

Category	Subcategory	Complete at End of Period	# Completed Within Customer Target	% Complete Within Customer Target	% Complete Within Legal Target
Grand Total		6,367	5,078	79.8%	86.4%
A1: Deaths recorded of active, deferred, pensioner and dependent members	B1: Communication issued with acknowledgement of death of active, deferred, pensioner and dependent member	146	108	74.0%	
A2: Death processed of active, deferred, pensioner members	B2: Communication issued confirming benefits payable	151	118	78.1%	96.0%
A3: Deferred member retirements	B3: Communication issued to deferred member with confirmation of pension and lump sum options (actual)	8	8	100.0%	100.0%
	B3: Communication issued to deferred member with pension and lump sum options (quotation)	331	311	94.0%	100.0%
	B3: Payment of lump sum (both actives and deferreds)	292	291	99.7%	
A4: Active member retirements	B4: Communication issued to active member with confirmation of pension and lump sum options (actual)	335	308	91.9%	98.5%
	B4: Communication issued to active member with pension and lump sum options (quotation)	0	0		
A5: Leavers	B5: Communication issued with deferred benefit options	628	319	50.8%	75.5%
	B5: Communication issued with frozen refund options	460	245	53.3%	80.9%
	B5: Communication issued with recalculated deferred benefit options	48	34	70.8%	
A6: Interfund IN (Actual)	B6: Communication issued to scheme member with completion of interfund in	90	82	91.1%	
A6: Interfunds in (Quote)	B6: Communication issued to scheme member providing quotation of interfund in	112	110	98.2%	
A7: Interfund Out (Actual)	B7: Communication issued to scheme member with completion of interfund out	96	86	89.6%	
A7: Interfund Out (Quote)	B7: Communication issued to scheme member providing quotation of interfund out	44	44	100.0%	
A8: Refunds	B8: Payment of refund	213	206	96.7%	
A9: Divorce quotations issued	B9: Divorce quotation	42	42	100.0%	100.0%
A10: Actual divorce cases	B10: Communication issued following actual divorce proceedings i.e application of a Pension Sharing Order	1	1	100.0%	0.0%
A11: Member estimates requested either by scheme member and employer	B11: Member estimates requested by scheme member and employer	152	140	92.1%	
A12: New joiner notifications	B12: Communication issued to new starters	1,076	1,076	100.0%	100.0%
A13: Aggregation cases	B13: Communication issued to member who has rejoined the scheme (Actual)	280	64	22.9%	
	B13: Communication issued to member who has rejoined the scheme (Quote)	106	16	15.1%	
A14: Transfers in Actual	B14: Transfers in (including club transfers) Actual	29	28	96.6%	
A14: Transfers in Quote	B14: Transfers in (including club transfers) Quotation	24	21	87.5%	100.0%
A15: Transfers out Actual	B15: Transfers out (including club transfers) Actual	14	10	71.4%	
A15: Transfers out Quotation	B15: Transfers out (including club transfers) Quotation	129	119	92.2%	100.0%
A16: Additional Pension Contributions (APC)	B16: Communication issued to members to confirm set up of additional contributions	37	36	97.3%	
A17: Trivial Commutation	B17: Trivial commutation paperwork issued to member (payment)	2	2	100.0%	
	B17: Trivial commutation paperwork issued to member (quotation)	10	10	100.0%	
A18: Concurrent merges	B18: Communication issued with concurrent merge options	152	18	11.8%	
A19: AVC administration	B19: Communication with member and provider for additional voluntary contributions	27	24	88.9%	
A20: Member Enquiries	B20: Pension enquiry received from customer (member, 3rd party)	756	697	92.2%	
A21: Member Updates	B21: Updating member's personal details	150	78	52.0%	
A22: Information Requests	B22: Communication sent to members chasing decision on frozen refund	326	326	100.0%	
	B22: Initial request issued to previous LG fund for interfund information	100	100	100.0%	