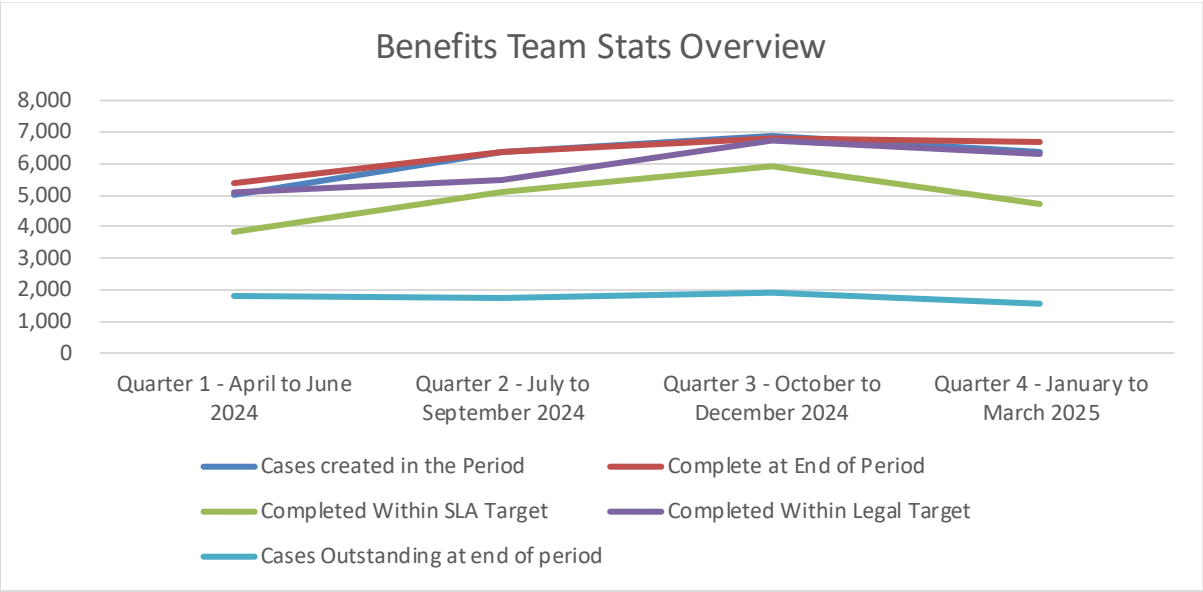


Appendix 2 - Benefit Administration Statistics Overview 2024-25



| 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 | 5010 | 5381 | 3837 | 71% | 5090 | 95% | 1816 |
| Jul – Sept 2024 | 6362 | 6367 | 5081 | 80% | 5476 | 86% | 1742 |
| Oct – Dec 2024 | 6877 | 6800 | 5916 | 87% | 6732 | 99% | 1912 |
| Jan – Mar 2025 | 6381 | 6655 | 4725 | 71% | 6322 | 95% | 1561 |