

Pension Administration Service Standards

| | |
|---|--------------------------------------|
| ● | 90% events within standard |
| ◆ | 80% events within standard |
| ■ | Less than 80% events within standard |

[Download the service standards](#)

| Year to Date 2022 Statistics | | | | | | | | | | | | | | | | | | |
|---|------------------------|-------|-----------|------------|---------------------|---------------------|-----------|------------|------|---------------------|-----------|------------|---------------------|---------------------|-----------|------------|---------------------|---------------------|
| Processed | | | Q1 | | | | Q2 | | | | Q3 | | | | Q4 | | | |
| | Target Turnaround Days | YTD | Processed | Attainment | % against standards | Avg Turnaround Days | Processed | Attainment | | Avg Turnaround Days | Processed | Attainment | % against standards | Avg Turnaround Days | Processed | Attainment | % against standards | Avg Turnaround Days |
| Member Transactions | | | | | | | | | | | | | | | | | | |
| Enrolments | 10 | 5,442 | 1,960 | ● | 99% | 1 | 1,294 | ● | 100% | 1 | 2,188 | ● | 100% | 1 | | | | |
| Recordkeeping Updates | | | | | | | | | | | | | | | | | | |
| Change of Information | 10 | 4,029 | 1,457 | ● | 92% | 5 | 1,558 | ● | 94% | 5 | 1,014 | ● | 97% | 5 | | | | |
| LTD/WSIB/ Leaves | 10 | 1,511 | 497 | ● | 94% | 3 | 453 | ● | 100% | 5 | 561 | ● | 98% | 5 | | | | |
| Service Purchase & Transfer-in (employer and member initiated) | | | | | | | | | | | | | | | | | | |
| Cost Estimates Sent | 30 | 372 | 132 | ● | 96% | 12 | 112 | ● | 92% | 14 | 128 | ● | 96% | 11 | | | | |
| Purchased Service Posted | 30 | 643 | 127 | ● | 96% | 13 | 138 | ● | 94% | 13 | 378 | ● | 98% | 11 | | | | |
| Pension Estimate | 10 | 1,230 | 570 | ● | 98% | 3 | 420 | ● | 99% | 3 | 240 | ● | 96% | 5 | | | | |
| Pre-Retirement Death | | | | | | | | | | | | | | | | | | |
| Benefit packages sent | 30 | 29 | 5 | ● | 100% | 12 | 15 | ● | 100% | 14 | 9 | ◆ | 89% | 19 | | | | |
| Benefit Processed | 5 | 29 | 7 | ● | 100% | 1 | 12 | ● | 100% | 1 | 10 | ● | 100% | 5 | | | | |
| Post-Retirement Death | | | | | | | | | | | | | | | | | | |
| Benefit packages sent | 30 | 349 | 137 | ● | 100% | 4 | 113 | ● | 100% | 5 | 99 | ● | 99% | 28 | | | | |
| Benefit processed / cases closed | 60 | 365 | 139 | ● | 100% | 1 | 109 | ● | 100% | 3 | 117 | ● | 100% | 4 | | | | |
| Termination | | | | | | | | | | | | | | | | | | |
| EOM letters sent | 30 | 1,482 | 385 | ● | 97% | 18 | 543 | ◆ | 82% | 20 | 554 | ● | 99% | 14 | | | | |
| EOM letters sent (notifications through DCT) | n/a | | 0 | n/a | n/a | n/a | 121 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | | | | |
| Option packages sent (notifications through DCT) | n/a | | 0 | n/a | n/a | n/a | 129 | n/a | n/a | n/a | 375 | n/a | n/a | n/a | | | | |
| Option packages sent | 30 | 873 | 124 | ● | 100% | 17 | 353 | ● | 93% | 16 | 396 | ● | 97% | 10 | | | | |
| Benefit processed | 60 | 563 | 146 | ● | 100% | 3 | 166 | ● | 95% | 2 | 251 | ● | 100% | 2 | | | | |
| Retirement | | | | | | | | | | | | | | | | | | |
| Option packages sent | 30 | 1,303 | 99 | ● | 96% | 9 | 546 | ● | 91% | 16 | 658 | ● | 98% | 13 | | | | |
| Benefit processed | 5 | 1,054 | 110 | ● | 95% | 2 | 449 | ● | 93% | 2 | 495 | ● | 99% | 1 | | | | |
| Marriage Breakdown | | | | | | | | | | | | | | | | | | |
| FLV Calculations sent | 60 | 48 | 10 | ● | 100% | 36 | 14 | ● | 100% | 34 | 24 | ● | 96% | 40 | | | | |
| FLV option processed | 60 | 14 | 3 | ● | 100% | 14 | 3 | ● | 100% | 15 | 8 | ● | 100% | 21 | | | | |
| FLV no division recorded | 10 | 20 | 12 | ● | 100% | 5 | 4 | ● | 100% | 7 | 4 | ● | 100% | 7 | | | | |
| Interdesign | 30 | 732 | 129 | ● | 96% | 14 | 350 | ● | 91% | 17 | 253 | ● | 97% | 8 | | | | |



Pension Administration Service Standards

| | |
|---|--------------------------------------|
| ● | 90% + events within standard |
| ◆ | 80% - 89% events within standard |
| ■ | Less than 80% events within standard |

| Year to Date 2022 Statistics | | | | | | | | | | | | | | |
|-------------------------------|------------------------|--------|-----------|------------|---------------------|-----------|------------|---------------------|-----------|------------|---------------------|-----------|------------|---------------------|
| Processed | | | Q1 | | | Q2 | | | Q3 | | | Q4 | | |
| Member Transactions | Target Turnaround Days | YTD | Processed | Attainment | % against standards | Processed | Attainment | % against standards | Processed | Attainment | % against standards | Processed | Attainment | % against standards |
| Member | | | | | | | | | | | | | | |
| Email response | Two business days | 11,786 | 4,082 | ● | 99% | 4,570 | ● | 99% | 3,134 | ● | 97% | | | |
| Voice Mail response | Next business day | 879 | 353 | ● | 99% | 274 | ● | 100% | 252 | ● | 96% | | | |
| Telephone Calls | | | | | | | | | | | | | | |
| Volume | | 17,607 | 4,752 | | | 5,184 | | 93% | 7,671 | | 95% | | | |
| % of calls answered | 85% | | 91% | | | 92% | | | 95% | | | | | |
| % abandoned | n/a | | n/a | | | n/a | | | n/a | | | | | |
| Speed to answer | n/a | | 23 Sec | | | 34 Sec | | | 57 sec | | | | | |
| Paper Correspondence | 10 | 0 | | | | 0 | | | 0 | | | | | |
| Employer | | | | | | | | | | | | | | |
| Email response | Next business day | 4,237 | 1,599 | ● | 90% | 1,390 | ◆ | 89% | 1,248 | ● | 90% | | | |
| Voice Mail response | Next business day | 93 | 28 | ● | 96% | 33 | ● | 97% | 32 | ● | 97% | | | |
| Annual Data Collection | | | | | | | | | | | | | | |
| Pension Contribution Summary | 26-Feb | | 31-Mar | ● | | 31-Mar | ● | | n/a | | | | | |
| Release of DCT | 24-Jan | | 21-Jan | ● | | 21-Jan | ● | | n/a | | | | | |
| Data queries sent to employer | Scheduled Date | | | | | | | | n/a | | | | | |
| Data Finalized | 01-Jun | | | n/a | | 03-Jun | ● | | n/a | | | | | |
| Annual Statements distributed | 30-Jun | | | n/a | | 30-Jun | ● | | n/a | | | | | |