

Category	Outstanding at Period Start	Created in Period	Total Cases	Complete at End of Period	Outstanding at End of Period	% Complete	Outstanding (Excluding Reply Due)	Outstanding (Reply Due)
Grand Total	2,001	6,953	8,954	7,238	1,716	76.1%	1,217	499
A1: Deaths recorded (all member types)	8	151	159	145	14	91.2%	10	4
A2: Death processed (all member types)	25	204	229	205	24	89.5%	9	15
A3: Deferred member retirements	130	904	1,034	877	157	84.8%	85	72
A4: Active member retirements	87	466	553	450	103	81.4%	55	48
A5: Leavers	1,006	597	1,603	873	730	54.5%	625	105
A6: Interfund IN (Actual)	23	86	109	79	30	72.5%	14	16
A6: Interfunds in (Quote)	16	68	84	66	18	78.6%	9	9
A7: Interfund Out (Actual)	28	96	124	101	23	81.5%	5	18
A7: Interfund Out (Quote)	14	148	162	141	21	87.0%	10	11
A8: Refunds	5	93	98	93	5	94.9%	3	2
A9: Divorce quotations issued	6	126	132	102	30	77.3%	23	7
A10: Actual divorce cases	6	1	7	1	6	14.3%	1	5
A11: Member estimates (member and employer)	23	129	152	128	24	84.2%	19	5
A12: New joiner notifications	37	947	984	953	31	96.8%	31	0
A13: Aggregation cases	94	198	292	232	60	79.5%	38	22
A14: Transfers in Actual	2	9	11	9	2	81.8%	1	1
A14: Transfers in Quote	5	28	33	25	8	75.8%	0	8
A15: Transfers out Actual	3	28	31	24	7	77.4%	4	3
A15: Transfers out Quotation	12	73	85	50	35	58.8%	19	16
A16: Additional Pension Contributions (APC)	2	20	22	19	3	86.4%	3	0
A17: Trivial Commutation	3	25	28	20	8	71.4%	3	5
A18: Concurrent merges	62	29	91	68	23	74.7%	10	13
A19: AVC administration	20	19	39	17	22	43.6%	4	18
A20: Member Enquiries	244	1,969	2,213	2,074	139	93.7%	115	24
A21: Member Updates	18	279	297	280	17	94.3%	15	2
A22: Information Requests	122	260	382	206	176	53.9%	106	70