

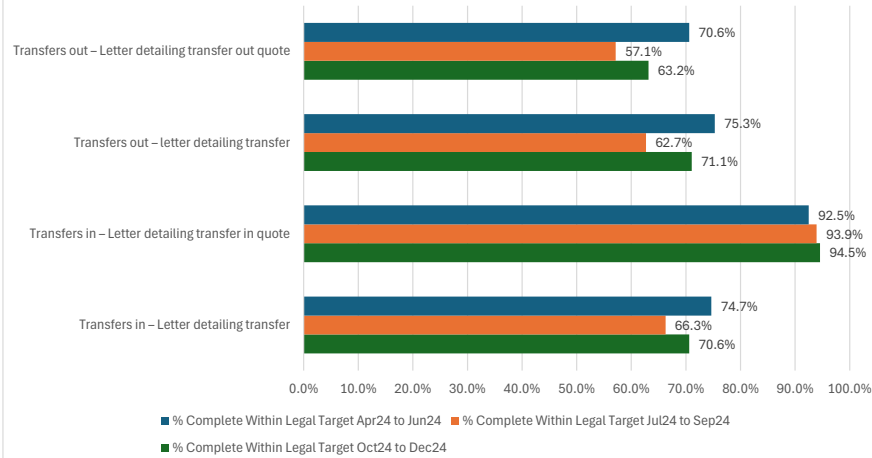
# APPENDIX A

Appendix A KPI table for the period April 2024 to December 2024

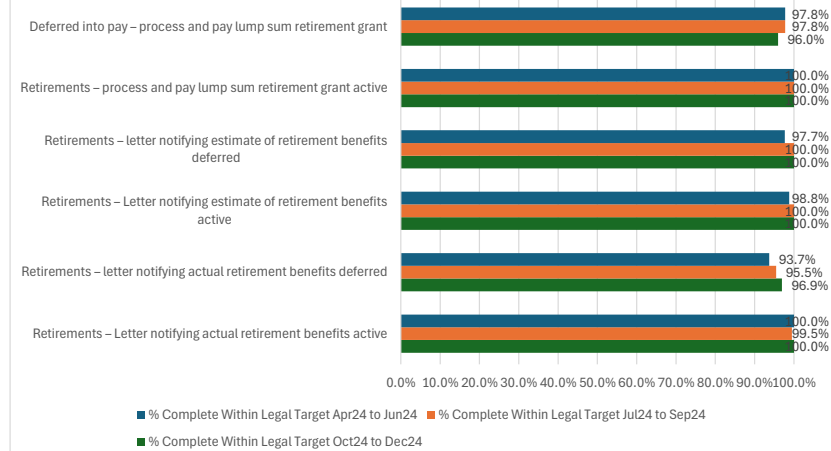
| Category                                                                  | Q1 Complete at End of Period Apr 24 to Jun24 | Q2 Complete at End of Period Jul24 to Sep24 | Q3 Complete at End of Period Oct24 to Dec24 | Q4 Complete at End of Period Jan25 to Mar25 | Customer Target | % Complete Within Customer Target Apr24 to Jun24 | % Complete Within Customer Target Jul24 to Sep24 | % Complete Within Customer Target Oct24 to Dec24 | % Complete Within Customer Target Jan25 to Mar25 | % Complete Within KPI Target Apr24 to Jun24 | % Complete Within KPI Target Jul24 to Sep24 | % Complete Within KPI Target Oct24 to Dec24 | % Complete Within KPI Target Jan25 to Mar25 | Legal target | Q1 Complete Within Legal Target Apr24 to Jun24 | Q2 Complete Within Legal Target Jul24 to Sep24 | Q3 Complete Within Legal Target Oct24 to Dec24 | % Complete Within Legal Target Jan25 to Mar25 |
|---------------------------------------------------------------------------|----------------------------------------------|---------------------------------------------|---------------------------------------------|---------------------------------------------|-----------------|--------------------------------------------------|--------------------------------------------------|--------------------------------------------------|--------------------------------------------------|---------------------------------------------|---------------------------------------------|---------------------------------------------|---------------------------------------------|--------------|------------------------------------------------|------------------------------------------------|------------------------------------------------|-----------------------------------------------|
| Aggregation - Send notification of aggregation options                    | 328                                          | 251                                         | 302                                         |                                             | 40 days         | 95.1%                                            | 89.6%                                            | 89.1%                                            |                                                  | 95.1%                                       | 89.6%                                       | 72.6%                                       |                                             | 2 months     | 97.0%                                          | 94.4%                                          | 90.1%                                          |                                               |
| Deaths – Initial letter acknowledgement death                             | 152                                          | 112                                         | 127                                         |                                             | 10 days         | 58.6%                                            | 66.1%                                            | 62.2%                                            |                                                  | 58.6%                                       | 66.1%                                       | 55.5%                                       |                                             | 2 months     | 99.3%                                          | 97.3%                                          | 97.6%                                          |                                               |
| Deaths – Letter notifying amount of dependant's benefit                   | 75                                           | 86                                          | 93                                          |                                             | 15 days         | 82.7%                                            | 81.4%                                            | 88.2%                                            |                                                  | 82.7%                                       | 81.4%                                       | 78.5%                                       |                                             | 2 months     | 92.0%                                          | 90.7%                                          | 95.7%                                          |                                               |
| Deferment – calculate and notify deferred benefits                        | 518                                          | 260                                         | 222                                         |                                             | 30 days         | 56.8%                                            | 65.0%                                            | 45.0%                                            |                                                  | 56.8%                                       | 65.0%                                       | 39.3%                                       |                                             | 2 months     | 77.2%                                          | 82.3%                                          | 70.7%                                          |                                               |
| Deferred into pay – process and pay lump sum retirement grant             | 225                                          | 181                                         | 198                                         |                                             | 15 days         | 60.9%                                            | 61.9%                                            | 48.5%                                            |                                                  | 60.9%                                       | 61.9%                                       | 53.7%                                       |                                             | 2 months     | 97.8%                                          | 97.8%                                          | 96.0%                                          |                                               |
| Divorce quote – Letter detailing cash equivalent value and other benefits | 27                                           | 17                                          | 23                                          |                                             | 15 days         | 63.0%                                            | 94.1%                                            | 87.0%                                            |                                                  | 63.0%                                       | 94.1%                                       | 86.6%                                       |                                             | 2 months     | 85.2%                                          | 100.0%                                         | 100.0%                                         |                                               |
| Refund – Process and pay a refund                                         | 112                                          | 82                                          | 76                                          |                                             | 10 days         | 93.8%                                            | 91.5%                                            | 93.4%                                            |                                                  | 93.8%                                       | 91.5%                                       | 97.0%                                       |                                             | 2 months     | 99.1%                                          | 100.0%                                         | 98.7%                                          |                                               |
