



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																		
	Target Turnaround Days	Processed		Q1			Q2			Q3			Q4			Avg Turnaround Days		
		YTD	Processed	Attainment	% against standards	Avg Turnaround Days	Processed	Attainment	% against standards	Avg Turnaround Days	Processed	Attainment	% against standards	Avg Turnaround Days				
Member Transactions																		
Enrolments	10	8,725	3,695	●	100%	1	2,505	●	100%	1	2,525	●	100%	1				
Recordkeeping Updates																		
Change of Information	10	5,694	2,039	●	100%	5	1,706	●	99%	5	1,949	●	99%	5				
LTD/WSIB/ Leaves	10	1,395	382	●	99%	5	577	●	99%	5	436	●	99%	5				
Service Purchase & Transfer-in (employer and member initiated)																		
Cost Estimates Sent	30	697	369	●	99%	8	198	●	98%	10	130	●	92%	16				
Purchased Service Posted	30	739	130	●	98%	10	347	●	99%	11	262	●	91%	16				
Pension Estimate	10	1,429	666	●	97%	5	449	●	98%	6	314	●	98%	4				
Pre-Retirement Death																		
Benefit packages sent	30	51	16	●	100%	11	19	◆	84%	20	16	●	100%	14				
Benefit Processed	5	45	19	●	100%	3	14	●	100%	2	12	●	100%	3				
Post-Retirement Death																		
Benefit packages sent	30	453	142	●	99%	10	173	●	100%	8	138	●	99%	8				
Benefit processed / cases closed	60	371	104	●	100%	3	166	●	100%	1	101	●	100%	2				
Termination																		
EOM letters sent	30	2,264	570	●	96%	13	917	●	95%	17	777	●	97%	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				
Option packages sent	30	2,130	623	●	96%	11	773	●	95%	18	734	●	97%	13				
Benefit processed	60	951	206	●	100%	3	390	●	100%	3	355	●	100%	3				
Retirement																		
Option packages sent	30	1,740	523	●	94%	15	696	●	96%	15	521	●	97%	17				
Benefit processed	5	1,563	417	●	98%	2	557	●	98%	2	589	●	97%	2				
Marriage Breakdown																		
FLV Calculations sent	60	86	23	●	91%	41	22	●	100%	n/a	41	●	100%	28				
FLV option processed	60	9	2	●	100%	23	6	●	100%	18	1	●	100%	21				
FLV no division recorded	10	26	26	●	100%	4	0	●	100%	n/a	0	●	100%	n/a				
Interdesign Transfers	30	1,064	352	●	98%	13	476	●	96%	12	236	●	91%	17				



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Member Transactions	Target Turnaround Days	Processed			Q1			Q2			Q3			Q4		
		YTD	Processed	Attainment	% against standards	Processed	Attainment	% against standards	Processed	Attainment	% against standards	Processed	Attainment	% against standards		
Member																
Email response	Two business days	15,879	4,312	●	96%	6,416	●	97%	5,151	●	97%					
Voice Mail response	Next business day	617	236	●	98%	221	●	97%	160	●	98%					
Telephone Calls																
Volume		22,551	6,020			8,725			7,806							
% of calls answered	85%				96%			96%			92%					
% abandoned	n/a				n/a			n/a			n/a					
Speed to answer	n/a				45 Sec			39 Sec			33 Sec					
Paper Correspondence	10	0														
Employer																
Email response	Next business day	4,816	2,136	●	93%	1,596	●	91%	1,084	●	94%					
Voice Mail response	Next business day	160	68	●	98%	37	●	100%	55	●	94%					
Annual Data Collection																
Pension Contribution Summary	26-Feb		31-Mar	●		31-Mar	●		N/A							
Release of CBR	24-Jan		20-Jan	●		20-Jan	●		N/A							
Data queries sent to employer	Scheduled Date															
Data Finalized	1-Jun			n/a		1-Jun	●		N/A							
Annual Statements distributed	30-Jun			n/a		30-Jun	●		N/A							