

Appendix: Key Performance Indicators Quarter Two - 1 July 2025 to 30 September 2025

Business Process Perspective	Target	This Quarter		Ave.days	Previous Quarter	Customer Perspective - Feedback	Target	This Quarter		Previous Quarter
Retirement Benefits notified to members within 10 working days of paperwork received	92%	94%	▲	N/A	88%	Establish members understanding of info provided - rated at least mainly ok or clear	95%	99%	▲	93%
Pension payments made within 10 working days of receiving election	95%	96%	▲	N/A	96%	Experience of dealing with Section - rated at least good or excellent	95%	90%	▶	90%
Death benefits/payments sent to dependant within 10 working days of notification	90%	89%	▶	7	79%	Establish members thoughts on the amount of info provided - rated as about right	92%	96%	▲	89%
<div>Below target</div> <div>Close to target</div> <div>Good or better than target</div>	<div>▼</div> <div>▶</div> <div>▲</div>					Establish the way members are treated - rated as polite or extremely polite	97%	98%	▲	99%
						Email response - understandable	95%	100%	▲	100%
						Email response - content detail	92%	100%	▲	98%
						Email response - timeliness	92%	96%	▲	93%

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