



Pension Administration Service Standards

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

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Year to Date 2023 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	10,248	3,695	●	100%	1	2,505	●	100%	1	2,525	●	100%	1	1,523	●	100%	1
Recordkeeping Updates																		
Change of Information	10	7,038	2,039	●	100%	5	1,706	●	99%	5	1,949	●	99%	5	1,344	●	99%	5
LTD/WSIB/ Leaves	10	2,260	382	●	99%	5	577	●	99%	5	436	●	99%	5	865	●	98%	5
Service Purchase & Transfer-in (employer and member initiated)																		
Cost Estimates Sent	30	1,104	369	●	99%	8	198	●	98%	10	130	●	92%	16	407	●	98%	13
Purchased Service Posted	30	1,050	130	●	98%	10	347	●	99%	11	262	●	91%	16	311	●	91%	14
Pension Estimate	10	1,747	666	●	97%	5	449	●	98%	6	314	●	98%	4	318	●	96%	5
Pre-Retirement Death																		
Benefit packages sent	30	71	16	●	100%	11	19	◆	84%	20	16	●	100%	14	20	●	90%	18
Benefit Processed	5	61	19	●	100%	3	14	●	100%	2	12	●	100%	3	16	●	100%	4
Post-Retirement Death																		
Benefit packages sent	30	601	142	●	99%	10	173	●	100%	8	138	●	99%	8	148	●	98%	5
Benefit processed / cases closed	60	505	104	●	100%	3	166	●	100%	1	101	●	100%	2	134	●	100%	1
Termination																		
EOM letters sent	30	3,025	570	●	96%	13	917	●	95%	17	777	●	97%	10	761	●	96%	10
EOM letters sent (notifications received from cyclical termination reporting)	n/a	973	442	n/a	n/a	n/a	270	n/a	n/a	n/a	261	n/a	n/a	n/a	0	n/a	n/a	n/a
Option packages sent	30	2,699	623	●	96%	11	773	●	95%	18	734	●	97%	13	569	●	97%	8
Benefit processed	60	1,283	206	●	100%	3	390	●	100%	3	355	●	100%	3	332	●	100%	3
Retirement																		
Option packages sent	30	2,420	523	●	94%	15	696	●	96%	15	521	●	97%	17	680	●	94%	19
Benefit processed	5	1,969	417	●	98%	2	557	●	98%	2	589	●	97%	2	406	●	97%	2
Marriage Breakdown																		
FLV Calculations sent	60	118	23	●	91%	41	22	●	100%	n/a	41	●	100%	28	32	◆	84%	42
FLV option processed	60	14	2	●	100%	23	6	●	100%	18	1	●	100%	21	5	●	100%	25
FLV no division recorded	10	27	26	●	100%	4	0	●	100%	n/a	0	●	100%	n/a	1	●	100%	6
Interdesign Transfers	30	1,363	352	●	98%	13	476	●	96%	12	236	●	91%	17	299	●	95%	13



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Processed			Q1			Q2			Q3			Q4		
Member Transactions	Target Turnaround Days	YTD	Processed	Attainment	% against standards									
Member														
Email response	Two business days	20,807	4,312	●	96%	6,416	●	97%	5,151	●	97%	4,928	●	94%
Voice Mail response	Next business day	807	236	●	98%	221	●	97%	160	●	98%	190	●	98%
Telephone Calls														
Volume		29,284	6,020			8,725			7,806			6,733		
% of calls answered	85%		96%			96%			92%			96%		
% abandoned	n/a		n/a			n/a			n/a			n/a		
Speed to answer	n/a		45 Sec			39 Sec			33 Sec			55 Sec		
Paper Correspondence														
	10	0												
Employer														
Email response	Next business day	6,361	2,136	●	93%	1,596	●	91%	1,084	●	94%	1,545	●	94%
Voice Mail response	Next business day	190	68	●	98%	37	●	100%	55	●	94%	30	●	100%
Annual Data Collection														
Pension Contribution Summary	26-Feb		31-Mar	●		31-Mar	●		N/A			N/A		
Release of DCT	24-Jan		20-Jan	●		20-Jan	●		N/A			N/A		
Data queries sent to employer	Scheduled Date													
Data Finalized	1-Jun			n/a		1-Jun	●		N/A			N/A		
Annual Statements distributed	30-Jun			n/a		30-Jun	●		N/A			N/A		