

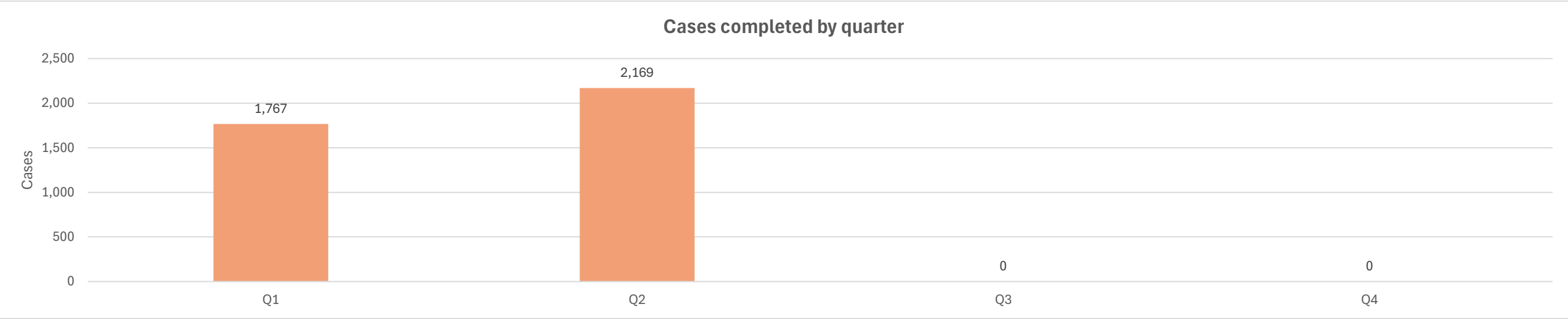
KPI Performance Dashboard

Number of cases completed within the legal time frame (target 95%)

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
3,936	90.26%	89.83%	0.00%	0.00%	90.05%

QUARTERLY WORKLOAD					
	Q1	Q2	Q3	Q4	TOTAL
Cases	1,767	2,169	0	0	3,936
Legal target	90.26%	89.83%	0.00%	0.00%	90.05%



SERVICE PERFORMANCE DETAIL		
Case	Total number of cases for year	% Cases meeting target
Death acknowledgement	230	97.8%
Dependants pension	209	96.7%
Deferred quotation	59	98.5%
Active quotation	93	99.1%
Deferred retirement actual	368	92.2%
Active retirement actual	246	99.2%
Lump-sum payment	601	98.4%
Deferred benefit options	697	57.3%
Transfer in	230	55.0%
Transfer out	158	83.9%
Refund payment	150	99.4%
Divorce quotation	56	100.0%
Member estimates	286	94.3%
Aggregation cases	553	89.0%

COMPARISON TO PREVIOUS YEAR	
Legal target (previous year)	Difference
95.8%	2.0%
96.2%	0.4%
100.0%	-1.5%
100.0%	-0.9%
96.5%	-4.3%
97.8%	1.4%
98.7%	-0.4%
51.3%	6.0%
60.3%	-5.3%
85.4%	-1.5%
98.5%	0.9%
99.0%	1.0%
95.1%	-0.8%
93.8%	-4.8%