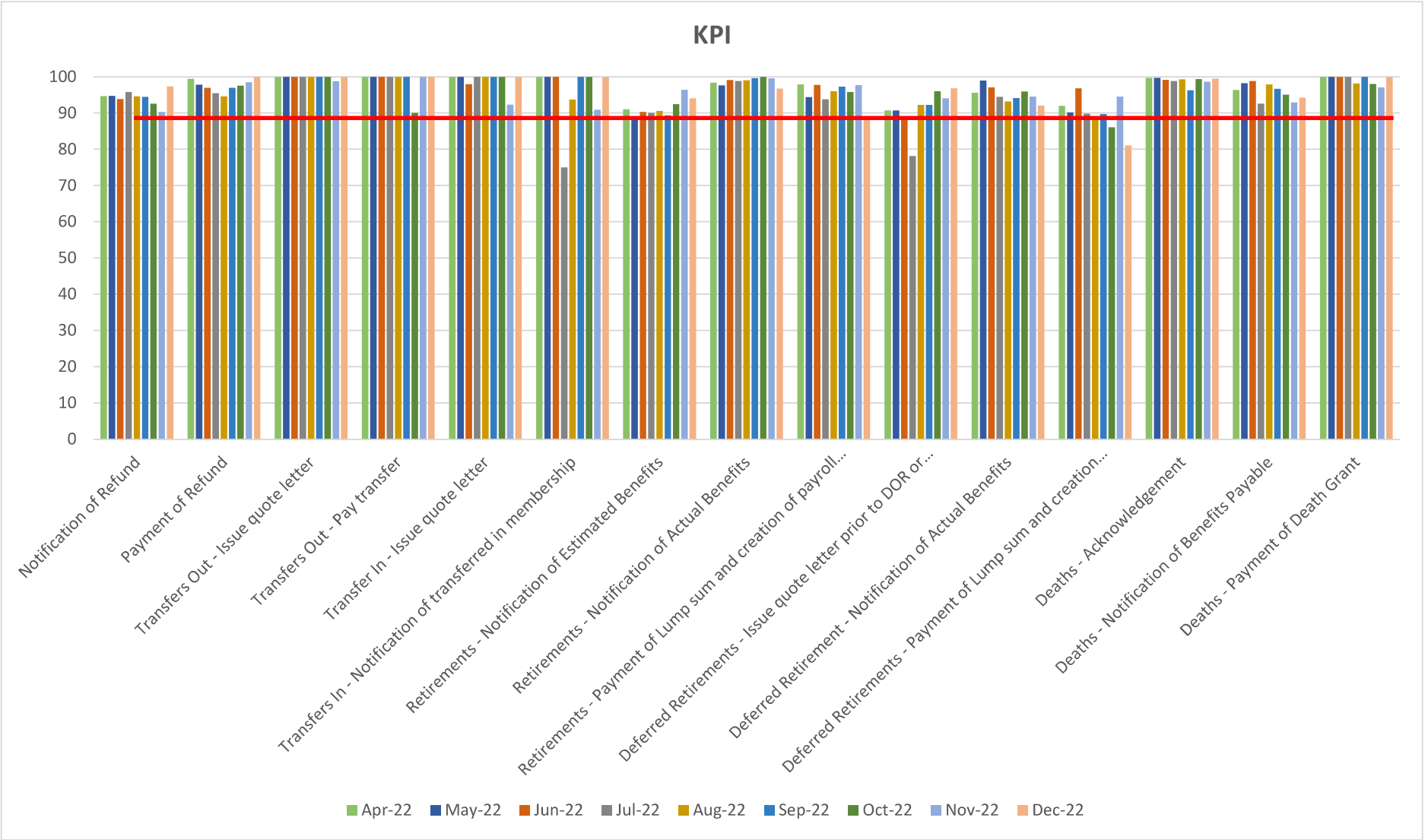
Appendix C


KPI
100
90
80
70
60
50
40
30
20
10
0
Notification of Refund
Payment of Refund
Transfers Out - Issue quote letter
Transfers Out - Pay transfer
Transfer In - Issue quote letter
Transfers In - Notification of transferred in membership
Retirements - Notification of Estimated Benefits
Retirements - Notification of Actual Benefits
Retirements - Payment of Lump sum and creation of payroll...
Deferred Retirements - Issue quote letter prior to DOR or...
Deferred Retirement - Notification of Actual Benefits
Deferred Retirements - Payment of Lump sum and creation...
Deaths - Acknowledgement
Deaths - Notification of Benefits Payable
Deaths - Payment of Death Grant
Apr-22
May-22
Jun-22
Jul-22
Aug-22
Sep-22
Oct-22
Nov-22
Dec-22