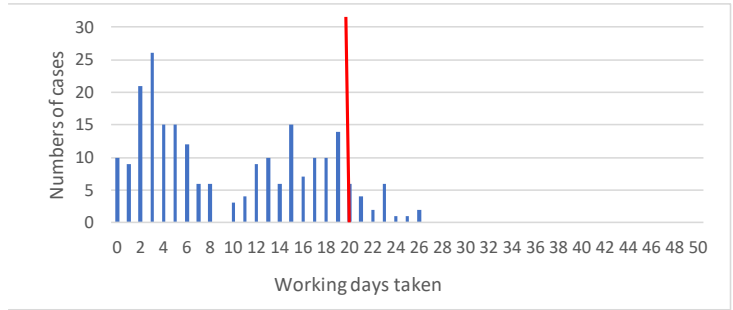
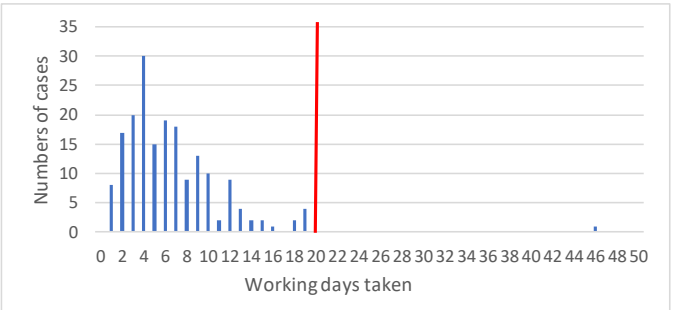


# 1. Quarterly KPI Performance (Period: 1 January 2024 – 31 March 2024)

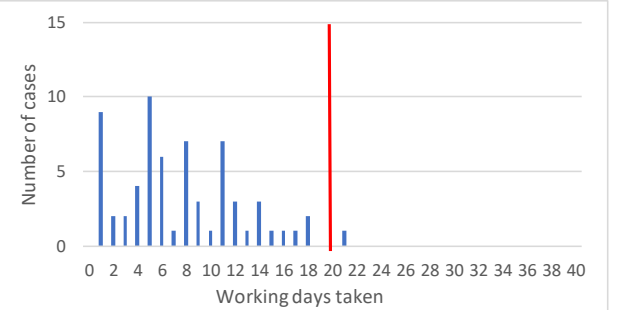
Estimates (Target = 20 days)*			
	Pass	Total	Percentage
Within 20 day target for period	214	231	92.6%
Target = 90%			



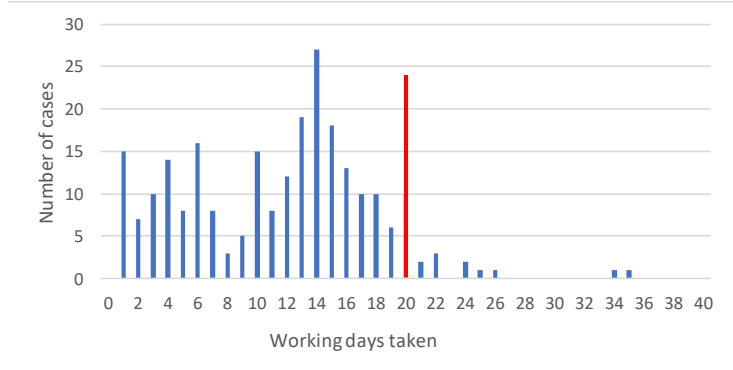
Refunds (Target = 20 days)			
	Pass	Total	Percentage
Within 20 day target	185	186	99.5%
Target = 90%			



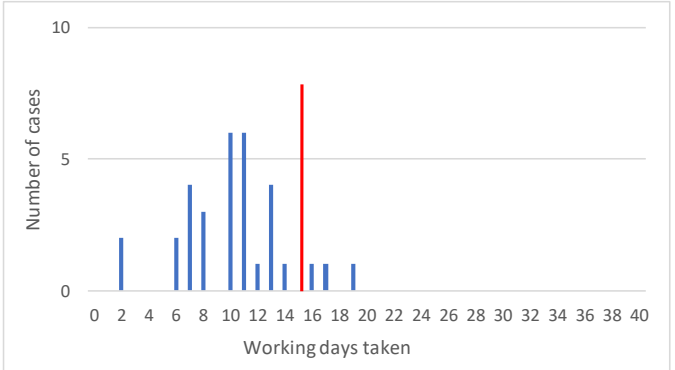
Transfers Out - Actual (Target = 20 days)			
	Pass	Total	Percentage
Within 20 day target	64	66	97.0%
Target = 90%			



