

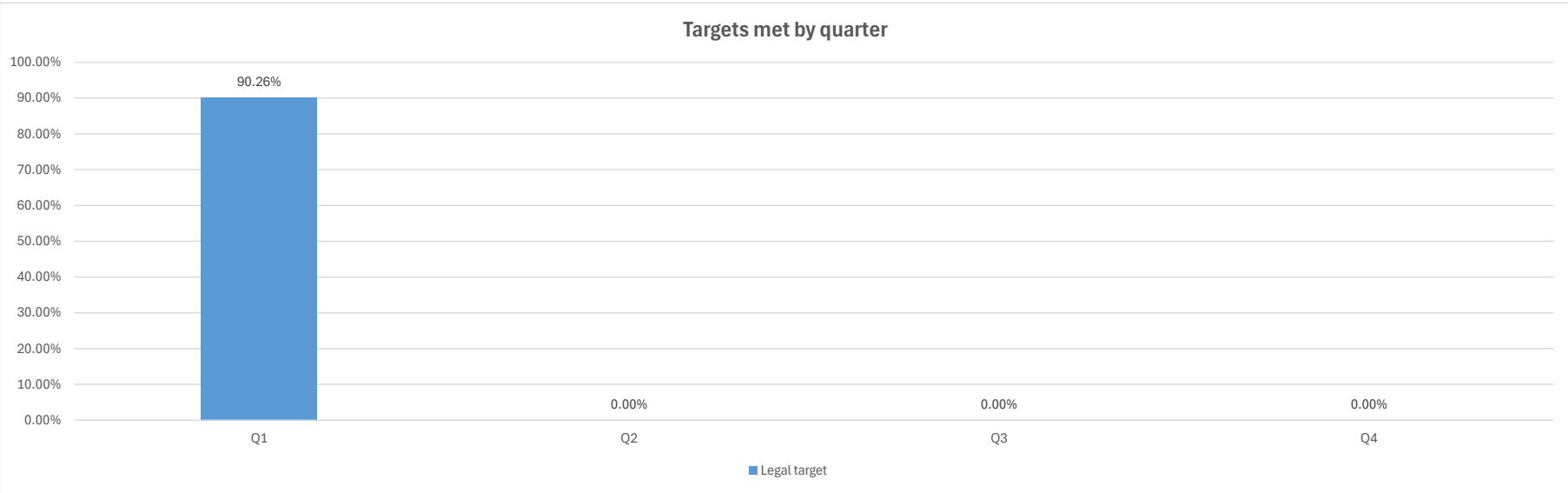
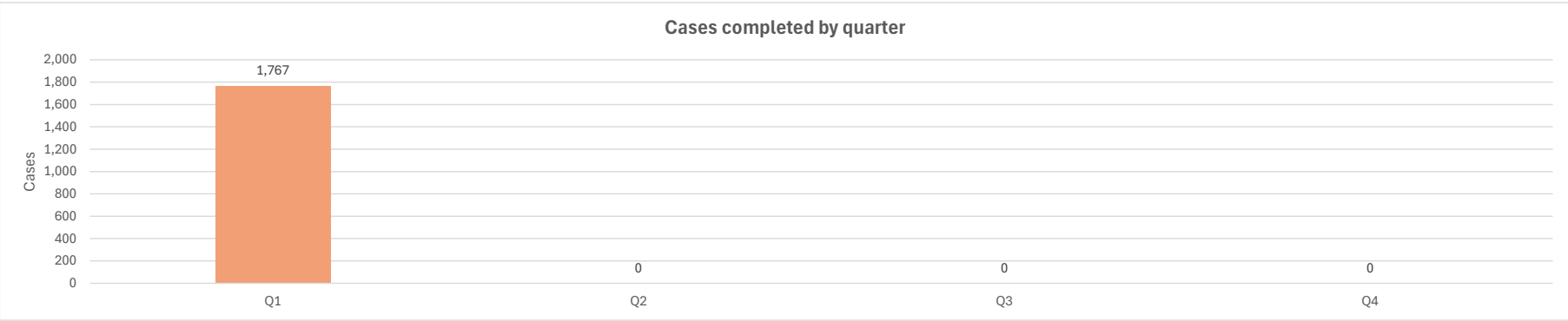
KPI Performance Dashboard

Pension Administration KPI's | April 2026 to March 2027



TOTAL CASES	LEGAL TARGET Q1	LEGAL TARGET Q2	LEGAL TARGET Q3	LEGAL TARGET Q4	OVERALL AVERAGE
1,767	90.26%	0.00%	0.00%	0.00%	90.26%

QUARTERLY WORKLOAD					
	Q1	Q2	Q3	Q4	TOTAL
Cases	1,767	0	0	0	1,767
Legal target	90.26%	0.00%	0.00%	0.00%	90.26%



SERVICE PERFORMANCE DETAIL		
Service	Annual cases	Legal target
Death acknowledgement	117	100.0%
Dependants pension	96	96.9%
Deferred quotation	34	97.1%
Active quotation	53	98.1%
Deferred retirement actual	152	94.1%
Active retirement actual	105	99.0%
Lump-sum payment	322	98.1%
Deferred benefit options	261	55.9%
Transfer in	108	51.9%
Transfer out	69	87.0%
Refund payment	78	98.7%
Divorce quotation	36	100.0%
Member estimates	99	94.9%
Aggregation cases	237	92.0%