

Category	Outstanding at Period Start	Created in Period	Total Cases	Complete at End of Period	Outstanding at End of Period	% Complete	Outstanding (Excluding External Reply Due)	Outstanding (External Reply Due)
Grand Total	2,025	6,603	8,628	5,356	3,272	62.1%	2,845	427
A1: Deaths recorded of active, deferred, pensioner and dependent members	21	145	166	153	13	92.2%	8	5
A2: Death processed of active, deferred, pensioner members	39	183	222	176	46	79.3%	22	24
A3: Deferred member retirements	118	416	534	423	111	79.2%	51	60
A4: Active member retirements	48	134	182	146	36	80.2%	7	29
A5: Leavers	756	1,693	2,449	748	1,701	30.5%	1,594	107
A6: Interfund IN (Actual)	38	88	126	93	33	73.8%	14	19
A6: Interfunds in (Quote)	58	134	192	150	42	78.1%	27	15
A7: Interfund Out (Actual)	9	0	9	3	6	33.3%	3	3
A7: Interfund Out (Quote)	11	56	67	51	16	76.1%	9	7
A8: Refunds	33	204	237	221	16	93.2%	14	2
A9: Divorce quotations issued	11	46	57	42	15	73.7%	11	4
A10: Actual divorce cases	6	2	8	0	8	0.0%	2	6
A11: Member estimates requested either by scheme member and employer	24	145	169	146	23	86.4%	15	8
A12: New joiner notifications	16	1,138	1,154	1,088	66	94.3%	66	0
A13: Aggregation cases	313	91	404	264	140	65.3%	124	16
A14: Transfers in Actual	1	26	27	22	5	81.5%	4	1
A14: Transfers in Quote	7	27	34	25	9	73.5%	8	1
A15: Transfers out Actual	2	0	2	1	1	50.0%	0	1
A15: Transfers out Quotation	33	126	159	124	35	78.0%	27	8
A16: Additional Pension Contributions (APC)	7	23	30	21	9	70.0%	5	4
A17: Trivial Commutation	10	39	49	40	9	81.6%	4	5
A18: Concurrent merges	229	683	912	172	740	18.9%	704	36
A19: AVC administration	0	3	3	3	0	100.0%	0	0
A20: Member Enquiries	169	619	788	695	93	88.2%	85	8
A21: Member Updates	15	227	242	236	6	97.5%	6	0
A22: Information Requests	51	355	406	313	93	77.1%	35	58