Pension Administration Service Standards

Member Transactions	Target Turnaround Days	Processed YTD	Q1 Processed	Q1 Attainment	Q1 % against standards	Q1 Avg Turnaround Days	Q2 Processed	Q2 Attainment	Q2 % against standards	Q2 Avg Turnaround Days	Q3 Processed	Q3 Attainment	Q3 % against standards	Q3 Avg Turnaround Days	Q4 Processed	Q4 Attainment	Q4 % against standards	Q4 Avg Turnaround Days
Enrolments	10	2,209	2,209	●	100%	1												
Recordkeeping Updates																		
Change of Information	10	1,457	1,457	●	92%	5												
LTD/WSIB/ Leaves	10	497	497	●	94%	3												
Service Purchase & Transfer-in (employer and member initiated)																		
Cost Estimates Sent	30	192	192	●	97%	12												
Purchased Service Posted	30	195	195	●	97%	13												
Pension Estimate	10	613	613	●	98%	4												
Pre-Retirement Death																		
Benefit packages sent	30	9	9	●	100%	17												
Benefit Processed	5	10	10	●	100%	2												
Post-Retirement Death																		
Benefit packages sent	30	156	156	●	100%	5												
Benefit processed / cases closed	60	161	161	●	100%	1												
Termination																		
EOM letters sent	30	585	585	●	96%	20												
EOM letters sent (notifications through DCT)	n/a		0	n/a	n/a	n/a												
Option packages sent	30	231	231	●	98%	17												
Benefit processed	60	200	200	●	100%	3												
Retirement																		
Option packages sent	30	243	243	●	95%	15												
Benefit processed	5	200	200	●	97%	3												
Marriage Breakdown																		
FLV Calculations sent	60	12	12	●	100%	36												
FLV option processed	60	3	3	●	100%	14												
FLV no division recorded	10	12	12	●	100%	5												
Interdesign Transfers	30	129	129	●	96%	13												

Year to Date 2022 Statistics

Pension Administration Service Standards

		Processed		Q1			Q2			Q3			Q4		
Member Transactions	**Target Turnaround Days**	**YTD**	**Processed**	**Attainment**	**% against standards**	**Processed**	**Attainment**	**% against standards**	**Processed**	**Attainment**	**% against standards**	**Processed**	**Attainment**	**% against standards**
Member														
Email response	Two business days	4,568	4,568	●	99%									
Voice Mail response	Next business day	435	435	●	99%									
Telephone Calls														
Volume		6,555	6,555											
% of calls answered	85%			92%										
% abandoned	n/a			n/a										
Speed to answer (Sec)	n/a			26										
Paper Correspondence	10	0	0											
Employer														
Email response	Next business day	1,599	1,599	●	94%									
Voice Mail response	Next business day	27	27	●	100%									
Annual Data Collection														
Pension Contribution Summary	26-Feb		31-Mar	●										
Release of DCT	24-Jan		21-Jan	●										
Data queries sent to employer	Scheduled Date													
Data Finalized	01-Jun			n/a										
Annual Statements distributed	30-Jun			n/a										

Year to Date 2022 Statistics