

## Pension Administration Service Standards



						Year to D	ate 2023 Stat	tistics									
		Processed		Q1				Q2			Q3			Q4			
Member Transactions	Target Turnaround Days	YTD	Processed	Attainment		Avg Turnaround Days	Processed	Attainment	Avg Turnaround Days	Processed	Attainment	% against standards	Avg Turnaround Days	Processed	Attainment	% against standards	Avg Turnaround Days
Enrolments	10	3,695	3,695	•	100%	1											
Recordkeeping Updates		-,	-,														
Change of Information	10	2,039	2,039		100%	5											
LTD/WSIB/ Leaves	10	382	382		99%	5											
Service Purchase & Transfer-in (employer and member initiated)																	
Cost Estimates Sent	30	369	369	•	99%	8											
Purchased Service Posted	30	130	130	•	98%	10											
Pension Estimate	10	666	666	•	97%	5											
Pre-Retirement Death																	
Benefit packages sent	30	16	16	•	100%	11											
Benefit Processed	5	19	19	•	100%	3											
Post-Retirement Death																	
Benefit packages sent	30	142	142	•	99%	10											
Benefit processed / cases closed	60	104	104	•	100%	3											
Termination																	
EOM letters sent	30	570	570		96%	13											
EOM letters sent (notifications received from cyclical termination reporting)	n/a	442	442	n/a	n/a	n/a											
Option packages sent	30	623	623		96%	11											
Benefit processed	60	206	206		100%	3											
Retirement																	
Option packages sent	30	523	523		94%	15											
Benefit processed	5	417	417		98%	2											
Marriage Breakdown																	
FLV Calculations sent	60	23	23		91%	41											
FLV option processed	60	2	2		100%	23											
FLV no division recorded	10	26	26		100%	4											
Interdesign Transfers	30	352	352		98%	13											



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Year to Date 2022 Statistics														
		Processed		Q1			Q2		_	Q3			Q4	
Member Transactions	Target Turnaround Days	YTD	Processed	Attainment	% against standards									
Member														
Email response	Two business days	4,312	4,312		96%									
Voice Mail response	Next business day	236	236		98%									
Telephone Calls														
Volume		6,020	6,020											
% of calls answered	85%			969	%									
% abandoned	n/a			n/:	a									
Speed to answer	n/a			45 S	ec									
Paper Correspondence	10	0												
Employer														
Email response	Next business day	2,136	2,136		93%									
Voice Mail response	Next business day	68	68		98%									
Annual Data Collection														
Pension Contribution Summary	26-Feb		31-Mar											
Release of CBR	24-Jan		20-Jan	•										
Data queries sent to employer	Scheduled Date													
Data Finalized	1-Jun			n/a										
Annual Statements distributed	30-Jun			n/a										

90% events within standard	
80% events within standard	
Less than 80% events within standard	

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80% events within standard	
Less than 80% events within standard	