

Quarter Three - 1 October 2024 to 31 December 2024

Business Process Perspective	Target	This Quarter		Ave.d ays	Previous Quarter	Customer Perspective - Feedback	Target	This Quarter		Previous Quarter
Retirement Benefits notified to members within 10 working days of paperwork received	92%	80%	▼	6	81%	Establish members understanding of info provided - rated at least mainly ok or clear	95%	96%	▲	97%
Pension payments made within 10 working days of receiving election	95%	94%	▶	4	89%	Experience of dealing with Section - rated at least good or excellent	95%	87%	▶	87%
Death benefits/payments sent to dependant within 10 working days of notification	90%	59%	▼	11	51%	Establish members thoughts on the amount of info provided - rated as about right	92%	88%	▶	92%
						Establish the way members are treated - rated as polite or extremely polite	97%	98%	▲	99%
						Email response - understandable	95%	98%	▲	100%
						Email response - content detail	92%	97%	▲	98%
						Email response - timeliness	92%	94%	▲	92%

Below target	▼
Close to target	▶
Good or better than target	▲

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