| Retirements – Letter notifying actual retirement benefits active          | 109                                          | 200                                         | 116                                         |                                             | 15 days         | 87.2%                                            | 92.0%                                            | 91.4%                                            |                                                  | 87.2%                                       | 92.0%                                       | 93.2%                                       |                                             | 2 months     | 100.0%                                         | 99.5%                                          | 100.0%                                         |                                               |
| Retirements – letter notifying actual retirement benefits deferred        | 255                                          | 266                                         | 196                                         |                                             | 15 days         | 31.8%                                            | 60.2%                                            | 62.8%                                            |                                                  | 31.8%                                       | 60.2%                                       | 61.2%                                       |                                             | 2 months     | 93.7%                                          | 95.5%                                          | 96.9%                                          |                                               |
| Retirements – Letter notifying estimate of retirement benefits active     | 84                                           | 76                                          | 69                                          |                                             | 15 days         | 92.9%                                            | 97.4%                                            | 88.4%                                            |                                                  | 92.9%                                       | 97.4%                                       | 93.9%                                       |                                             | 2 months     | 98.8%                                          | 100.0%                                         | 100.0%                                         |                                               |
| Retirements – letter notifying estimate of retirement benefits deferred   | 43                                           | 37                                          | 35                                          |                                             | 15 days         | 90.7%                                            | 97.3%                                            | 85.7%                                            |                                                  | 90.7%                                       | 97.3%                                       | 91.6%                                       |                                             | 2 months     | 97.7%                                          | 100.0%                                         | 100.0%                                         |                                               |
| Retirements – process and pay lump sum retirement grant active            | 134                                          | 122                                         | 158                                         |                                             | 15 days         | 95.5%                                            | 98.4%                                            | 98.7%                                            |                                                  | 95.5%                                       | 98.4%                                       | 97.2%                                       |                                             | 2 months     | 100.0%                                         | 100.0%                                         | 100.0%                                         |                                               |
| Transfers in – Letter detailing transfer                                  | 75                                           | 89                                          | 85                                          |                                             | 15 days         | 22.7%                                            | 40.4%                                            | 41.2%                                            |                                                  | 22.7%                                       | 40.4%                                       | 50.2%                                       |                                             | 2 months     | 74.7%                                          | 66.3%                                          | 70.6%                                          |                                               |
| Transfers in – Letter detailing transfer in quote                         | 93                                           | 132                                         | 110                                         |                                             | 15 days         | 59.1%                                            | 85.6%                                            | 85.5%                                            |                                                  | 59.1%                                       | 85.6%                                       | 79.1%                                       |                                             | 2 months     | 92.5%                                          | 93.9%                                          | 94.5%                                          |                                               |
| Transfers out – letter detailing transfer                                 | 85                                           | 67                                          | 76                                          |                                             | 15 days         | 56.5%                                            | 46.3%                                            | 53.9%                                            |                                                  | 56.5%                                       | 46.3%                                       | 62.3%                                       |                                             | 2 months     | 75.3%                                          | 62.7%                                          | 71.1%                                          |                                               |
| Transfers out – Letter detailing transfer out quote                       | 34                                           | 42                                          | 38                                          |                                             | 15 days         | 29.4%                                            | 19.0%                                            | 13.2%                                            |                                                  | 29.4%                                       | 19.0%                                       | 46.6%                                       |                                             | 2 months     | 70.6%                                          | 57.1%                                          | 63.2%                                          |                                               |
| Grand Total                                                               | 2349                                         | 2020                                        | 1924                                        |                                             |                 |                                                  |                                                  |                                                  |                                                  |                                             |                                             |                                             |                                             |              |                                                |                                                |                                                |                                               |

