

Quarter Four - 1 January 2025 to 31 March 2025

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%	88%	▶	4	80%	Establish members understanding of info provided - rated at least mainly ok or clear	95%	100%	▲	96%
Pension payments made within 10 working days of receiving election	95%	95%	▲	4	94%	Experience of dealing with Section - rated at least good or excellent	95%	89%	▶	87%
Death benefits/payments sent to dependant within 10 working days of notification	90%	79%	▶	8	59%	Establish members thoughts on the amount of info provided - rated as about right	92%	97%	▲	88%
						Establish the way members are treated - rated as polite or extremely polite	97%	98%	▲	98%
						Email response - understandable	95%	100%	▲	98%
						Email response - content detail	92%	96%	▲	97%
						Email response - timeliness	92%	95%	▲	94%

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

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