Retirement Grants (Target = 20 days)			
	Pass	Total	Percentage
Within 20 day target	234	245	95.5%
Target = 90%			



Death Grants (Target = 15 days)			
	Pass	Total	Percentage
Within 15 day target	29	32	90.6%
Target = 90%			

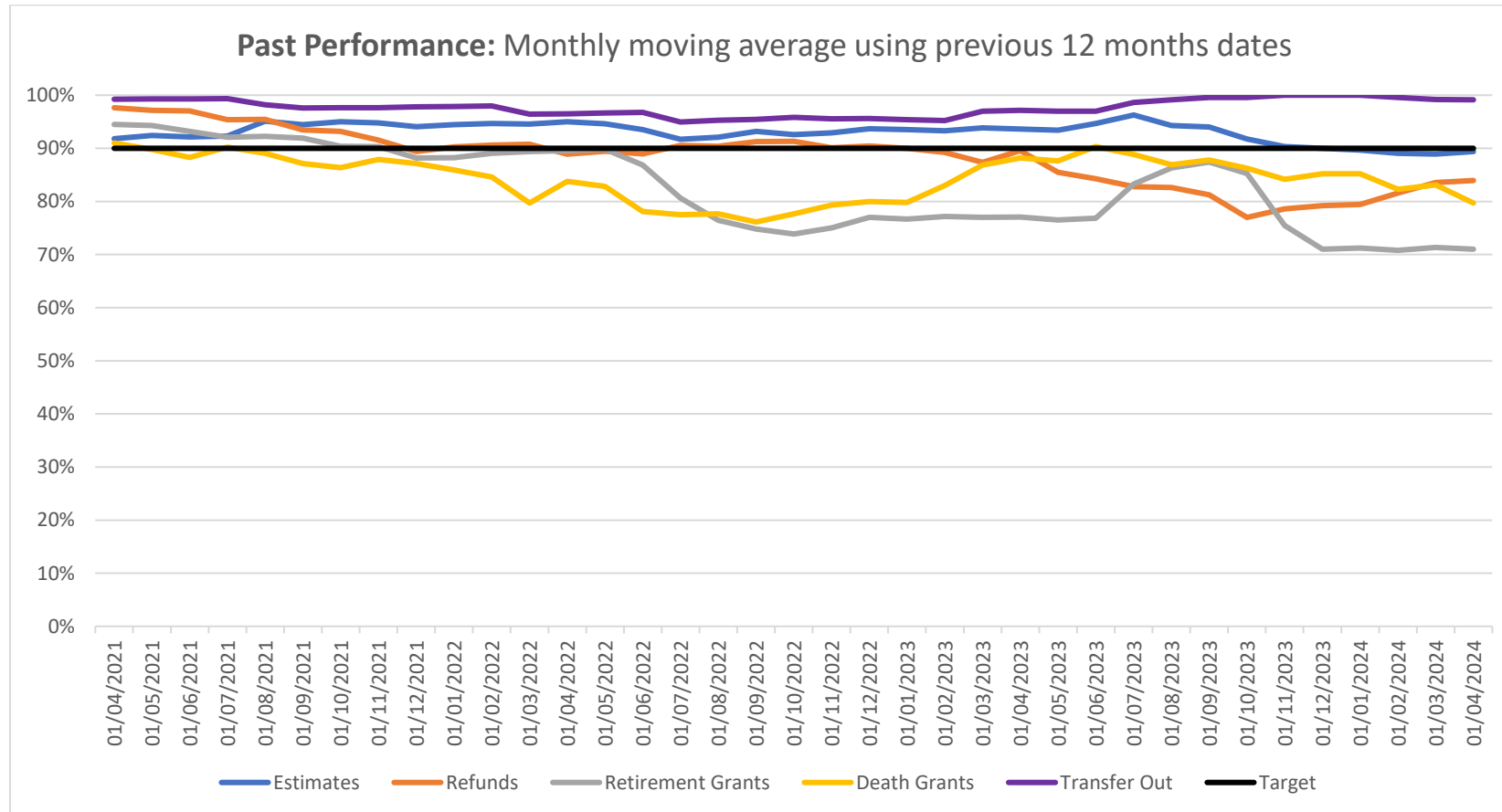


## 2. Trend analysis

The chart below shows the Fund's performance against the new KPIs as if they had applied since April 2020. For each month highlighted, it uses the KPI pass percentage for the 12 months up to that date.

The purpose of taking this approach is show a clearer trend of performance (smoothing peaks and troughs)

The black line shows the tolerable percentage of 90%.



### 3. Cases volumes

The charts below show the cases completed. The left chart shows a general trend of increased work over the period (an increase of 25% in 2 years), while the chart on the right shows the same data without the data being summed.