Customer Target set by the Fund  
Legal Target - Disclosure Regulations

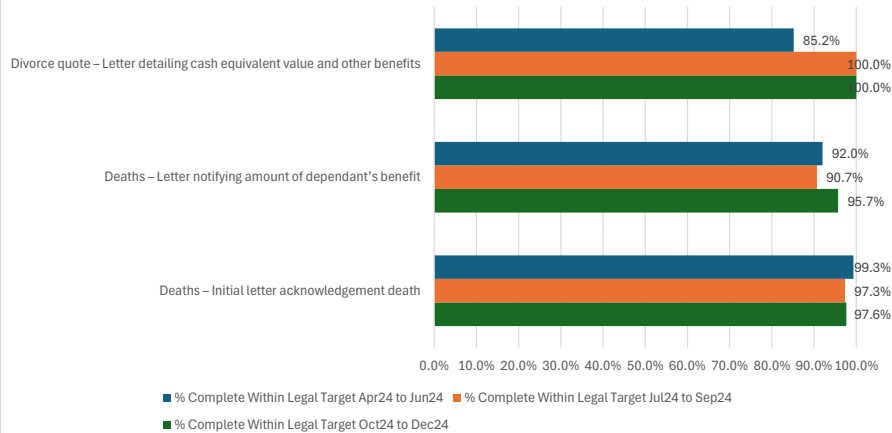
Percentage Complete Within Legal Target  
Transfers



Percentage Complete Within Legal Target  
Retirements



Percentage Complete Within Legal Target  
Deaths & Divorce



Percentage Complete Within Legal Target  
Deferred, Refund and Aggregation

