



# 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
<b>Member Transactions</b>	34,617	10,785	●	9,032	●	8,015	●	6,785	●
<b>Member Transaction Satisfaction</b>		Under Review		83%		84%		73%	
<b>Member Contact</b>	1,663	384	●	445	●	467	●	367	●
<b>Member Contact Satisfaction</b>		80%		83%		83%		88%	
<b>Employer Contact</b>	5,877	2,547	●	1,407	●	943	●	980	●