

Benefit Administration Monthly SLA Statistics			Apr-19			May-19			Jun-19		
Subject	SLA Target	Temporary SLA Target Apr - Aug	Total Number	% Achieved in	% Achieved in	Total Number	% Achieved in	% Achieved in	Total Number	% Achieved in	% Achieved in
			Completed	SLA deadline	Legal deadline	Completed	SLA deadline	Legal deadline	Completed	SLA deadline	Legal deadline
Deaths	95%	75%	36	91.67%		91	79.12%	TBC	58	68.97%	TBC
Retirements	95%	75%	91	84.62%		122	84.43%	100.00%	144	92.36%	100.00%
Divorce	95%	75%	9	100.00%		24	100.00%		12	91.67%	
Interfund In	90%	70%	27	62.96%		38	50.00%		81	65.43%	
Transfer In	90%	70%	19	78.95%		27	55.56%	100.00%	55	80.00%	94.74%
Interfund Out	95%	75%	30	90.00%		21	80.95%		24	87.50%	
Transfer out	95%	75%	37	94.59%		43	95.35%	100.00%	39	94.87%	100.00%
Member Estimate	90%	70%	73	79.45%		119	92.44%	100.00%	82	97.56%	100.00%
HR Estimate	90%	70%	8	87.50%		16	100.00%		13	92.31%	
Refunds	95%	75%	43	83.72%		59	62.71%		34	100.00%	
Leavers*	90%	70%	206	77.18%		492	87.80%	87.80%	580	91.55%	91.55%
Re-employments**	90%	70%	154	70.78%		125	80.00%		64	71.88%	
Assistants***	90%	70%	0	TBC	TBC	21	95.00%		191	100.00%	
Starters (PPF)	95%	75%	0	TBC	TBC	0	TBC	TBC	0	TBC	TBC
Totals / Average Overall			733	83.45%		1198	88.61%	97.56%	1377	94.51%	98.31%

* Frozen, Deferred, Concurrent

** Elect to Separate, Re-emp quote, Re-emp Actual,

*** Address, Name, Nomination, IFA Requests

SLA not met
Temp SLA met
Standard SLA met