





# Pension Administration Service Standards

●	90% events within standard
◆	80% events within standard
■	Less than 80% events within standard

Year to Date 2022 Statistics																
Member Transactions	Target Turnaround Days	Processed			Q1			Q2			Q3			Q4		
		YTD	Processed	Attainment	% against standards											
<b>Member</b>																
Email response	Two business days	9,469	4,568	●	99%	4,901	●	99%								
Voice Mail response	Next business day	711	435	●	99%	276	●	100%								
<b>Telephone Calls</b>																
Volume		13,514	6,555			6,959										
% of calls answered	85%				92%			93%								
% abandoned	n/a				n/a			n/a								
Speed to answer (Sec)	n/a				26			36								
<b>Paper Correspondence</b>																
	10	0	0													
<b>Employer</b>																
Email response	Next business day	2,989	1,599	●	94%	1,390	◆	89%								
Voice Mail response	Next business day	60	27	●	100%	33	●	97%								
<b>Annual Data Collection</b>																
Pension Contribution Summary	26-Feb		31-Mar	●		31-Mar	●									
Release of DCT	24-Jan		21-Jan	●		21-Jan	●									
Data queries sent to employer	Scheduled Date															
Data Finalized	01-Jun			n/a		03-Jun	●									
Annual Statements distributed	30-Jun			n/a		30-Jun	●									