

2022		JANUARY		FEBRUARY		MARCH	
	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%	99%	12	100%	4	100%	0
SURVIVOR'S PENSIONS	90%	83%	27	97%	21	85%	17
DEATH BENEFITS PAYABLE	90%	94%	7	92%	5	85%	12
BALANCE OF PAYMENTS	90%	98%	25	92%	19	91%	16
RETIREMENT (COMPLETE)	85%	88%	228	95%	205	94%	257
ILL HEALTH RETIREMENT (COMPLETE)	90%	83%	3	100%	2	100%	4
REFUNDS	80%	92%	325	89%	227	91%	229

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DEATH NOTIFICATION	90%	94%	97	87%	82	96%	53
SURVIVOR'S PENSIONS	90%	83%	25	90%	26	58%	31
DEATH BENEFITS PAYABLE	90%	57%	8	100%	11	60%	14
BALANCE OF PAYMENTS	90%	85%	65	80%	80	60%	54
RETIREMENT (COMPLETE)	85%	81%	60	87%	70	93%	121
ILL HEALTH RETIREMENT (COMPLETE)	90%	100%	0	100%	1	100%	0
REFUNDS	80%	94%	153	100%	287	98%	224

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