

SERVICE STANDARDS RESULTS FOR THE YEAR 2006/2007

<i>Service Standard</i>	<i>Target %</i>	<i>Actual % Meeting Standard</i>
Issue guide and membership certificate	90	100
Write to previous employer requesting Transfer In details	90	97
Issue Transfer In quote	90	66
Confirm period of service for Transfer In	90	57
Send option form to Early Leaver	90	97
Process payment of Refund	90	93
Issue Transfer Out quote	90	82
Send Transfer Out payment	90	77
Issue quotation	90	78
Send Retirement Benefit details	90	87
Send Application Form following notification of Death	90	88
Send details of benefits to Next of Kin	90	75
Pay Death Grant to Estate	90	96