

Pension Administration Service Standards



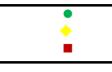
						Year to D	ate 2023 Sta	tistics									_	
		Processed	cessed Q1				Q2				Q3				Q4			
Member Transactions	Target Turnaround Days	YTD	Processed	Attainment	-	Avg Turnaround Days	Processed	Attainment	% against standards	Avg Turnaround Days	Processed	Attainment	% against standards	Avg Turnaround Days	Processed	Attainment	% against standards	
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 <i>,</i> 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

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

Download the service standards



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					Year to D	0ate 2023 Sta	tistics							
	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	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				8,7	25		7,80	06	6,733		
% of calls answered	85%		96%				96	%		929	%		5%	
% abandoned	n/a		n/a			n/a				n/a	а	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%	1596	•	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		

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