

Benefit Administration Monthly SLA

Subject	Standard SLA Target	April 2022						
		Total Number Completed	Total Completed Within Target	Total Completed Over Target	% Achieved in SLA deadline	Up / Down / Same against previous month	% Achieved in Legal deadline	Number of Open Cases
Annual Allowance	90%	4	4	0	100.00	Up		5
APC	90%	13	12	1	92.31	Down		7
Assistants***	90%	171	169	2	98.83	Up		138
Concurrents	90%	33	21	12	63.64	Down		120
Deaths	95%	61	59	2	96.72	Up		311
Divorce	95%	12	12	0	100.00	Same		9
Enquiries	90%	266	239	27	89.85	Down		84
HR Estimate	90%	7	5	2	71.43	Down		7
Interfund In	90%	43	37	6	86.05	Down		78
Interfund Out	95%	46	36	10	78.26	Down		46
Leavers*	90%	283	203	80	71.73	Down	71.73	442
Member Estimate	90%	32	25	7	78.13	Down	100.00	33
Re-employments**	90%	81	58	23	71.60	Up		96
Refunds	95%	36	36	0	100.00	Same		16
Retirements	95%	127	111	16	87.40	Up	98.00	333
Transfer In	90%	26	19	7	73.08	Down	100.00	51
Transfer Out	95%	33	21	12	63.64	Down	100.00	24
Totals / Average Overall		1,274	1,067	207	82.67		93.95	1,800
% Split			83.75	16.25	7.75			

* Frozen, Deferred, Dbrecalc

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

*** Address, Name, Nomination, IFA Requests, Transfer pack

SLA not met

Temp SLA met

Standard SLA met