

**Customer Service Standards
Procedures Completed 01/11/2010 - 31/12/2010**

From: 01/11/2010 to 31/12/2010

Procedure	No Completed	In Time	Overdue	% in Time	Target
Deaths	10	10	0	100.00	2 months
Deferred Benefits	174	174	0	100.00	2 months
Divorce	8	8	0	100.00	3 months
Interfund In	4	4	0	100.00	6 months
Interfund Out	33	33	0	100.00	6 months
Refund	31	31	0	100.00	1 month
Retirements**	119	99	20	83.19	1 month
TV In Quote	12	12	0	100.00	2 months
TV Out Quote	9	9	0	100.00	3 months

Additional Information

****Retirements is the total of**

Retirement from Def Ben	47	43	4	91.49	1 month
Retirements from Active	72	56	16	77.78	1 month

of the 4 overdue retirements from Def Ben

Paid within 5 days of receipt of the ret pack	3
Late Notification	1
Total	4

of the 16 overdue retirements from Active

Late Notifications	8
Dates Amended to bring to top of P12	7
Completed within 33 days	1
Total	16