

APPENDIX A

Quarter Three – 1 October 2023 to 31 December 2023

| Quarter - October to December 2023 | | | | | | | | | |
|--|--------|--------------|------------------|---------------------------------|--|--------------|------------------|---|------|
| Business Process Perspective | Target | This Quarter | Previous quarter | Customer Perspective - Feedback | Target | This Quarter | Previous Quarter | | |
| Retirement Benefits notified to members within 10 working days of paperwork received | 92% | 83% | ▼ | 93% | Establish members understanding of info provided - rated at least mainly ok or clear | 95% | 95% | ▲ | 99% |
| Pension payments made within 10 working days of receiving election | 95% | 95% | ▲ | 96% | Experience of dealing with Section - rated at least good or excellent | 95% | 89% | ▼ | 94% |
| Death benefits/payments sent to dependant within 10 working days of notification | 90% | 88% | ▶ | 89% | Establish members thoughts on the amount of info provided - rated as about right | 92% | 94% | ▲ | 95% |
| | | | | | Establish the way members are treated - rated as polite or extremely polite | 97% | 97% | ▲ | 98% |
| Good or better than target | ▲ | | | | Email response - understandable | 95% | 100% | ▲ | 100% |
| Close to target | ▶ | | | | Email response - content detail | 92% | 100% | ▲ | 100% |
| Below target | ▼ | | | | Email response - timeliness | 92% | 92% | ▲ | 95% |

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