

Subcategory	Complete at End of Period	# Completed Within Customer Target	% Complete Within Customer Target	# Completed Within Legally Required Response Time	% Complete Within Legal Target
Total	6,800	5,917	87.0%	4,266	98.6%
B1: Communication issued with acknowledgement of death of active, deferred, pensioner and dependent member	158	153	96.8%	24	
B2: Communication issued confirming benefits payable	140	130	92.9%	140	100.0%
B2: Communication issued confirming benefits payable (frozen refund)	1	1	100.0%	0	
B2: Communication issued confirming payment of death grant	17	17	100.0%	11	
B3: Communication issued to deferred member with confirmation of pension and lump sum options (actual)	229	225	98.3%	229	100.0%
B3: Communication issued to deferred member with pension and lump sum options (quotation)	172	168	97.7%	172	100.0%
B3: Payment of lump sum (both actives and deferreds)	343	308	89.8%	65	
B4: Communication issued to active member with confirmation of pension and lump sum options (actual)	128	115	89.8%	125	97.7%
B4: Communication issued to active member with pension and lump sum options (quotation)	8	8	100.0%	8	100.0%
B4: Communication issued to confirm recalculated benefits (actual)	9	6	66.7%	2	
B5: Communication issued with deferred benefit options	540	273	50.6%	488	90.4%
B5: Communication issued with frozen refund options	524	391	74.6%	506	96.6%
B5: Communication issued with recalculated deferred benefit options	32	26	81.3%	2	
B5: Communication issued with recalculated frozen refund options	4	3	75.0%	0	
B6: Communication issued to scheme member with completion of interfund in	93	72	77.4%	1	
B6: Communication issued to scheme member providing quotation of interfund in	154	117	76.0%	2	
B7: Communication issued to scheme member with completion of interfund out	81	58	71.6%	0	
B7: Communication issued to scheme member providing quotation of interfund out	44	37	84.1%	0	
B8: Payment of refund	189	184	97.4%	4	
B9: Divorce quotation	27	24	88.9%	27	100.0%
B10: Communication issued following actual divorce proceedings i.e application of a Pension Sharing Order	0	0		0	
B11: Member estimates requested by scheme member and employer	132	108	81.8%	3	
B12: Communication issued to new starters	1,820	1,820	100.0%	1,820	100.0%
B13: Communication issued to member who has rejoined the scheme (Actual)	136	125	91.9%	1	
B13: Communication issued to member who has rejoined the scheme (Quote)	35	22	62.9%	0	
B14: Transfers in (including club transfers) Actual	12	12	100.0%	1	
B14: Transfers in (including club transfers) Quotation	26	23	88.5%	26	100.0%
B15: Transfers out (including club transfers) Actual	16	11	68.8%	1	
B15: Transfers out (including club transfers) Quotation	92	75	81.5%	92	100.0%
B16: Communication issued to members to confirm set up of additional contributions	22	19	86.4%	0	
B17: Trivial commutation paperwork issued to member (payment)	8	8	100.0%	0	
B17: Trivial commutation paperwork issued to member (quotation)	11	10	90.9%	0	
B18: Communication issued with concurrent merge options	107	51	47.7%	1	
B19: Communication with member and provider for additional voluntary contributions	15	14	93.3%	0	
B20: Pension enquiry received from customer (member, 3rd party)	889	717	80.7%	206	
B21: Updating member's personal details	150	150	100.0%	41	
B22: Communication sent to members chasing decision on frozen refund	139	139	100.0%	1	
B22: Initial request issued to previous LG fund for interfund information	297	297	100.0%	267	