

Case Type	Cases Outstanding (WiP) July 2019	Cases Outstanding (WiP) August 2019	Cases Outstanding (WiP) September 2019
Death notification acknowledged, recorded and documentation sent	26	24	20
Payment of death grant made	16	15	9
Retirement notification acknowledged, recorded and documentation sent	45	68	77
Payment of lump sum made	35	30	20
Calculation of spouses benefits	17	8	8
Transfers In - Quotes	416	416	428
Transfers In - Payments	23	21	26
Transfers Out - Quote	92	97	92
Transfers Out - Payments	14	13	14
Employer estimates provided	3	3	4
Employee projections provided	7	7	10
Refunds	797	797	804
Deferred benefit notifications	1,758	1,747	1,759

Complaint Information
Lack of Communication