

Benefit Administration Monthly SLA Statistics						January 2022					
Subject	Legal Deadline	SLA Deadline	Standard SLA Target	Temporary SLA Target From March 2021	Total Number Completed	Total Completed Within Target	Total Completed Over Target	% Achieved in SLA deadline	% Achieved in Legal deadline	Number of Open Cases	
Annual Allowance			90%	75%	0	0	0	0.00		3	
APC	N/A	10 working days	90%	75%	8	8	0	100.00		16	
Assistant work***	N/A	10 working days	90%	75%	282	279	3	98.94		57	
Concurrents			90%	75%	34	30	4	88.24		96	
Deaths	Notify dependants of death benefits within 2 months from date of becoming aware of death	10 working days	95%	75%	65	62	3	95.38		337	
Divorce	Provide a quotation 3 months from date of request	10 working days	95%	75%	7	7	0	100.00		13	
Enquiries			90%	75%	263	215	48	81.75		83	
HR Estimate	N/A	10 working days	90%	75%	3	3	0	100.00		1	
Interfund In	N/A	10 working days	90%	75%	64	46	18	71.88		73	
Interfund Out	N/A	10 working days	95%	75%	48	37	11	77.08		40	
Leavers*	Inform members who left the scheme of their leaver rights and options no more than 2 months from date of notification	40 working days	90%	75%	254	248	6	97.64	97.64	812	
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%	75%	42	40	2	95.24	95.24	43	
Re-employments**	N/A	40 working days	90%	75%	121	113	8	93.39		136	
Refunds	N/A	10 working days	95%	75%	16	15	1	93.75		11	
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 a another request has been made within 12 months	10 working days	95%	75%	98	83	15	84.69	84.69	309	
Transfer In	Obtain transfer information and provide a quotation within 2 months from date of request	10 working days	90%	75%	30	25	5	83.33	83.33	27	
Transfer out	Provide a quotation 3 months from date of request	10 working days	95%	75%	28	26	2	92.86	92.86	34	
					1,363	1,237	126	85.54	90.75	2,091	
					100.00	90.76	9.24				

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

*** Address, Name, Nomination, IFA Requests