

Benefit Administration Monthly SLA Statistics						Apr-19			May-19			Jun-19			Jul-19			Aug-19			Sep-19		
Subject	Legal Deadline	SLA Deadline	SLA Target	Temporary SLA Target Apr - Aug	Temporary SLA Target Sep- Dec	Total Number	% Achieved in	% Achieved in	Total Number	% Achieved in	% Achieved in	Total Number	% Achieved in	% Achieved in	Total Number	% Achieved in	% Achieved in	Total Number	% Achieved in	% Achieved in	Total Number	Achieved in SLA	% Achieved in Legal
						Completed	SLA deadline	Legal deadline	Completed	SLA deadline	Legal deadline	Completed	SLA deadline	Legal deadline	Completed	SLA deadline	Legal deadline	Completed	SLA deadline	Legal deadline	Completed	SLA deadline	Legal deadline
Deaths	Notify dependants of death benefits within 2 months from date of becoming aware of death	10 working days	95%	75%	85%	36	91.67%		91	79.12%	TBC	58	68.97%	TBC	38	78.95%	TBC	71	80.28%	TBC	60	93.33%	TBC
Retirements	Notify amount of retirement benefits; within 1 months if on or after NPA; or 2 months from date of retirement if before NPA. Retirement Quote no more than 2 months from date of request unless already abother request has been made within 12 months	10 working days	95%	75%	85%	91	84.62%		122	84.43%	100.00%	144	92.36%	100.00%	105	95.24%	100.00%	116	92.24%	100.00%	78	96.15%	100.00%
Divorce	Provide a quotation 3 month	10 working days	95%	75%	85%	9	100.00%		24	100.00%		12	91.67%		15	100.00%		13	100.00%		8	100.00%	
Interfund In	N/A	10 working days	90%	70%	80%	27	62.96%		38	50.00%		81	65.43%		74	93.24%		40	100.00%		32	93.75%	
Transfer In	Obtain transfer information and provide a quotation within 2 months from date of request	10 working days	90%	70%	80%	19	78.95%		27	55.56%	100.00%	55	80.00%	94.74%	46	71.74%	84.78%	60	96.67%	96.67%	36	100.00%	100.00%
Interfund Out	N/A	10 working days	95%	75%	85%	30	90.00%		21	80.95%		24	87.50%		24	95.83%		53	90.57%		35	97.22%	
Transfer out	Provide a quotation 3 month	10 working days	95%	75%	85%	37	94.59%		43	95.35%	100.00%	39	94.87%	100.00%	24	95.83%	100.00%	43	95.35%	100.00%	36	100.00%	100.00%
Member Estimate	Provide retirement quote no more than 2 months from date of request unless there has been a request already in last 12 months	10 working days	90%	70%	80%	73	79.45%		119	92.44%	100.00%	82	97.56%	100.00%	70	87.14%	100.00%	97	97.94%	100.00%	72	100.00%	100.00%
HR Estimate	N/A	10 working days	90%	70%	80%	8	87.50%		16	100.00%		13	92.31%		15	100.00%		14	92.86%		9	100.00%	
Refunds	N/A	10 working days	95%	75%	85%	43	83.72%		59	62.71%		34	100.00%		50	100.00%		90	95.56%		62	96.77%	
Leavers*	Inform members who left th scheme of their leaver rights and options no more than 2 months from date of notification	40 working days	90%	70%	80%	206	77.18%		492	87.80%	87.80%	580	91.55%	91.55%	625	80.80%	80.80%	536	95.34%	95.34%	378	97.62%	97.62%
Re-employments**	N/A	40 working days	90%	70%	80%	154	70.78%		125	80.00%		64	71.88%		245	81.22%		156	98.72%		143	90.91%	
Assistants***	N/A	10 working days	90%	70%	80%	0	TBC	TBC	21	95.00%		191	100.00%		278	100.00%		263	98.48%		248	100.00%	
Starters (PPF)	Send notification of joining	20 working days	95%	75%	85%	0	TBC	TBC	0	TBC	TBC	0	TBC	TBC	0	TBC	TBC	0	TBC	TBC	0	TBC	TBC
Totals / Average Overall						733	83.45%		1198	88.61%	97.56%	1377	87.24%	98.31%	1609	90.77%	98.31%	1552	94.92%	98.40%	1197	97.37%	99.52%

* 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