

SERVICE STANDARDS RESULTS FOR THE YEAR 2009/2010

<i>Service Standard</i>	<i>Target %</i>	<i>Actual % Meeting Standard</i>		<i>Comments</i>
		<i>2008/2009</i>	<i>2009/2010</i>	
Issue guide and membership certificate	90	100	100	
Write to previous employer requesting Transfer In details	90	94	99	
Issue Transfer In quote	90	83	94	See note
Confirm period of service for Transfer In	90	73	95	See note
Send option form to Early Leaver	90	99	100	
Process payment of Refund	90	87	90	
Issue Transfer Out quote	90	78	95	See note
Send Transfer Out payment	90	56	43	See note
Issue Benefit quotation	90	93	97	
Send Retirement Benefit details	90	93	96	
Send Application Form following notification of Death	90	96	96	
Send details of benefits to Next of Kin	90	72	95	See note
Pay Death Grant to Estate	90	88	97	See note

- Last year we struggled to meet the standards in these areas. However, we have worked very hard in improving the standards and are pleased to have shown major improvement in all but one area. Although delay in the transfer out payment has no affect on a member's benefits, we will be endeavouring to improve in this area over the coming months.