

KPI table for the period 1 April 2024 to 31 July 2024

KPI Category	Complete at End of Period	Customer Target	Completed Within Customer Target	% Complete Within Customer Target	Legally Required Target	Within Legally Required Response Time	% Complete Within Legal Target
Aggregation - Send notification of aggregation options	472	40 Days	447	94.7%	2 Months	457	96.8%
Deaths – Initial letter acknowledgement death	188	10 Days	110	58.5%	2 Months	187	99.5%
Deaths – Letter notifying amount of dependant's benefit	113	15 Days	91	80.5%	2 Months	102	90.3%
Deferment – calculate and notify deferred benefits	623	30 Days	374	60.0%	2 Months	486	78.0%
Deferred into pay – process and pay lump sum retirement grant	288	15 Days	178	61.8%	2 Months	282	97.9%
Divorce quote – Letter detailing cash equivalent value and other benefits	38	15 Days	27	71.1%	3 Months	34	89.5%
Refund – Process and pay a refund	144	10 days	137	95.1%	2 Months	143	99.3%
Retirements – Letter notifying actual retirement benefits active	160	15 Days	143	89.4%	2 Months	160	100.0%
Retirements – letter notifying actual retirement benefits deferred	355	15 Days	135	38.0%	2 Months	336	94.6%
Retirements – Letter notifying estimate of retirement benefits active	103	15 Days	97	94.2%	2 Months	102	99.0%
Retirements – letter notifying estimate of retirement benefits deferred	57	15 Days	53	93.0%	2 Months	56	98.2%
Retirements – process and pay lump sum retirement grant active	160	15 Days	154	96.3%	2 Months	160	100.0%
Transfers in – Letter detailing transfer	97	15 Days	30	30.9%	2 Months	74	76.3%
Transfers in – Letter detailing transfer in quote	136	15 Days	90	66.2%	2 Months	127	93.4%
Transfers out – letter detailing transfer	121	15 Days	63	52.1%	2 Months	87	71.9%
Transfers out – Letter detailing transfer out quote	50	15 Days	13	26.0%	2 Months	32	64.0%
Grand Total	3,160		2,147	67.9%		2,878	91.1%