



# 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																		
	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
<b>Member Transactions</b>																		
<b>Enrolments</b>	10	5,442	1,960	●	99%	1	1,294	●	100%	1	2,188	●	100%	1				
<b>Recordkeeping Updates</b>																		
Change of Information	10	4,029	1,457	●	92%	5	1,558	●	94%	5	1,014	●	97%	5				
LTD/WSIB/ Leaves	10	1,511	497	●	94%	3	453	●	100%	5	561	●	98%	5				
<b>Service Purchase &amp; Transfer-in</b> (employer and member initiated)																		
Cost Estimates Sent	30	372	132	●	96%	12	112	●	92%	14	128	●	96%	11				
Purchased Service Posted	30	643	127	●	96%	13	138	●	94%	13	378	●	98%	11				
<b>Pension Estimate</b>	10	1,230	570	●	98%	3	420	●	99%	3	240	●	96%	5				
<b>Pre-Retirement Death</b>																		
Benefit packages sent	30	29	5	●	100%	12	15	●	100%	14	9	◆	89%	19				
Benefit Processed	5	29	7	●	100%	1	12	●	100%	1	10	●	100%	5				
<b>Post-Retirement Death</b>																		
Benefit packages sent	30	349	137	●	100%	4	113	●	100%	5	99	●	99%	28				
Benefit processed / cases closed	60	365	139	●	100%	1	109	●	100%	3	117	●	100%	4				
<b>Termination</b>																		
EOM letters sent	30	1,482	385	●	97%	18	543	◆	82%	20	554	●	99%	14				
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				
Option packages sent (notifications through DCT)	n/a	504	0	n/a	n/a	n/a	129	n/a	n/a	n/a	375	n/a	n/a	n/a				
Option packages sent	30	873	124	●	100%	17	353	●	93%	16	396	●	97%	10				
Benefit processed	60	563	146	●	100%	3	166	●	95%	2	251	●	100%	2				
<b>Retirement</b>																		
Option packages sent	30	1,303	99	●	96%	9	546	●	91%	16	658	●	98%	13				
Benefit processed	5	1,054	110	●	95%	2	449	●	93%	2	495	●	99%	1				
<b>Marriage Breakdown</b>																		
FLV Calculations sent	60	48	10	●	100%	36	14	●	100%	34	24	●	96%	40				
FLV option processed	60	14	3	●	100%	14	3	●	100%	15	8	●	100%	21				
FLV no division recorded	10	20	12	●	100%	5	4	●	100%	7	4	●	100%	7				
<b>Interdesign</b>	30	732	129	●	96%	14	350	●	91%	17	253	●	97%	8				



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		YTD	Processed	Attainment	% against standards	Processed	Attainment	% against standards	Processed	Attainment	% against standards	Processed	Attainment	% against standards
<b>Member</b>														
Email response	Two business days	11,786	4,082	●	99%	4,570	●	99%	3,134	●	97%			
Voice Mail response	Next business day	879	353	●	99%	274	●	100%	252	●	96%			
<b>Telephone Calls</b>														
Volume		17,607	4,752			5,184		93%	7,671		95%			
% of calls answered	85%		91%			92%			95%					
% abandoned	n/a		n/a			n/a			n/a					
Speed to answer	n/a		23 Sec			34 Sec			57 sec					
<b>Paper Correspondence</b>	10	0				0			0					
<b>Employer</b>														
Email response	Next business day	4,237	1,599	●	90%	1,390	◆	89%	1,248	●	90%			
Voice Mail response	Next business day	93	28	●	96%	33	●	97%	32	●	97%			
<b>Annual Data Collection</b>														
Pension Contribution Summary	26-Feb		31-Mar	●		31-Mar	●		n/a					
Release of DCT	24-Jan		21-Jan	●		21-Jan	●		n/a					
Data queries sent to employer	Scheduled Date								n/a					
Data Finalized	01-Jun			n/a		03-Jun	●		n/a					
Annual Statements distributed	30-Jun			n/a		30-Jun	●		n/a					