

**Customer Service Standards****APPENDIX B****Procedures Completed during the period: 03/12/2011 - 28/03/2012**

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	120	87	33	72.50%	2 months
Deferred Benefits	788	230	558	29.19%	2 months
Divorce (provide CETV)	29	23	6	79.31%	3 months
Interfund In (Actual)	13	7	6	53.85%	6 months
Interfund Out (Actual)	30	30	0	100.00%	6 months
Refund	63	17	46	26.98%	1 month
Retirements**	642	406	236	63.24%	1 month
TV In Quote	58	17	41	29.31%	2 months
TV Out Quote	27	24	3	88.89%	3 months
TV Out (Actual)	19	17	2	89.47%	3 months

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

Retirement from Def Ben #	297	201	96	67.68%	1 month
Retirements from Active ~~	345	205	140	59.42%	1 month

# of the 96 overdue retirements from Def Ben all 96 returned their Ret Pack on or after the retirement date

~~ of the 140 overdue retirements from Active, Breakdown for reasons are as follows:-

All info was rec'd on or after the retirement date	51
Notification rec'd from Employer after date of leaving	76
Combined Benefits had to be processed before retirement benefits paid	0
Waiting for information on Cyborg	0
Pensions office delay	8
Procedure closed after payment	5
<b>Total</b>	<b>140</b>