

Category	Subcategory	Complete at End of Period	# Completed Within Customer Target	% Complete Within Customer Target	# Completed Within Legally Required Response Time	% Complete Within Legal Target
Grand Total		6,655	5,265	71.2%	6,797	94.6%
A1: Deaths all members	B1: Communication issued with acknowledgement of death of active, deferred, pensioner and dependent member	169	164	97.0%	169	100.0%
A2: Death processed of active, deferred	B2: Communication issued confirming benefits payable	144	127	88.2%	144	100.0%
	B2: Communication issued confirming benefits payable (frozen refund)	2	1	50.0%	2	100.0%
	B2: Communication issued confirming payment of death grant	67	65	97.0%	67	100.0%
A3: Deferred member retirements	B3: Communication issued to deferred member with confirmation of pension and lump sum options (actual)	214	210	98.1%	213	99.5%
	B3: Communication issued to deferred member with pension and lump sum options (quotation)	173	170	98.3%	173	100.0%
	B3: Payment of lump sum (both actives and deferreds)	266	245	92.1%	266	100.0%
A4: Active member retirements	B4: Communication issued to active member with confirmation of pension and lump sum options (actual)	130	102	78.5%	123	94.6%
	B4: Communication issued to active member with pension and lump sum options (quotation)	10	10	100.0%	10	100.0%
	B4: Communication issued to confirm recalculated benefits (actual)	49	23	46.9%	49	100.0%
A5: Leavers	B5: Communication issued with deferred benefit options	678	326	48.1%	459	67.7%
	B5: Communication issued with frozen refund options	506	269	53.2%	344	68.0%
	B5: Communication issued with recalculated deferred benefit options	83	28	33.7%	83	100.0%
	B5: Communication issued with recalculated frozen refund options	15	8	53.3%	15	100.0%
A6: Interfund IN (Actual)	B6: Communication issued to scheme member with completion of interfund in	103	83	80.6%	103	100.0%
A6: Interfunds in (Quote)	B6: Communication issued to scheme member providing quotation of interfund in	137	95	69.3%	137	100.0%
A7: Interfund Out (Actual)	B7: Communication issued to scheme member with completion of interfund out	22	14	63.6%	22	100.0%
A7: Interfund Out (Quote)	B7: Communication issued to scheme member providing quotation of interfund out	36	27	75.0%	36	100.0%
A8: Refunds	B8: Payment of refund	204	197	96.6%	204	100.0%
A9: Divorce quotations issued	B9: Divorce quotation	48	41	85.4%	48	100.0%
A10: Actual divorce cases	B10: Communication issued following actual divorce proceedings i.e application of a Pension Sharing Order	2	1	50.0%	2	100.0%
A11: Member estimates (HR & Member)	B11: Member estimates requested by scheme member and employer	129	91	70.5%	129	100.0%
A12: New joiner notifications	B12: Communication issued to new starters	1,517	1,517	100.0%	1,517	100.0%
A13: Aggregation cases	B13: Communication issued to member who has rejoined the scheme (Actual)	219	128	58.4%	219	100.0%
	B13: Communication issued to member who has rejoined the scheme (Quote)	46	20	43.5%	46	100.0%
A14: Transfers in Actual	B14: Transfers in (including club transfers) Actual	19	17	89.5%	19	100.0%
A14: Transfers in Quote	B14: Transfers in (including club transfers) Quotation	52	39	75.0%	51	98.1%
A15: Transfers out Actual	B15: Transfers out (including club transfers) Actual	4	2	50.0%	4	100.0%
A15: Transfers out Quotation	B15: Transfers out (including club transfers) Quotation	112	73	65.2%	112	100.0%
A16: Additional Pension Contributions	B16: Communication issued to members to confirm set up of additional contributions	30	28	93.3%	30	100.0%
A17: Trivial Commutation	B17: Trivial commutation paperwork issued to member (payment)	4	4	100.0%	4	100.0%
	B17: Trivial commutation paperwork issued to member (quotation)	11	1	9.1%	11	100.0%
A18: Concurrent merges	B18: Communication issued with concurrent merge options	155	44	28.4%	155	100.0%
A19: AVC administration	B19: Communication with member and provider for additional voluntary contributions	1	0	0.0%	1	100.0%
A20: Member Enquiries	B20: Pension enquiry received from customer (member, 3rd party)	751	560	74.6%	751	100.0%
A21: Member Updates	B21: Updating member's personal details	234	223	95.3%	234	100.0%
A22: Information Requests	B22: Communication sent to members chasing decision on frozen refund	109	109	100.0%	109	100.0%
	B22: Initial request issued to previous LG fund for interfund information	204	203	99.5%	204	100.0%