7.77
Transfer Out Quote	129	100.00%	15	129	161	3.64
Estimates	218	95.41%	15	208	328	7.52
Retirements	403	86.10%	10	347	680	9.24
Retirements Quote	551	94.01%	10	518	1408	7.28
Deferred Benefits	481	95.22%	40	458	666	19.68
Refunds	164	100.00%	15	164	459	1.10
Refunds Quote	341	100.00%	15	341	804	1.01
Deaths (Initial Stage)	74	98.65%	5	73	173	2.21
Correspondance	972	98.87%	15	961	1228	2.76
Total	5027	96.28%		4840	8358	

Total Processes for month completed	16389
Total Processes worked on in month	19417
Total Phone Calls taken through Pensions Help	1875
Total Emails Received	7730
Total Emails Sent	7814
McCloud Processes Completed	4

	Period: February 2024 - April 2024					
Top 10 detail - cases completed on time	Completed in period	Performance	KPI (days)	Cases completed on time or early	Total Processes Worked On	Average Working Time (Days)
Admissions	1117	100.00%	30	1117	1117	1.00
Interfunds in Quote	122	99.18%	15	121	589	5.64
Interfunds In Actual	109	55.96%	15	61	149	12.11
Interfunds Out Quote	47	97.87%	15	46	80	4.61
Interfunds Out Actual	44	38.64%	15	17	76	61.52
Transfers in Quote	53	98.11%	15	52	197	3.84
Transfers In Actual	40	100.00%	15	40	58	4.10
Transfers Out Actual	24	87.50%	15	21	75	10.24
Transfer Out Quote	111	98.20%	15	109	164	5.75
Estimates	272	97.43%	15	265	424	9.27
Retirements	301	86.05%	10	259	491	9.68
Retirements Quote	438	95.89%	10	420	1061	6.61
Deferred Benefits	412	92.72%	40	382	563	19.66
Refunds	153	100.00%	15	153	684	1.11
Refunds Quote	293	100.00%	15	293	711	1.14
Deaths (Initial Stage)	112	98.21%	5	110	254	2.03
Correspondance	1442	99.72%	15	1438	1323	1.92
Total	5090	96.35%		4904	8016	

Total Processes for period completed	14037
Total Processes worked on in period	17213
Total Phone Calls taken through Pensions Help	1861
Total Emails Received	7816
Total Emails Sent	7708
McCloud Processes Completed	1158