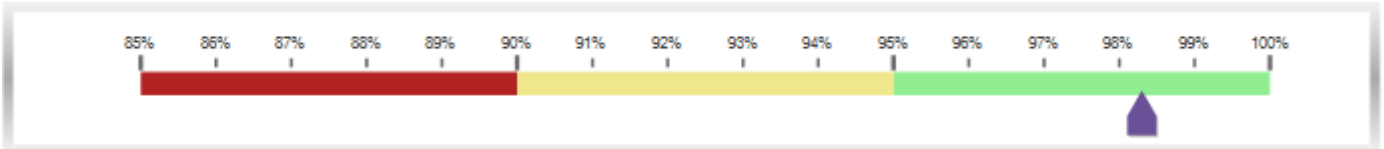


Key Performance Indicators 01 January 2011 to 31 March 2011

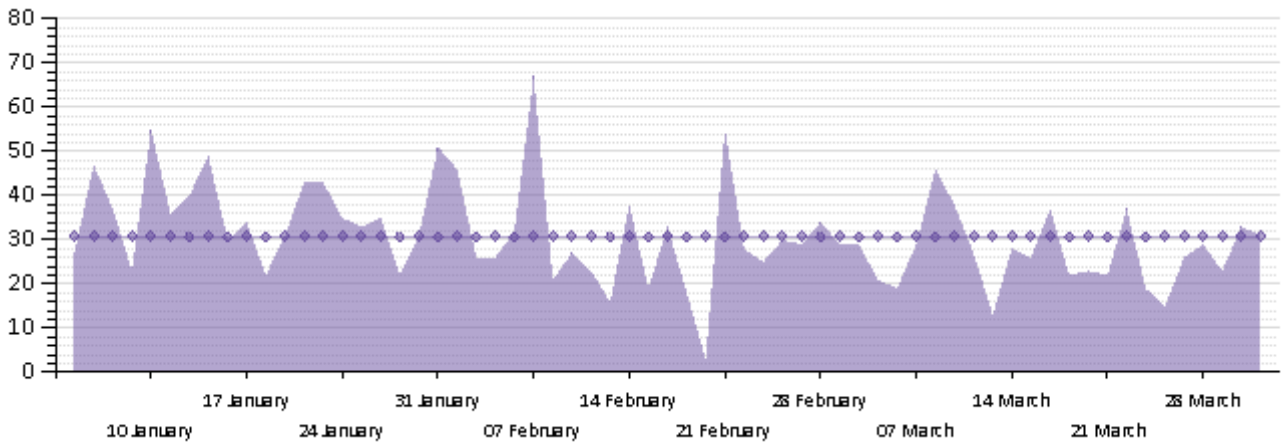
Overall SLA Performance

The percentage of work items, over the reporting period, completed that have successfully been delivered within the timescales stated under our client Service Level Agreements.



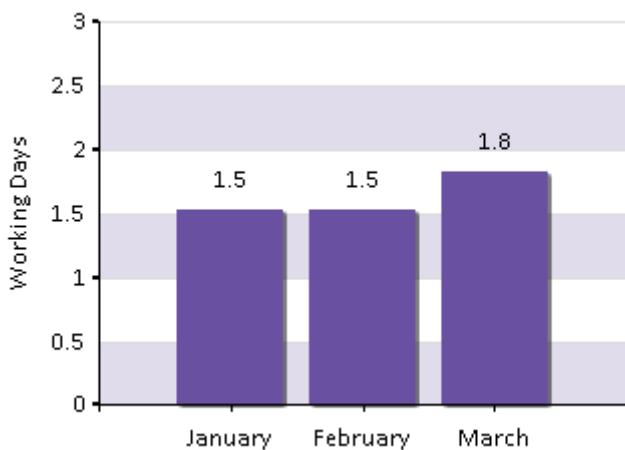
Processing Volumes

The daily number of work items received and processed over the reporting period.



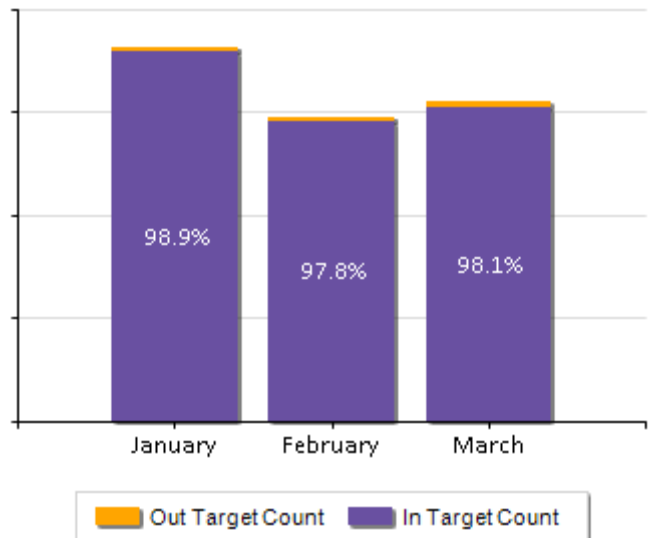
Average Processing Times

Average number of working days taken to process transactional work items.



SLA Performance

The percentage of work items completed that have successfully been completed with the SLA.



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Delivery Against Key Workflows

Work Type	SLA Target	Items Received	Average Turnaround (Working Days)	Percentage Within SLA
DB TV Out Quote	5	59	2.02	100.00%
DC TV Out Quote	5	87	1.16	100.00%
Death In Deferment	2	6	2.17	50.00%
Death In Retirement	2	33	1.45	87.88%
Death of a Dependant	2	9	1.00	100.00%
Divorce	5	14	2.00	100.00%
Forthcoming Retirements	15	12	2.25	100.00%
Joiner	5	50	1.58	100.00%
Leaver - DB	5	37	2.22	89.19%
Leaver - DC	5	27	1.63	100.00%
Retirement Quote	5	178	2.13	97.75%

FOR TRUSTEES

To meet compliance and regulatory requirements

To provide first class service to members

At competitive costs

Confidence in administrators

FOR PENSION MEMBERS

Access to information

Support from the administrators

Efficient and accurate service

Confidence in administrators

FOR THE COMPANY

Pension scheme reflects company philosophy

Trustees being provided with high quality service at competitive costs

Confidence in administrators

To find out more contact:

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