

Appendix 1 - Summary of key cases recorded on Altair Workflow for 1 October 2019 to 31 December 2019

Case type	Total cases completed	Target days to complete	Percentage completed within target
Deferred benefit estimates & actuals	97	10	92%
Deaths	32	10	94%
Voluntary retirement estimates & actuals	146	8	71%
Transfers in / out estimates & actuals	81	25	88%
Refunds	70	10	94%

The lower percentages for retirements and transfers are partly due to late receipt of forms from scheme members.