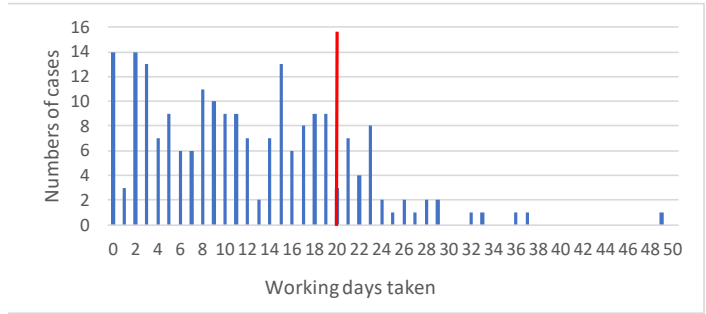


1. Quarterly KPI Performance (Period: 1 July 2023 to 30 September 2023)

Estimates (Target = 20 days)*

	Pass	Total	Percentage
Within 20 day target for period	175	210	83.3%

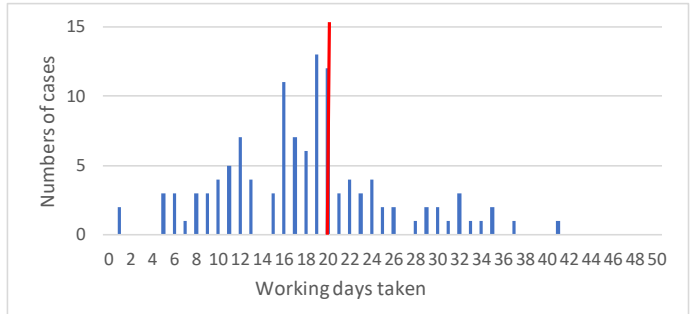
Target = 90%



Refunds (Target = 20 days)

	Pass	Total	Percentage
Within 20 day target	87	120	72.5%

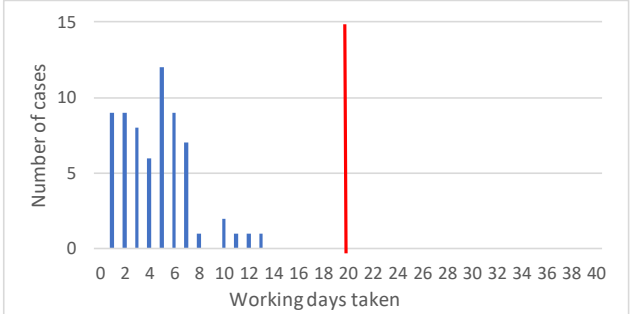
Target = 90%



Transfers Out - Actual (Target = 20 days)

	Pass	Total	Percentage
Within 20 day target	66	66	100.0%

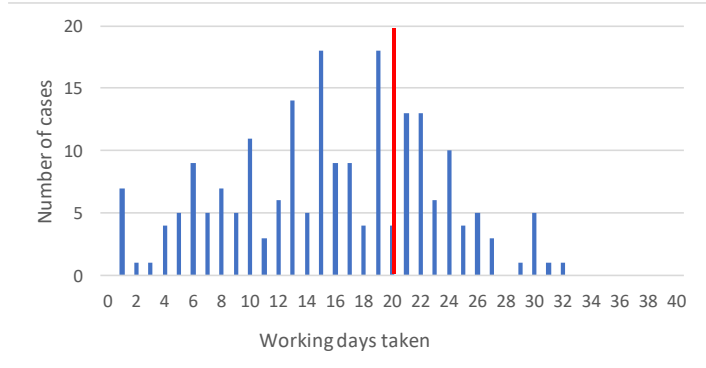
Target = 90%



Retirement Grants (Target = 20 days)

	Pass	Total	Percentage
Within 20 day target	145	207	70.0%

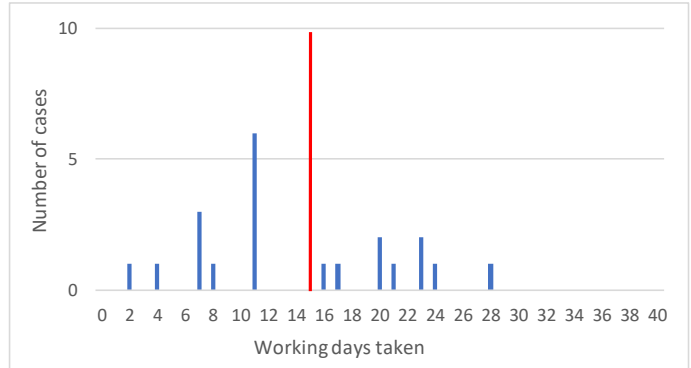
Target = 90%



Death Grants (Target = 15 days)

