

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	7,238	6,061	85.5%	6,808	97.8%
B1: Communication issued with acknowledgement of death of member	145	120	82.8%	145	100.0%
B2: Communication issued confirming death benefits payable	159	146	91.8%	159	100.0%
B2: Communication issued confirming death benefits payable (frozen refund)	1	1	100.0%	1	100.0%
B2: Communication issued confirming payment of death grant	45	44	97.8%	45	100.0%
B3: Communication issued to deferred member confirming retirement benefits (actual)	386	362	93.8%	381	98.7%
B3: Communication issued to deferred member confirming retirement benefits (quotation)	169	169	100.0%	169	100.0%
B3: Payment of lump sum (both actives and deferreds)	322	318	98.8%	322	100.0%
B4: Communication issued to active member confirming retirement benefits (actual)	396	367	92.7%	391	98.7%
B4: Communication issued to active member confirming retirement benefits (quotation)	44	44	100.0%	44	100.0%
B4: Communication issued to confirm recalculated benefits (actual)	10	5	50.0%	10	100.0%
B5: Communication issued with deferred benefit options	588	191	32.5%	210	35.7%
B5: Communication issued with frozen refund options	231	127	55.0%	189	81.8%
B5: Communication issued with recalculated deferred benefit options	51	32	62.7%	51	100.0%
B5: Communication issued with recalculated frozen refund options	3	2	66.7%	3	100.0%
B6: Communication issued to scheme member providing quotation of interfund in	66	60	90.9%	66	100.0%
B6: Communication issued to scheme member with completion of interfund in	79	72	91.1%	79	100.0%
B7: Communication issued to scheme member with completion of interfund out	101	92	91.1%	101	100.0%
B7: Communication issued to scheme member providing quotation of interfund out	141	135	95.7%	141	100.0%
B8: Payment of refund	93	89	95.7%	93	100.0%
B9: Divorce quotation	102	102	100.0%	102	100.0%
B10: Communication issued following actual divorce proceedings (Pension Sharing Order)	1	0	0.0%	1	100.0%
B11: Member estimates requested by scheme member and employer	128	127	99.2%	128	100.0%
B12: Communication issued to new starters	953	953	100.0%	953	100.0%
B13: Communication issued to member who has rejoined the scheme (Actual)	189	185	97.9%	189	100.0%
B13: Communication issued to member who has rejoined the scheme (Quote)	43	43	100.0%	43	100.0%
B14: Transfers in (including club transfers) Actual	9	8	88.9%	9	100.0%
B14: Transfers in (including club transfers) Quotation	25	25	100.0%	25	100.0%
B15: Transfers out (including club transfers) Actual	24	23	95.8%	24	100.0%
B15: Transfers out (including club transfers) Quotation	50	47	94.0%	50	100.0%
B16: Communication issued to members to confirm set up of additional contributions	19	17	89.5%	19	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)	15	14	93.3%	15	100.0%
B18: Communication issued with concurrent merge options	68	37	54.4%	68	100.0%
B19: Communication with member and provider for additional voluntary contributions	17	12	70.6%	17	100.0%
B20: Pension enquiry received from customer (member, 3rd party)	2,074	1,609	77.6%	2,074	100.0%
B21: Updating member's personal details	280	273	97.5%	280	100.0%
B22: Communication sent to members chasing decision on frozen refund	6	6	100.0%	6	100.0%
B22: Initial request issued to previous LG fund for interfund information	200	199	99.5%	200	100.0%