

KPIs 2016/2017 Quarter 4

Number	Key Performance Indicator	Target Days	Minimum
1	Change of Address	20	85%
2	Change to Bank Details	20	85%
3	Death Grant Nomination Received	20	85%
4	Death in Service - Payment of Death Grant	5	85%
5	Death Notification	5	85%
6	Deferred Benefits into Payment	3	85%
7	Deferred Benefits Set up on Leaving	10	85%
8	Divorce Quote	35	85%
9	Divorce Settlement - Pension Sharing Order	80	100%
10	Initial Letter Acknowledging Death	5	85%
11	Initial Letter Death in Deferment	5	85%
12	Initial Letter Death in Retirement	5	85%
13	Letter Dependants Benefits	3	85%
14	Life Certificate Received	20	85%
15	New Starter Set up	10	85%
16	Payment of Beneficiary Pension	5	85%
17	Payroll Changes	20	85%
18	Pension Estimate	5	85%
19	Potential Spouse Enquiry	10	85%
20	Purchase of Service Quote	20	85%
21	Refund Quote	35	85%
22	Retirement Actual	10	85%
23	Retirement Quote	10	85%
24	Set up Payment of Lump Sum	3	85%
25	Transfer in Payment Received	35	85%
26	Transfer in Quote	10	85%
27	Transfer out Payment	10	85%
28	Transfer Out Quote	35	85%

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