Appendix 1

Performance Monitoring 01/04/2021-30/06/2021

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|  SERVICE   | NationalBenchmarking Target | HarrowAchievement % |
| Issue letter notifying of dependent’s benefit  | 5 days | 87.50 |
| Calculation and notification of ill health estimate  | 10 days | 100 |
| Calculation and notification of retirement benefits estimate  | 10 days | 96.55 |
| Issue letter to new pension provider detailing transfer-out quote  | 10 days | 93.33 |
| Calculation and notification of deferred benefits  | 10 days | 94.68 |
| Calculation and notification of retirement benefits  | 5 days | 87.50 |
| Process refund and issue payment  | 5 days |  91.67 |
| Calculation and notification of ill health benefits  | 5 days |  100 |
| Issue statutory notification on receipt of transfer funds  | 10 days |  100 |