

2021		OCTOBER		NOVEMBER		DECEMBER	
	Tolerable Performance	% of cases completed within SLA	Number of cases open at the end of the month	% of cases completed within SLA	Number of cases open at the end of the month	% of cases completed within SLA	Number of cases open at the end of the month
DEATH NOTIFICATION	90%	97%	7	100%	5	98%	2
SURVIVOR'S PENSIONS	90%	96%	30	96%	39	96%	43
DEATH BENEFITS PAYABLE	90%	100%	10	100%	11	N/A	11
BALANCE OF PAYMENTS	90%	99%	19	98%	19	98%	21
RETIREMENT (COMPLETE)	85%	89%	250	88%	232	90%	227
ILL HEALTH RETIREMENT (COMPLETE)	90%	100%	0	100%	1	100%	3
REFUNDS	80%	97%	345	96%	346	97%	344

2020		OCTOBER		NOVEMBER		DECEMBER	
	Tolerable Performance	% of cases completed within SLA	Number of cases open at the end of the month	% of cases completed within SLA	Number of cases open at the end of the month	% of cases completed within SLA	Number of cases open at the end of the month
DEATH NOTIFICATION	90%	47%	114	69%	92	77%	93
SURVIVOR'S PENSIONS	90%	80%	34	95%	27	83%	25
DEATH BENEFITS PAYABLE	90%	86%	91	98%	76	93%	71
*BALANCE OF PAYMENTS	90%						
RETIREMENT (COMPLETE)	85%	90%	114	76%	120	90%	95
ILL HEALTH RETIREMENT (COMPLETE)	90%	100%	0	50%	1	75%	1
REFUNDS	80%	94%	175	88%	171	90%	171

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