

		East Sussex		Surrey		Isle of Wight	Berkshire	Buckinghamshire	Hampshire	West Sussex	Hillingdon	Westminster
Activity		Target		Target		Target	Target	Target	Target	Target	Target	Target
1a	Death notification acknowledged, recorded and documentation sent	95%	2 days	90%	5 days	10 days		11 days	15 days	15 days	15 days	15 days
1b	Award dependent benefits (Death Grants)	95%	5 days	90%	10 days	10 days	5 days	11 days	15 days	15 days	15 days	15 days
2a	Retirement notification acknowledged, recorded and documentation sent	95%	7 days	80% (90% for ill health)	15 days	20 days		10 days	15 days	15 days	15 days	15 days
2b	Payment of lump sum made	95%	5 days	85% (90% for ill health)	15 days	10 days	5 days	20 days	15 days	15 days	15 days	15 days
3	Calculation of spouses benefits	90%	5 days	90%	10 days							
4a	Transfers In - Quote (Values)	90%	10 dys, aggregation 15	80%	20 days	20 days		10 days, aggregation 30	15 days	15 days	15 days	15 days
4b	Transfers In - Payments	90%	5 dys, aggregation 25	80%	20 days	20 days		20 days, aggregation 30	15 days	15 days	15 days	15 days
5a	Transfers Out - Quote	90%	10 dys, aggregation 15	80%	20 days	20 days		10 days, aggregation 30	15 days	15 days	15 days	15 days
5b	Transfers Out - Payments	90%	10 dys, aggregation 25	80%	20 dys	20 days		20 days, aggregation 30	15 days	15 days	15 days	15 days
6a	Employer estimates provided	95%	15 days	80%	10 days	10 days		10 days	15 days	15 days	15 days	15 days
6b	Employee projections provided	95%	15 days					10 days	15 days	15 days	15 days	15 days
7	Refunds	95%	Quotes 10 days, settle 5 days	80%	20 days	40 days	10 days	10 days	15 days	15 days	15 days	15 days
8	Deferred benefit notifications	95%	15 days	80%	2 months	40 days		10 days	30 days	30 days	30 days	30 days
N/A	Divorce							Est 10 days, actuals 20 days	15 days	15 days	15 days	15 days