

Monthly SLA Statistics										
Subject	SLA Target	Temporary SLA Target Apr - Aug	Apr-19		May-19		Jun-19		Jul-19	
			Total Number Completed	% Achieved in SLA deadline	Total Number Completed	% Achieved in SLA deadline	Total Number Completed	% Achieved in SLA deadline	Total Number Completed	% Achieved in SLA deadline
Deaths	95%	75%	1	100.00%	0	100.00%	2	0.00%	0	100.00%
Retirements	95%	75%	1	100.00%	2	100.00%	1	100.00%	4	100.00%
Divorce	95%	75%	0	100.00%	2	100.00%	0	100.00%	0	100.00%
After retirement adjustments	90%	70%	3	0.00%	1	100.00%	2	50.00%	0	100.00%
Transfer In	90%	70%	1	0.00%	0	100.00%	1	0.00%	0	100.00%
Transfer out	95%	75%	0	100.00%	0	100.00%	1	0.00%	2	0.00%
Member Estimate	95%	75%	0	100.00%	0	100.00%	0	100.00%	0	100.00%
HR Estimate	90%	70%	0	100.00%	0	100.00%	0	100.00%	0	100.00%
Refunds	90%	70%	0	100.00%	0	100.00%	0	100.00%	0	100.00%
Leavers*	95%	75%	4	50.00%	0	100.00%	4	75.00%	1	0.00%
Member Queries	90%	70%	12	75.00%	8	87.50%	3	100.00%	5	100.00%
Member changes	90%	70%	3	0.00%	3	33.00%	6	83.00%	1	100.00%
Totals / Average Overall			25	68.75%	16	93.38%	20	67.33%	13	83.33%

* 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