

**Customer Service Standards**

**Procedures Completed during the period - 27/06/2011 - 02/09/2011**

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	47	41	6	87.23%	2 months
Deferred Benefits	289	245	44	84.78%	2 months
Divorce (provide CETV)	36	23	13	63.89%	3 months
Interfund In (Actual)	12	12	0	100.00%	6 months
Interfund Out (Actual)	28	28	0	100.00%	6 months
Refund	27	23	4	85.19%	1 month
Retirements**	443	284	159	64.11%	1 month
TV In Quote	82	59	23	71.95%	2 months
TV Out Quote	32	31	1	96.88%	3 months
TV Out (Actual)	32	30	2	93.75%	3 months

**\*\*Retirements is the total of**

Retirement from Def Ben #	122	71	51	58.20%	1month
Retirements from Active ~~	321	213	108	66.36%	1 month

# of the **51** overdue retirements from Def Ben **42** returned their Ret Pack on or after the retirement date

~~ **108** overdue retirements from Active, Breakdown for reasons are as follows:-

- 87 - cases where all info was rec'd on or after the retirement date (incs all parts of Ret Pack, Certs etc)
- 15 - notification rec'd from Employer after date of leaving
- 1 - Interfund Adjustment had to be received before benefits could be calc'd & paid
- 1 - Combined Benefits had to be processed before retirement benefits paid
- 1 - Waiting for information on Cyborg
- 3 - Pensions office delay