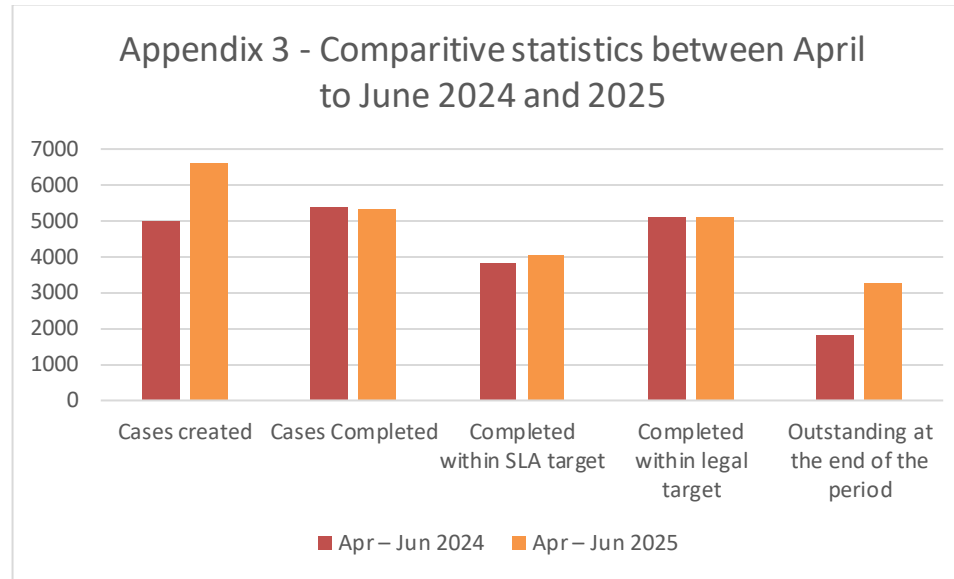


### Appendix 3 - Benefit Administration Comparative Statistics



Period	Cases created	Cases Completed	Completed within SLA target	SLA %	Completed within legal target	Legal %	Outstanding at the end of the period
Apr – Jun 2024	5,010	5,381	3,837	71%	5,090	95%	1,816
Apr – Jun 2025	6,603	5,356	4,028	75.2%	5,113	95.5%	3,272