	Pass	Total	Percentage
Within 15 day target	12	21	57.1%

Target = 90%

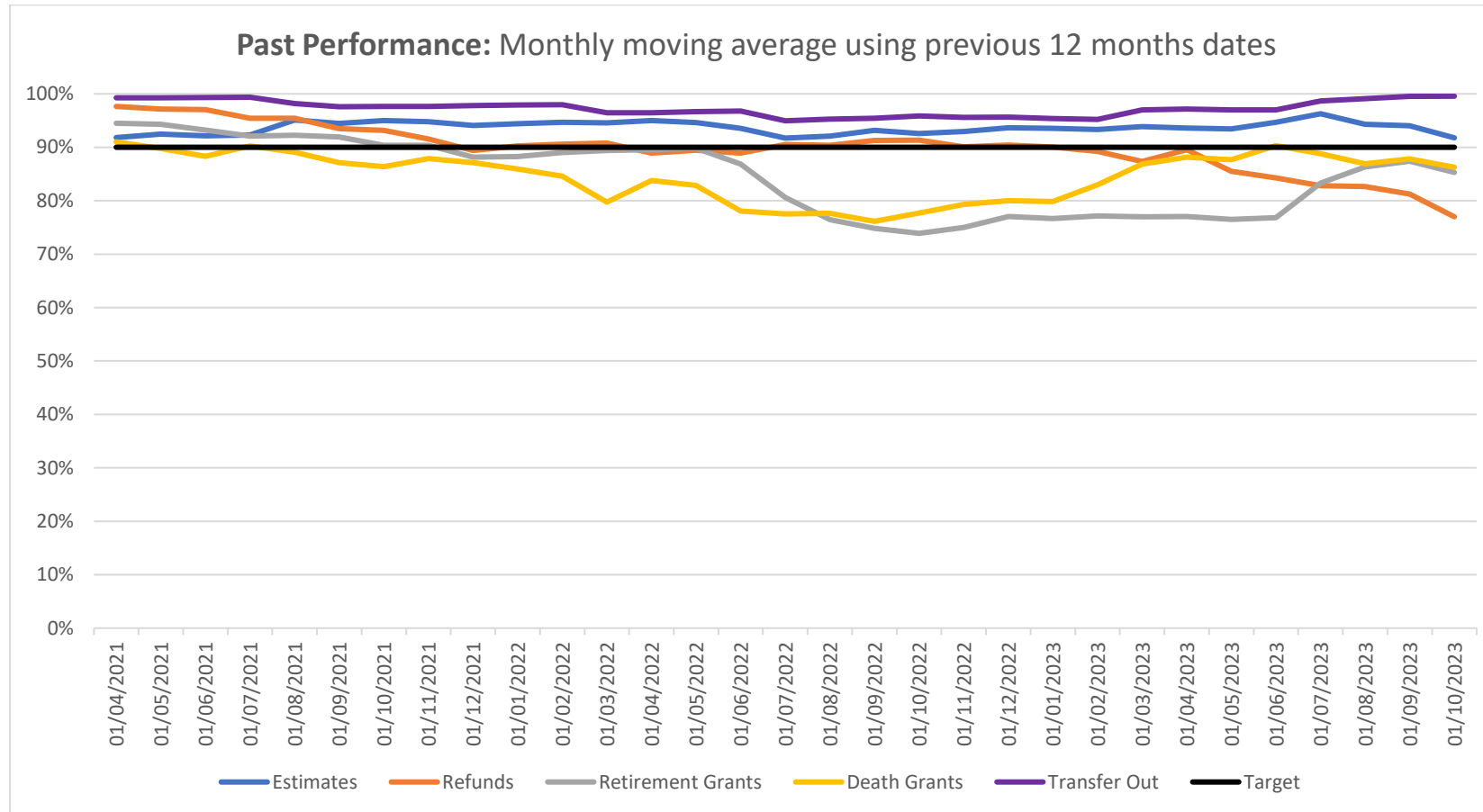


2. Trend analysis

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.

