

Benefit Administration Monthly SLA Statistics						Apr-19			May-19			Jun-19			Jul-19			Aug-19			Sep-19			Oct-19		
Subject	Legal Deadline	SLA Deadline	SLA Target	Temporary SLA Target Apr - Aug	Temporary SLA Target Sep- Dec	Apr-19			May-19			Jun-19			Jul-19			Aug-19			Sep-19			Oct-19		
						Total Number Completed	% Achieved in SLA deadline	% Achieved in Legal deadline	Total Number Completed	% Achieved in SLA deadline	% Achieved in Legal deadline	Total Number Completed	% Achieved in SLA deadline	% Achieved in Legal deadline	Total Number Completed	% Achieved in SLA deadline	% Achieved in Legal deadline	Total Number Completed	% Achieved in SLA deadline	% Achieved in Legal deadline	Total Number Completed	% Achieved in SLA deadline	% Achieved in Legal deadline	Total Number Completed	% Achieved in SLA deadline	% Achieved in Legal deadline
APC Deaths	Notify dependants of death benefits within 2 months from date of becoming aware of death	10 working days	90%	70%	80%	36	91.67%		91	79.12%	TBC	58	68.97%	TBC	38	78.95%	TBC	71	80.28%	TBC	60	93.33%	TBC	12	83.33%	
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%	133	100.00%	100.00%
Divorce	Provide a quotation 3 months	10 working days	95%	75%	85%	9	100.00%		24	100.00%		12	91.67%		15	100.00%		13	100.00%		8	100.00%		14	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%		63	79.37%	
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%	45	91.11%	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%		45	100.00%	
Transfer out	Provide a quotation 3 months	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%	44	97.73%	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%	108	95.37%	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%		4	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%		85	94.12%	
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%	816	98.90%	98.90%
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%		157	99.36%	
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%		357	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	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%	1938	95.81%	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