

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	7,194	5,714	79.4%	6,769	94.1%
B1: Communication issued with acknowledgement of death of active, deferred, pensioner and dependent member	142	140	98.6%	142	100.0%
B2: Communication issued confirming benefits payable	159	146	91.8%	157	98.7%
B2: Communication issued confirming benefits payable (frozen refund)	1	1	100.0%	1	100.0%
B2: Communication issued confirming payment of death grant	57	56	98.2%	57	100.0%
B3: Communication issued to deferred member with confirmation of pension and lump sum options (actual)	241	229	95.0%	239	99.2%
B3: Communication issued to deferred member with pension and lump sum options (quotation)	196	192	98.0%	196	100.0%
B3: Payment of lump sum (both actives and deferreds)	316	310	98.1%	316	100.0%
B4: Communication issued to active member with confirmation of pension and lump sum options (actual)	121	107	88.4%	117	96.7%
B4: Communication issued to active member with pension and lump sum options (quotation)	17	17	100.0%	17	100.0%
B4: Communication issued to confirm recalculated benefits (actual)	21	11	52.4%	21	100.0%
B5: Communication issued with deferred benefit options	765	296	38.7%	44	38.7%
B5: Communication issued with frozen refund options	717	262	36.5%	24	36.5%
B5: Communication issued with recalculated deferred benefit options	48	42	89.4%	438	89.4%
B5: Communication issued with recalculated frozen refund options	27	22	84.6%	635	84.6%
B6: Communication issued to scheme member providing quotation of interfund in	117	93	79.5%	117	100.0%
B6: Communication issued to scheme member with completion of interfund in	162	142	87.7%	162	100.0%
B7: Communication issued to scheme member with completion of interfund out	104	89	85.6%	104	100.0%
B7: Communication issued to scheme member providing quotation of interfund out	47	43	91.5%	47	100.0%
B8: Payment of refund	259	255	98.5%	259	100.0%
B9: Divorce quotation	49	46	93.9%	49	100.0%
B10: Communication issued following actual divorce proceedings i.e application of a Pension Sharing Order	2	2	100.0%	2	100.0%
B11: Member estimates requested by scheme member and employer	119	104	87.4%	119	100.0%
B12: Communication issued to new starters	1,745	1,745	100.0%	1,745	100.0%
B13: Communication issued to member who has rejoined the scheme (Actual)	110	41	37.3%	110	100.0%
B13: Communication issued to member who has rejoined the scheme (Quote)	34	14	41.2%	34	100.0%
B14: Transfers in (including club transfers) Actual	15	11	73.3%	15	100.0%
B14: Transfers in (including club transfers) Quotation	27	20	74.1%	26	96.3%
B15: Transfers out (including club transfers) Quotation	165	132	80.0%	165	100.0%
B16: Communication issued to members to confirm set up of additional contributions	33	25	75.8%	33	100.0%
B17: Trivial commutation paperwork issued to member (payment)	5	5	100.0%	5	100.0%
B17: Trivial commutation paperwork issued to member (quotation)	11	8	72.7%	11	100.0%
B18: Communication issued with concurrent merge options	99	63	63.6%	99	100.0%
B20: Pension enquiry received from customer (member, 3rd party)	752	623	82.8%	752	100.0%
B21: Updating member's personal details	250	162	64.8%	250	100.0%
B22: Communication sent to members chasing decision on frozen refund	182	182	100.0%	182	100.0%
B22: Initial request issued to previous LG fund for interfund information	79	78	98.7%	79	100.0%