



Pension Administration Service Standards

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

| 2025 Timelines | | | | | | | | | |
|----------------------------------------|--------|--------------|------------|--------|------------|--------|------------|--------|------------|
| | | Q1 | | Q2 | | Q3 | | Q4 | |
| | YTD | Volume | Attainment | Volume | Attainment | Volume | Attainment | Volume | Attainment |
| Member Transactions | 27,832 | 10,785 | ● | 9,032 | ● | 8,015 | ● | | |
| Member Transaction Satisfaction | | Under Review | | 83% | | 84% | | | |
| Member Contact | 1,296 | 384 | ● | 445 | ● | 467 | ● | | |
| Member Contact Satisfaction | | 80% | | 83% | | 83% | | | |
| Employer Contact | 4,737 | 2,455 | ● | 1,369 | ● | 913 | ● | | |