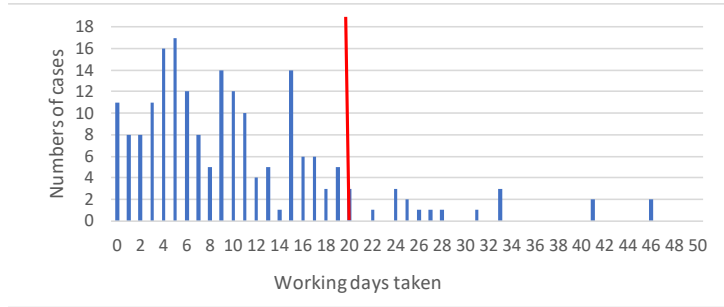


# 1. Quarterly KPI Performance (Period: 1 October 2023 to 31 December 2023)

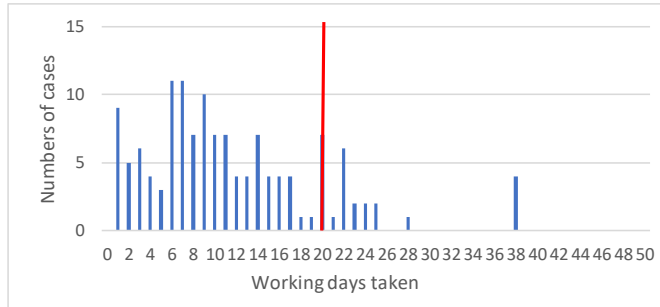
## Estimates (Target = 20 days)\*

|                                 | Pass | Total | Percentage |
|---------------------------------|------|-------|------------|
| Within 20 day target for period | 179  | 206   | 86.9%      |
| <b>Target = 90%</b>             |      |       |            |



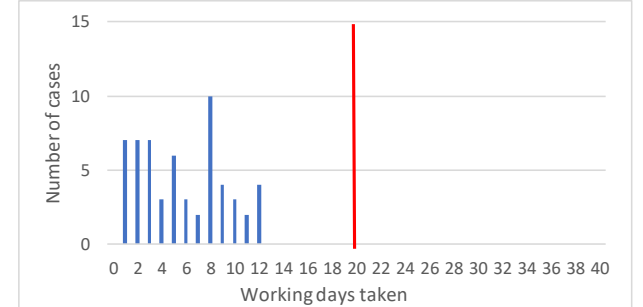
## Refunds (Target = 20 days)

|                      | Pass | Total | Percentage |
|----------------------|------|-------|------------|
| Within 20 day target | 116  | 137   | 84.7%      |
| <b>Target = 90%</b>  |      |       |            |



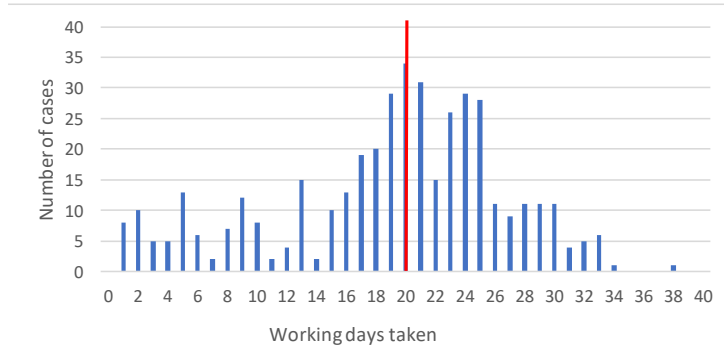
## Transfers Out - Actual (Target = 20 days)

|                      | Pass | Total | Percentage |
|----------------------|------|-------|------------|
| Within 20 day target | 58   | 58    | 100.0%     |
| <b>Target = 90%</b>  |      |       |            |



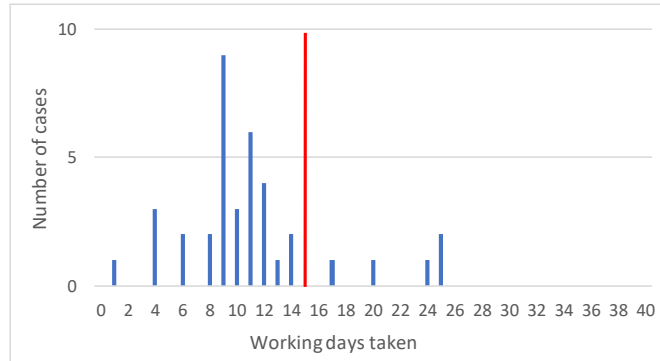
## Retirement Grants (Target = 20 days)

|                      | Pass | Total | Percentage |
|----------------------|------|-------|------------|
| Within 20 day target | 224  | 423   | 53.0%      |
| <b>Target = 90%</b>  |      |       |            |



