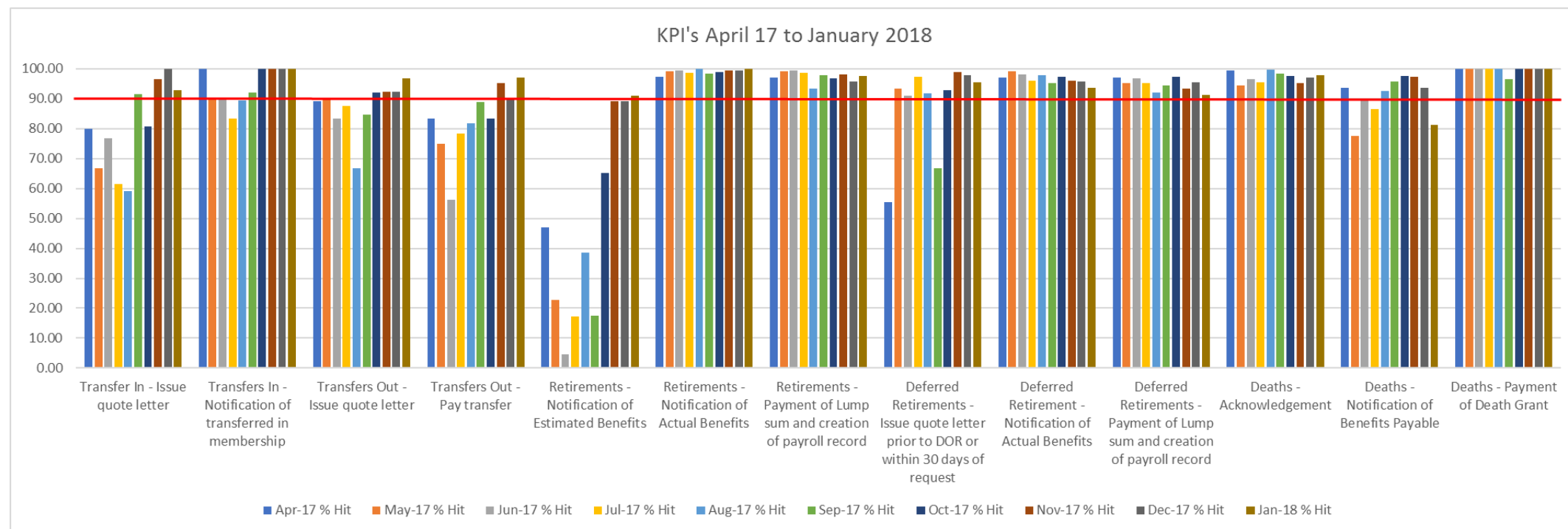


## West Midlands Pension Fund – Appendix D – Key Performance Indicators (KPIs)



Key areas to note include the following:

- Retirement the notification of estimated benefits increasing over the period from 17.39% in September 2017 to 91.14% in January 2018.
- Transfers Out issue quote letter increasing over the period from 66.67% in August 2017 to 96.84% in January 2018.
- Transfers Out pay transfer increasing over the period from 81.82% in August 2017 to 96.97% in January 2018.
- Transfers In issue quote letter increasing over the period from 59.26% in August 2017 to 92.86% in January 2018.
- Transfers In notification of transferred membership increasing over the period from 89.47% in August 2017 to 100% in January 2018.

Notification of benefits payable on death has slipped in January 2018 to 81.36%, this was due to the impact of the holiday season and is expected to return to above 90% for February 2018.