

Appendix A: Retirement and Key Casework Overview

Chart a): monthly retirement process volumes (received and completed) Oct 23 – Feb 24

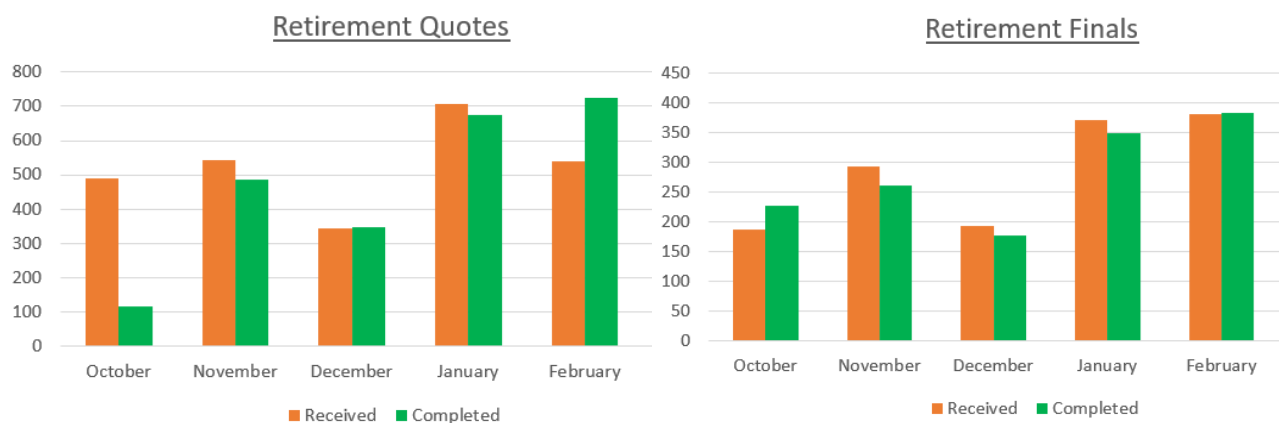


Table b): key casework completion rates and volumes outstanding as at 11 March 2024

	Completed 24 July to 18 Oct 2023	Completed Oct 2023	Completed Nov 2023	Completed Dec 2023	Completed Jan 2024	Completed Feb 2024	Completed to 10 March 2024	Outstanding 11.03.2024
Deferment	686	266	633	274	417	538	190	9,083
Refund/opt out	278	45	142	87	110	63	23	161
Retirements	596	344	747	525	1,025	1,110	278	2,896
Death Notification	358	363	274	187	323	255	106	208
Death Finalisation	52	45	68	46	73	84	35	1,033