



Pension Administration Service Standards

- 90% or greater events within standard
- ◆ 80% - 89% events within standard
- Less than 80% events within standard

2024 Timelines									
		Q1		Q2		Q3		Q4	
	YTD	Volume	Attainment	Volume	Attainment	Volume	Attainment	Volume	Attainment
Member Transactions	10,175	10,175	●						
Member Transaction Satisfaction	86%		86%		0%		0%		0%
Member Contact	16,480	16,480	●						
Member Contact Satisfaction	80%		80%		0%		0%		0%
Employer Contact	2,129	2,129	●						