

Customer Service Standards

Procedures Completed during the period - 01/04/2011 - 24/06/2011

Appendix B

Procedures which were due for action before 01/11/2010, the effective date of the Customer Service Standards, are not included in Customer Service Standards Reports

Procedure	No Completed	In Time	Overdue	% in Time	Target
Deaths	89	76	13	85.39%	2 months
Deferred Benefits	1084	909	175	83.86%	2 months
Divorce (provide CETV)	63	47	16	74.60%	3 months
Interfund In (Actual)	40	38	2	95.00%	6 months
Interfund Out (Actual)	56	56	0	100.00%	6 months
Refund	82	73	9	89.02%	1 month
Retirements**	667	495	172	74.21%	1 month
TV In Quote	116	96	20	82.76%	2 months
TV Out Quote	115	85	30	73.91%	3 months
TV Out (Actual)	24	24	0	100.00%	3 months

**Retirements is the total of

Retirement from Def Ben #	195	136	59	69.74%	1 month
Retirements from Active ~~	472	359	113	76.06%	1 month

of the 59 overdue retirements from Def Ben 31 returned their ret pack 30 or more days after the date of retirement

113 overdue retirements from Active, Breakdown for reasons are as follows:-

45 - cases where all info was rec'd on or after the retirement date (incs all parts of Ret Pack, Certs etc)

46 - notification rec'd from Employer after date of leaving

3 - Appeal/dispute cases delayed calc and payment of benefits

1 - Interfund Adjustment had to be paid from Derbys CC before benefits could be calc'd & paid

1 - Query re payments made to Pru, delayed calculation/payment

16 - Pensions office delay

1 - Member died - procedure ceased and figures will be included in Death figures shown above.