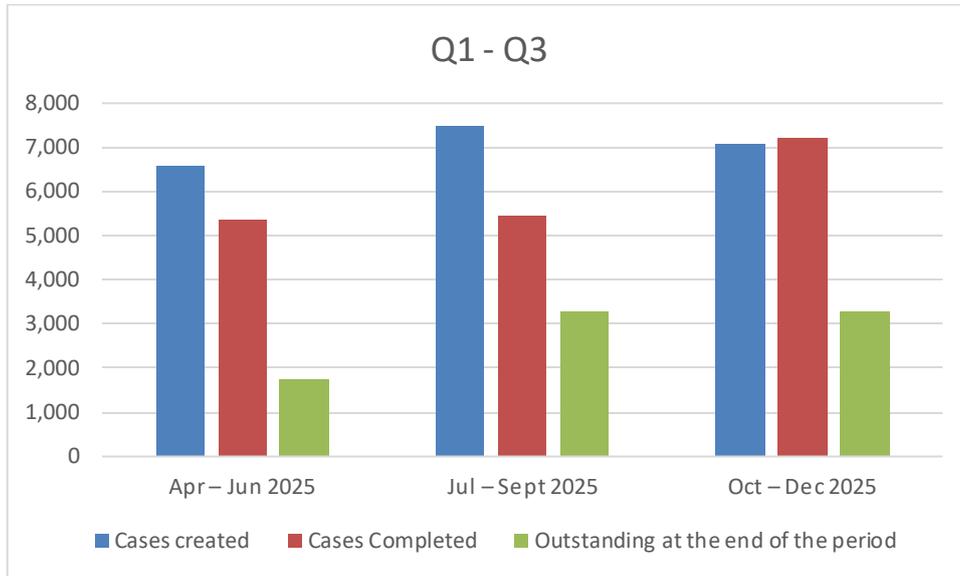


Appendix 3 - Benefit Administration Comparative Statistics



Period	Cases created	Cases Completed	Completed within SLA target	SLA %	Completed within legal target	Legal %	Outstanding at the end of the period
Apr – Jun 2025	6,603	5,356	4,274	79.8%	5,607	88%	1,742
Jul – Sept 2025	7,501	5,444	4,566	84%	5,223	97%	3,268
Oct – Dec 2025	7,101	7,194	5,714	79.4%	6,769	94.1%	3,300