

| Category   | Outstanding at Period Start | Created in Period | Total Cases  | Complete at End of Period | Outstanding at End of Period | % Complete   |
|--|-----------------------------|-------------------|--------------|---------------------------|------------------------------|--------------|
| <b>Grand Total</b>   | <b>1,852</b>                | <b>6,945</b>      | <b>8,797</b> | <b>5,558</b>              | <b>3,239</b>                 | <b>74.2%</b> |
| A1: Deaths recorded of active, deferred, pensioner and dependent members | 13                          | 145               | 158          | 147                       | 11                           | 93.0%        |
| A2: Death processed of active, deferred, pensioner members               | 45                          | 187               | 232          | 181                       | 51                           | 78.0%        |
| A3: Deferred member retirements  | 112                         | 722               | 834          | 715                       | 119                          | 85.7%        |
| A4: Active member retirements  | 36                          | 136               | 172          | 113                       | 59                           | 65.7%        |
| A5: Leavers  | 937                         | 2,027             | 2,964        | 598                       | 2,366                        | 20.2%        |
| A6: Interfund IN (Actual)  | 33                          | 117               | 150          | 112                       | 38                           | 74.7%        |
| A6: Interfunds in (Quote)  | 39                          | 130               | 169          | 134                       | 35                           | 79.3%        |
| A7: Interfund Out (Actual)   | 5                           | 0                 | 5            | 1                         | 4                            | 20.0%        |
| A7: Interfund Out (Quote)  | 13                          | 28                | 41           | 27                        | 14                           | 65.9%        |
| A8: Refunds  | 16                          | 213               | 229          | 208                       | 21                           | 90.8%        |
| A9: Divorce quotations issued  | 12                          | 56                | 68           | 61                        | 7                            | 89.7%        |
| A10: Actual divorce cases  | 6                           | 1                 | 7            | 1                         | 6                            | 14.3%        |
| A11: Member estimates requested either by scheme member and employer     | 22                          | 157               | 179          | 169                       | 10                           | 94.4%        |
| A12: New joiner notifications  | 66                          | 940               | 1,006        | 916                       | 90                           | 91.1%        |
| A13: Aggregation cases   | 223                         | 58                | 281          | 185                       | 96                           | 65.8%        |
| A14: Transfers in Actual   | 5                           | 19                | 24           | 21                        | 3                            | 87.5%        |
| A14: Transfers in Quote  | 9                           | 22                | 31           | 23                        | 8                            | 74.2%        |
| A15: Transfers out Actual  | 1                           | 0                 | 1            | 1                         | 0                            | 100.0%       |
| A15: Transfers out Quotation   | 37                          | 112               | 149          | 122                       | 27                           | 81.9%        |
| A16: Additional Pension Contributions (APC)                              | 8                           | 38                | 46           | 37                        | 9                            | 80.4%        |
| A17: Trivial Commutation   | 7                           | 14                | 21           | 18                        | 3                            | 85.7%        |
| A18: Concurrent merges   | 13                          | 100               | 113          | 52                        | 61                           | 46.0%        |
| A20: Member Enquiries  | 95                          | 932               | 1,027        | 945                       | 82                           | 92.0%        |
| A21: Member Updates  | 6                           | 241               | 247          | 233                       | 14                           | 94.3%        |
| A22: Information Requests  | 93                          | 550               | 643          | 538                       | 105                          | 83.7%        |