

# Hammersmith & Fulham Pension Fund



## APPENDIX 1 LPPA's Key Performance Indicators (KPI's) for January – March 2022)

Case Type	SLA Target	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
New starters	6	76
	<b>Total number of SLA cases processed</b>	<b>451</b>

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## APPENDIX 2 – LPPA’s KPI’s Performance overview January - March 2022

### Percentage of cases that were processed within the SLA

