

Hammersmith & Fulham Pension Fund



APPENDIX 1 Key Performance Indicators (KPIs January – March 2022)

Case Type	SLA Target (working days)	Total Processed
New starters	6	76
Transfer In	6	33
Transfer out	10	38
Estimates	5	51
Deferred Benefits	30	13
Deaths	5	36
Retirements (active)	5	19
Retirements (deferreds)	5	81
Refunds	5	12
Correspondance	5	22
Aggregation	30	10
Other	n/a	60

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APPENDIX 2 – KPI Performance overview January - March 2022

Percentage of cases that were processed within the SLA

