

Subcategory	Complete at End of Period	Completed Within Customer Target	% Complete Within Customer Target	Completed Within Legal Target	% Complete Within Legal Target
Grand Total	5,444	4,566	84%	5,223	97%
B1: Communication issued to acknowledge the	147	134	91.2%	147	100.0%
B2: Communication issued confirming benefits i	134	119	88.8%	133	99.3%
B2: Communication issued confirming benefits i	1	1	100.0%	1	100.0%
B2: Communication issued confirming payment	46	44	95.7%	46	100.0%
B3: Communication issued to deferred member	253	249	98.4%	252	99.6%
B3: Communication issued to deferred member	159	153	96.2%	158	99.4%
B3: Payment of lump sum (both actives and def	303	292	96.4%	303	100.0%
B4: Communication issued to active member w	103	96	93.2%	102	99.0%
B4: Communication issued to active member w	7	7	100.0%	7	100.0%
B4: Communication issued to confirm recalculat	3	1	33.3%	3	100.0%
B5: Communication issued with deferred benefi	252	91	36.1%	151	59.9%
B5: Communication issued with frozen refund o	219	74	33.8%	104	47.5%
B5: Communication issued with recalculated de	3	0	0.0%	3	100.0%
B5: Communication issued with recalculated fro	10	9	90.0%	10	100.0%
B6: Communication issued to scheme member	134	96	71.6%	134	100.0%
B6: Communication issued to scheme member	112	88	78.6%	112	100.0%
B7: Communication issued to scheme member	1	0	0.0%	1	100.0%
B7: Communication issued to scheme member	27	22	81.5%	27	100.0%
B8: Payment of refund	208	203	97.6%	208	100.0%
B9: Divorce quotation	61	51	83.6%	61	100.0%
B10: Communication issued following actual div	1	1	100.0%	1	100.0%
B11: Member estimates requested by scheme i	169	144	85.2%	169	100.0%
B12: Communication issued to new starters	916	915	99.9%	916	100.0%
B13: Communication issued to member who ha	150	47	31.3%	150	100.0%
B13: Communication issued to member who ha	35	7	20.0%	35	100.0%
B14: Transfers in (including club transfers) Actu	21	20	95.2%	21	100.0%
B14: Transfers in (including club transfers) Quo	23	12	52.2%	22	95.7%
B15: Transfers out (including club transfers) Ac	1	1	100.0%	1	100.0%
B15: Transfers out (including club transfers) Qu	122	71	58.2%	122	100.0%
B16: Communication issued to members to con	37	30	81.1%	37	100.0%
B17: Trivial commutation paperwork issued to n	1	1	100.0%	1	100.0%
B17: Trivial commutation paperwork issued to n	17	12	70.6%	17	100.0%
B18: Communication issued with concurrent me	52	48	92.3%	52	100.0%
B20: Pension enquiry received from customer (i	945	831	87.9%	945	100.0%
B21: Updating member's personal details	233	221	94.8%	233	100.0%
B22: Communication sent to member chasing d	398	335	84.2%	398	100.0%
B22: Initial request issued to previous LG fund f	140	140	100	140	100.0%