## Death Grants (Target = 15 days)

|                      | Pass | Total | Percentage |
|----------------------|------|-------|------------|
| Within 15 day target | 33   | 38    | 86.8%      |
| <b>Target = 90%</b>  |      |       |            |

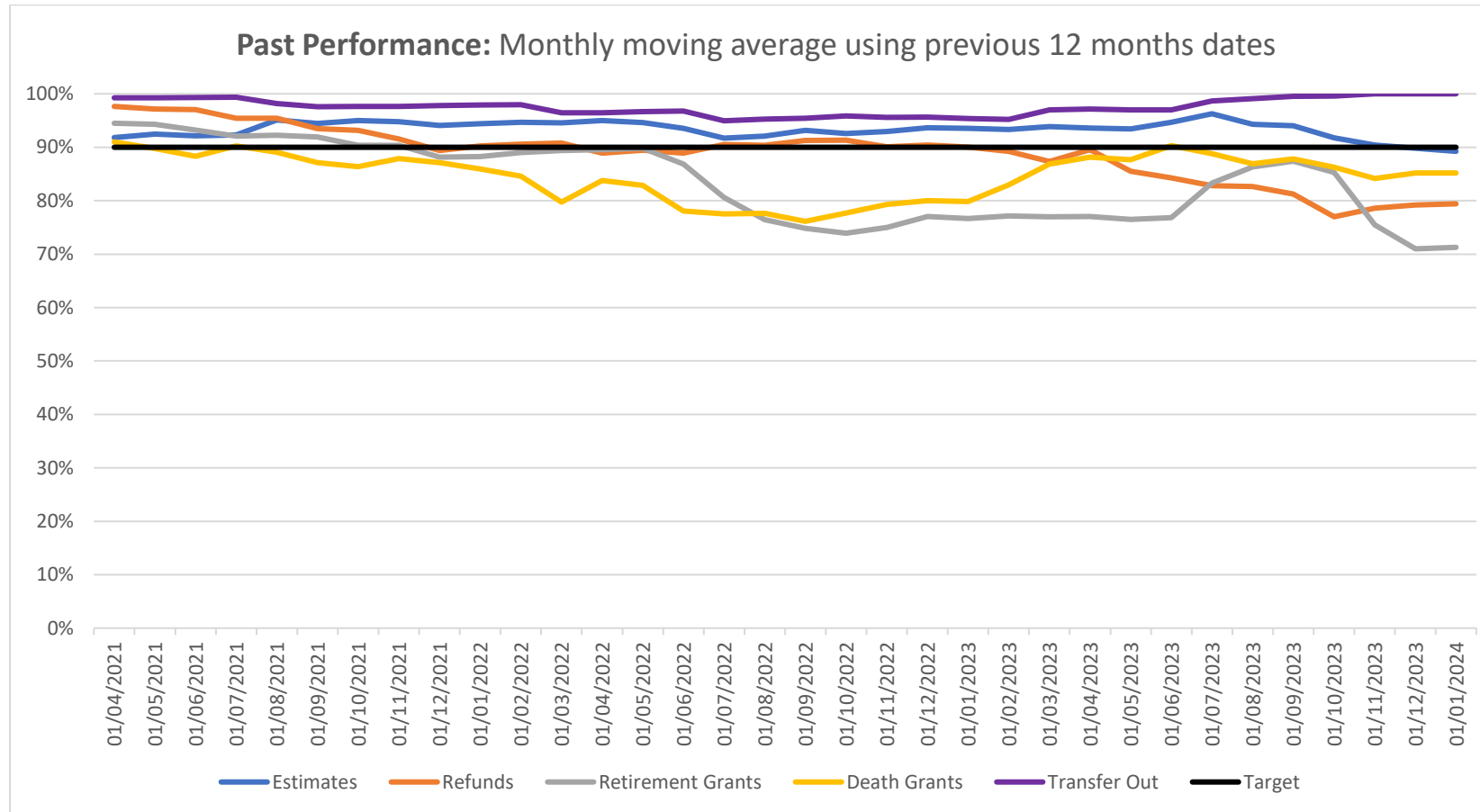


## 2. Trend analysis

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.

