



Pension Administration Service Standards

●	90% + events within standard
●	80% - 89% events within standard
■	Less than 80% events within standard

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Year to Date 2022 Statistics																			
Member Transactions	Target Turnaround Days	Processed		Q1				Q2				Q3				Q4			
		YTD	Processed	Attainment	% against standards	Avg Turnaround Days	Processed	Attainment	% against standards	Avg Turnaround Days	Processed	Attainment	% against standards	Avg Turnaround Days	Processed	Attainment	% against standards	Avg Turnaround Days	
Enrolments	10	7,462	1,960	●	99%	1	1,294	●	100%	1	2,188	●	100%	1	2,020	●	100%	1	
Recordkeeping Updates																			
Change of Information	10	5,099	1,457	●	92%	5	1,558	●	94%	5	1,014	●	97%	5	1,070	●	99%	5	
LTD/WSIB/ Leaves	10	2,264	497	●	94%	3	453	●	100%	5	561	●	98%	5	753	●	99%	5	
Service Purchase & Transfer-in <small>(employer and member initiated)</small>																			
Cost Estimates Sent	30	519	132	●	96%	12	112	●	92%	14	128	●	96%	11	147	●	99%	10	
Purchased Service Posted	30	789	127	●	96%	13	138	●	94%	13	378	●	98%	11	146	●	99%	11	
Pension Estimate	10	1,556	570	●	98%	3	420	●	99%	3	240	●	96%	5	326	●	96%	5	
Pre-Retirement Death																			
Benefit packages sent	30	47	5	●	100%	12	15	●	100%	14	9	●	89%	19	18	●	100%	9	
Benefit Processed	5	37	7	●	100%	1	12	●	100%	1	10	●	100%	5	8	●	100%	5	
Post-Retirement Death																			
Benefit packages sent	30	522	137	●	100%	4	113	●	100%	5	99	●	99%	28	173	●	99%	12	
Benefit processed / cases closed	60	484	139	●	100%	1	109	●	100%	3	117	●	100%	4	119	●	100%	1	
Termination																			
EOM letters sent	30	2,224	385	●	97%	18	543	●	82%	20	554	●	99%	14	742	●	96%	13	
EOM letters sent (notifications through DCT)	n/a	121	0	n/a	n/a	n/a	121	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	
Option packages sent (notifications through DCT)	n/a	496	0	n/a	n/a	n/a	121	n/a	n/a	n/a	375	n/a	n/a	n/a	n/a	n/a	n/a	n/a	
Option packages sent	30	1,126	124	●	100%	17	353	●	93%	16	396	●	97%	10	413	●	93%	13	
Benefit processed	60	563	146	●	100%	3	166	●	95%	2	251	●	100%	2	253	●	100%	2	
Retirement																			
Option packages sent	30	1,682	99	●	96%	9	546	●	91%	16	658	●	98%	13	530	●	91%	15	
Benefit processed	5	1,054	110	●	95%	2	449	●	93%	2	495	●	99%	1	379	●	99%	2	
Marriage Breakdown																			
FLV Calculations sent	60	50	10	●	100%	36	14	●	100%	34	24	●	96%	40	32	●	100%	37	
FLV option processed	60	15	3	●	100%	14	3	●	100%	15	8	●	100%	21	2	●	100%	14	
FLV no division recorded	10	259	12	●	100%	5	4	●	100%	7	4	●	100%	7	1	●	100%	7	
Interdesign	30	971	129	●	96%	14	350	●	91%	17	253	●	97%	8	239	●	99%	10	



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		YTD	Processed	Attainment	% against standards											
Member																
Email response	Two business days	15,082	4,082	●	99%	4,570	●	99%	3,134	●	97%	3,296	●	97%		
Voice Mail response	Next business day	1,009	353	●	99%	274	●	100%	252	●	96%	130	●	100%		
Telephone Calls																
Volume		22,744	4,752			5,184			7,671			5,137				
% of calls answered	85%		91%			92%			95%			96%				
% abandoned	n/a		n/a			n/a			n/a			n/a				
Speed to answer	n/a		23 Sec			34 Sec			57 sec			37 Sec				
Paper Correspondence																
Employer																
Email response	Next business day	5,550	1,599	●	90%	1,390	●	89%	1,248	●	90%	1,313	●	93%		
Voice Mail response	Next business day	107	28	●	96%	33	●	97%	32	●	97%	14	●	100%		
Annual Data Collection																
Pension Contribution Summary	26-Feb		31-Mar	●		31-Mar	●		n/a			n/a				
Release of DCT	24-Jan		21-Jan	●		21-Jan	●		n/a			n/a				
Data queries sent to employer	Scheduled Date								n/a			n/a				
Data Finalized	1-Jun			n/a		3-Jun	●		n/a			n/a				
Annual Statements distributed	30-Jun			n/a		30-Jun	●		n/a			n/a				