

SERVICE STANDARDS RESULTS FOR THE YEAR 2006/2007

<i>Service Standard</i>	<i>% Meeting Standard</i>
Issue guide and membership certificate	100
Write to previous employer requesting Transfer In details	97
Issue Transfer In quote	66
Confirm period of service for Transfer In	57
Send option form to Early Leaver	97
Process payment of Refund	93
Issue Transfer Out quote	82
Send Transfer Out payment	77
Issue quotation	78
Send Retirement Benefit details	87
Send Application Form following notification of Death	88
Send details of benefits to Next of Kin	75
Pay Death Grant to Estate	96