

**Customer Service Standards****APPENDIX A****Procedures Completed during the period: 0509/2011 - 02/12/2011**

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

<b>Procedure</b>	<b>No Completed</b>	<b>In Time</b>	<b>Overdue</b>	<b>% in Time</b>	<b>Target</b>
Deaths	119	75	44	63.03%	2 months
Deferred Benefits	1155	537	618	46.49%	2 months
Divorce (provide CETV)	118	88	30	74.58%	3 months
Interfund In (Actual)	27	22	5	81.48%	6 months
Interfund Out (Actual)	35	34	1	97.14%	6 months
Refund	90	19	71	21.11%	1 month
Retirements**	496	353	143	71.17%	1 month
TV In Quote	70	45	25	64.29%	2 months
TV Out Quote	59	56	3	94.92%	3 months
TV Out (Actual)	16	14	2	87.50%	3 months

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

Retirement from Def Ben #	150	113	37	75.33%	1 month
Retirements from Active ~~	346	240	106	69.36%	1 month

# of the **37** overdue retirements from Def Ben all **37** returned their Ret Pack on or after the retirement date

~~ of the **106** overdue retirements from Active, Breakdown for reasons are as follows:-

All info was rec'd on or after the retirement date	83
Notification rec'd from Employer after date of leaving	20
Interfund Adjustment had to be received before benefits could be calc'd & paid	0
Combined Benefits had to be processed before retirement benefits paid	2
Waiting for information on Cyborg	0
Pensions office delay	1
<b>Total</b>	<b>106</b>