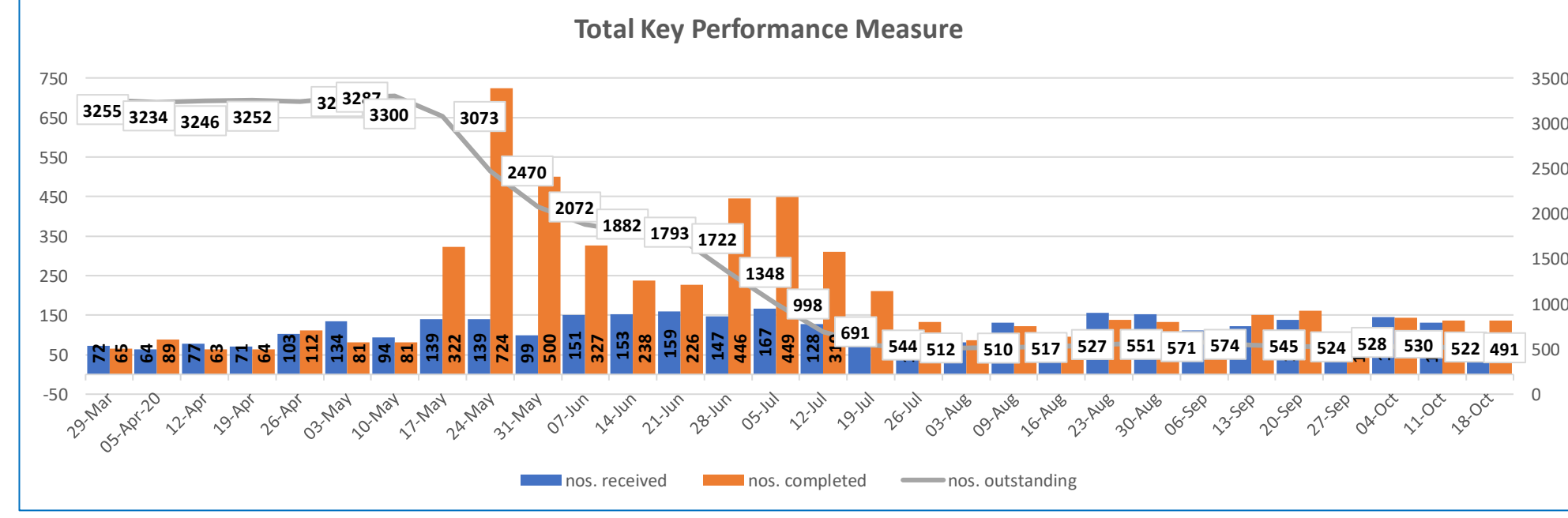
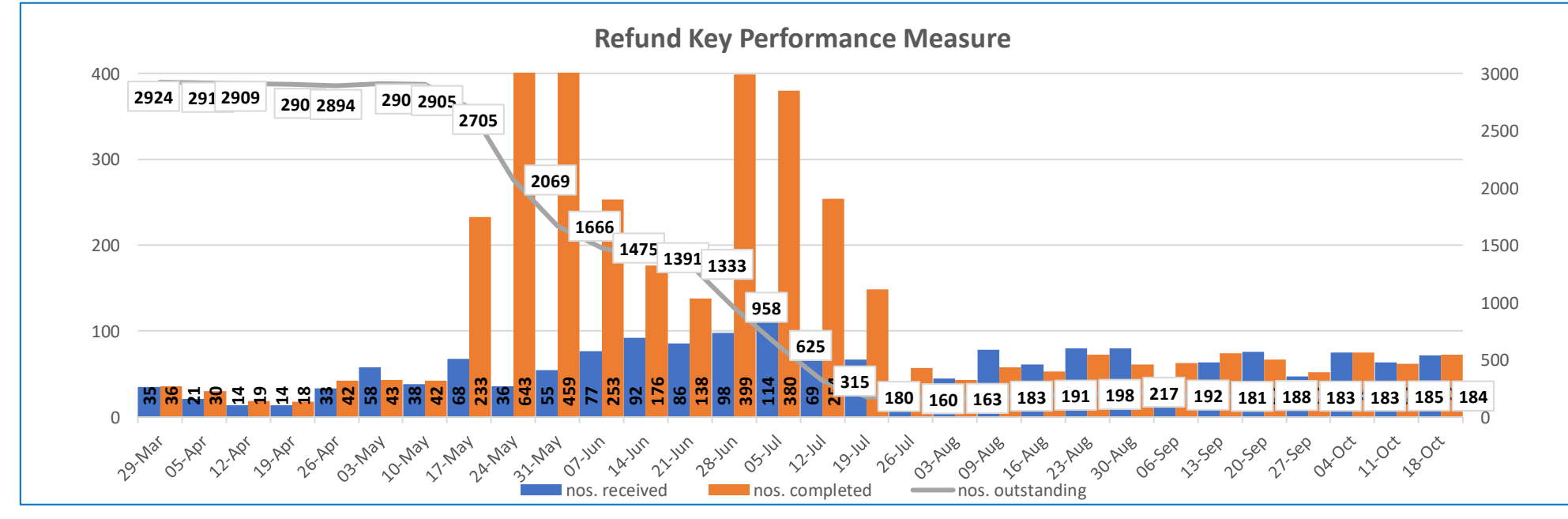
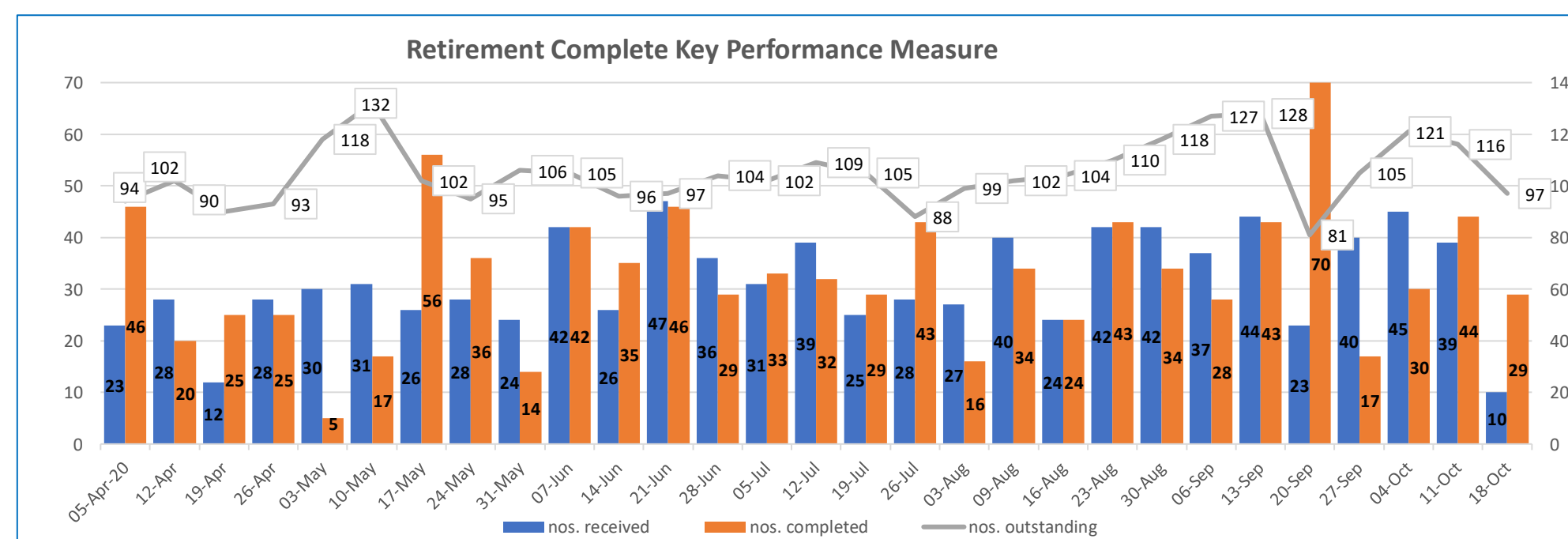
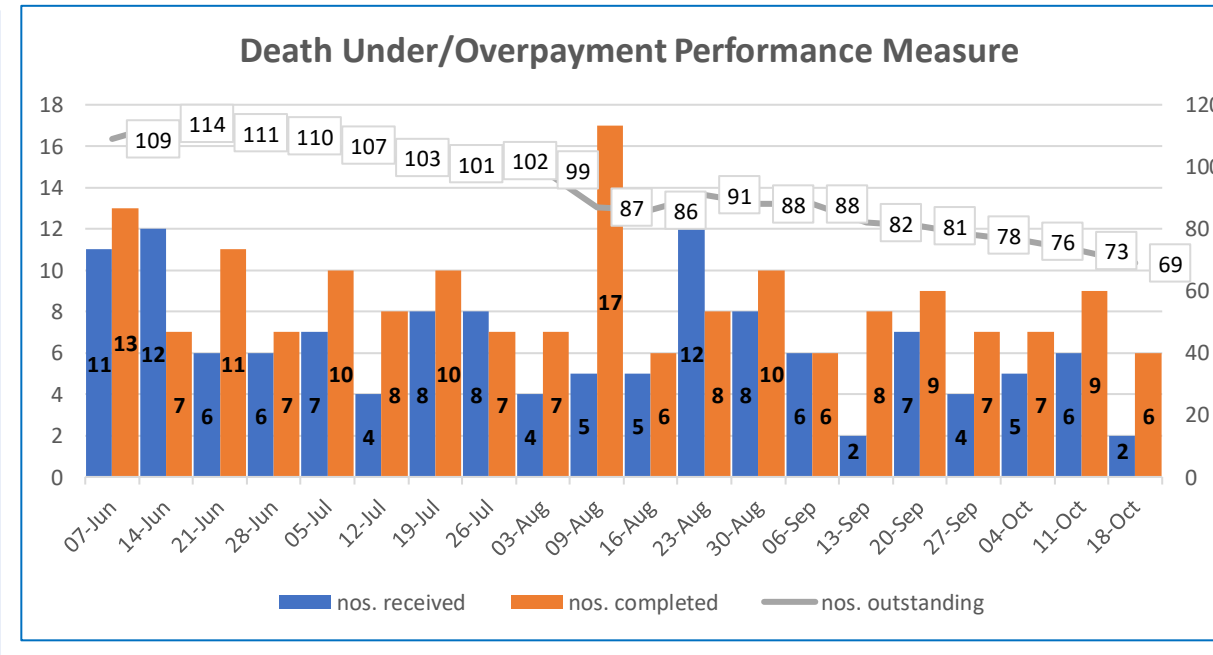
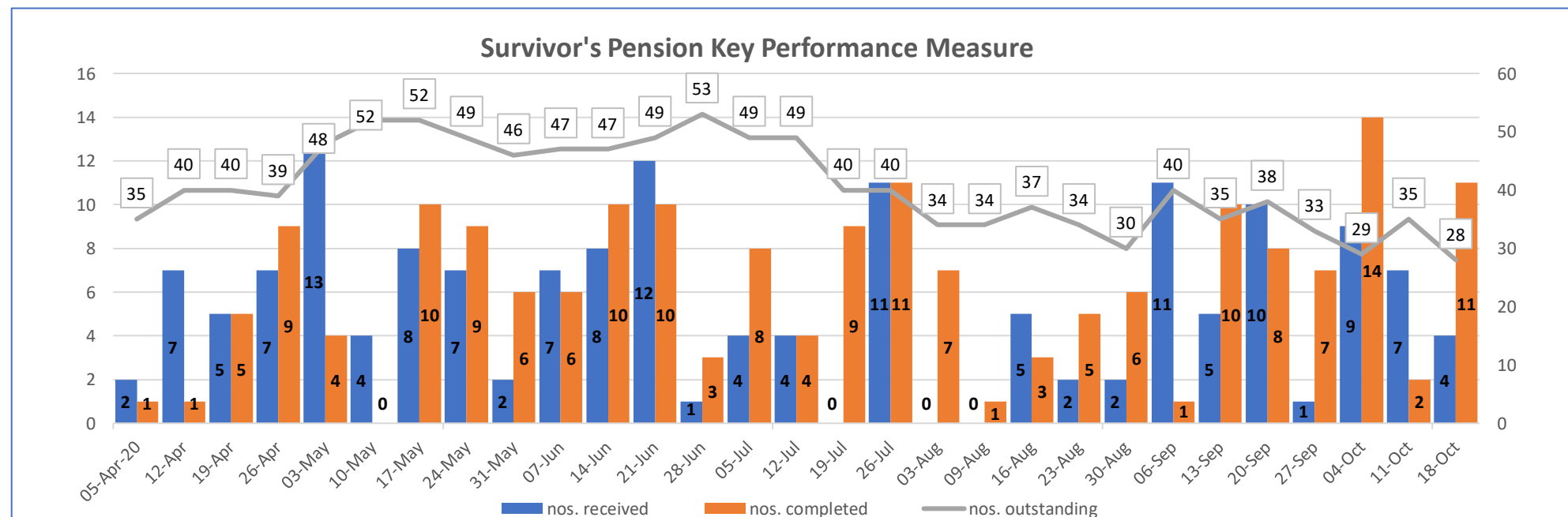
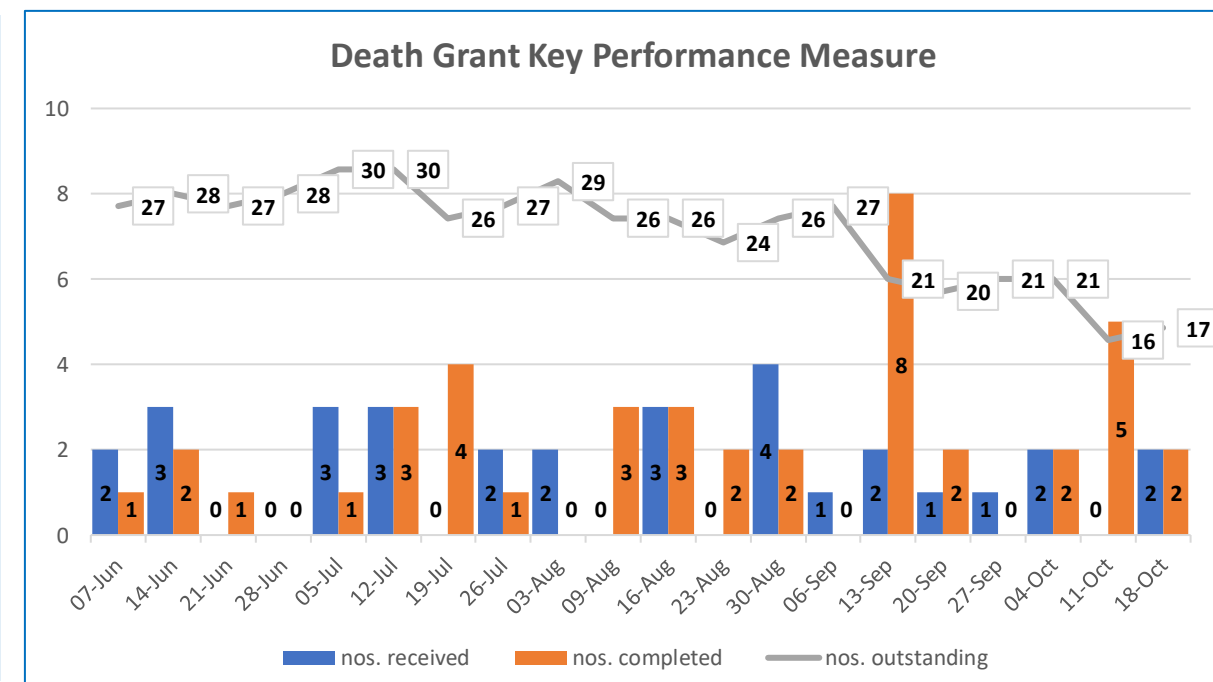
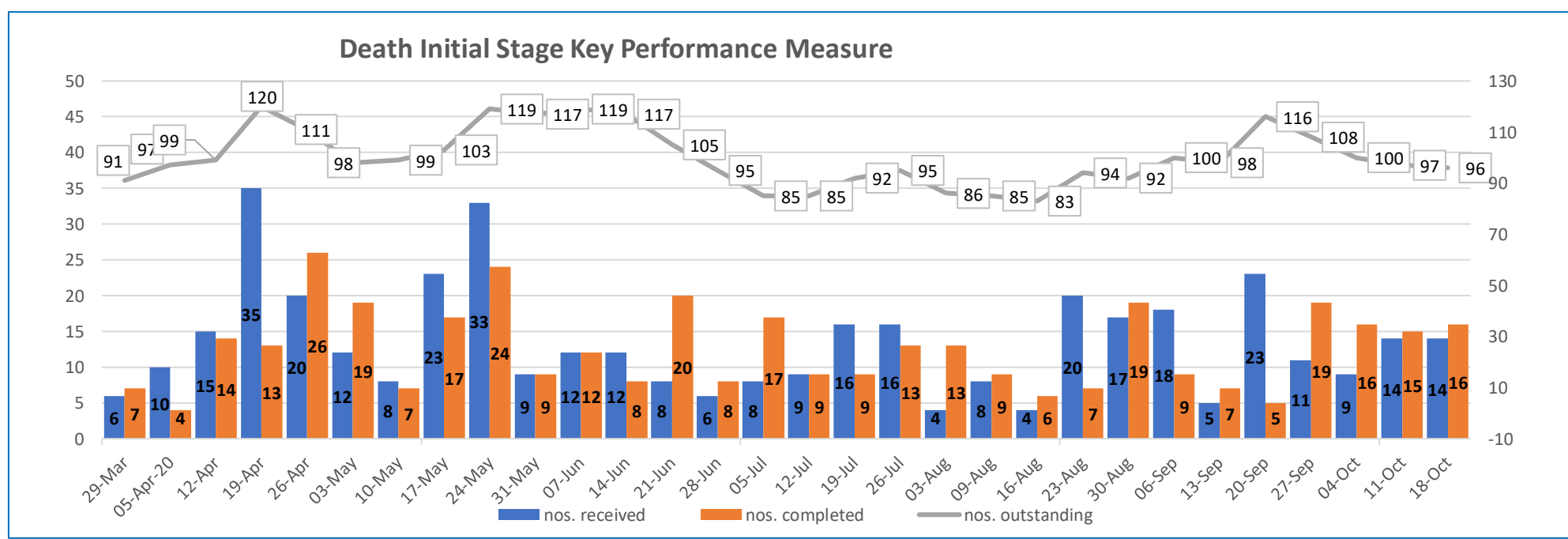


SURREY LGPS FUND Period: 12- 18 Oct 2020

Key Performance Measure	Current Period 12 Oct - 18 Oct 2020			
	Cases open 12/10/2020	Cases received	Cases completed	Cases open 18/10/2020
DEATH INITIAL STAGE	98	14	16	96
SURVIVOR'S PENSION	35	4	11	28
DEATH GRANT PAYMENT	17	2	2	17
DEATH OVER/UNDERPAYMENT	73	2	6	69
RETIREMENT	116	10	29	97
REFUNDS	185	72	73	184
TOTAL	524	104	137	491

Death initial stage	Cease pension, send condolences letter, request details of any dependants / beneficiaries and send claim forms for any balance / overpayment / Death Grant.
Survivor's pensions	Upon receipt of all relevant certificates, forms and supporting evidence set up all survivor's pensions on the payroll and send each beneficiary a pension statement.
Death grant payment	Upon receipt of all the certificates, claim forms and details of potential beneficiaries the Death Grant.
Death under/overpayment	Any balance of pension should be paid and the return of any overpayment requested. The Pension Section should notify the relevant parties of any payments / decisions in writing.
Retirement	Upon receipt of all the forms and pay the retirement grant, update Altair, set up the pension on the payroll and send a benefit statement to the member.
Refund	Check the record, calculate the refund due and make payment



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