

**Customer Service Standards****Procedures Completed during the period - 01/01/2011 - 31/03/2011****Appendix A**

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	79	72	7	91.14%	2 months
Deferred Benefits	666	457	209	68.62%	2 months
Divorce (provide CETV)	51	51	0	100.00%	3 months
Interfund In (Actual)	16	16	0	100.00%	6 months
Interfund Out (Actual)	66	66	0	100.00%	6 months
Refund	163	117	46	71.78%	1 month
Retirements**	567	472	95	83.25%	1 month
TV In Quote	63	51	12	80.95%	2 months
TV Out Quote	59	53	6	89.83%	3 months
TV Out (Actual)	23	21	2	91.30%	3 months
<b>**Retirements is the total of</b>					
Retirement from Def Ben #	136	104	32	76.47%	1 month
Retirements from Active ~~	431	368	63	85.38%	1 month

~~ All of the 63 overdue retirements from Active, were cases where all info was rec'd on or after the retirement date

# of the 32 overdue retirements from Def Ben 20 returned their ret pack 30 or more days after the date of retirement