

Monthly SLA Statistics				
Subject	SLA Target	Apr-22		
			% Achieved in SLA deadline	Open cases
Deaths	95%	1	100.00%	3
Retirement Quote	95%	0	100.00%	2
Retirement Actual	95%	1	100.00%	
Divorce	95%	0	100.00%	2
After retirement adjustments	90%	4	100.00%	2
Payroll Input	95%	10	100.00%	
Transfer In	90%	0	100.00%	
Transfer out	95%	0	100.00%	1
Member Estimate	95%	0	100.00%	2
Additional Conts	95%	1	100.00%	1
HR Estimate	90%	0	100.00%	
Refunds	90%	0	100.00%	
Re-employments	95%	0	100.00%	3
Leavers	95%	5	80.00%	6
Member Queries	90%	15	80.00%	8
Pension Saving Statement / AA	95%	0	100.00%	
Remedy		9	100.00%	3
Member changes	90%	1	100.00%	1
Totals / Average Overall		47	97.78%	29

* Frozen, Deferred, Concurrent

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

*** Address, Name, Nomination, IFA Requests

SLA not met

Standard SLA met