

Quarter Three - 1 October 2025 to 31 December 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%	88%	▶	N/A	94%	Establish members understanding of info provided - rated at least mainly ok or clear	95%	97%	▲	99%
Pension payments made within 10 working days of receiving election	95%	97%	▲	N/A	96%	Experience of dealing with Section - rated at least good or excellent	95%	88%	▶	90%
Death benefits/payments sent to dependant within 10 working days of notification	90%	80%	▼	8	89%	Establish members thoughts on the amount of info provided - rated as about right	92%	95%	▲	96%
						Establish the way members are treated - rated as polite or extremely polite	97%	100%	▲	98%
Below target	▼					Email response - understandable	95%	100%	▲	100%
Close to target	▶					Email response - content detail	92%	95%	▲	100%
Good or better than target	▲					Email response - timeliness	92%	91%	▶	96%

This page is intentionally left blank