

**Key:**

area of concern    case put on hold    case complete

Case Reference	Case Type	Step	Date Received	Date Logged	Date Actioned
2492163	Retirement - 5 working days Retired 31/10/2018	Notification r'cd	18/10/18 (Thurs)	22/10/18 (Mon)	
		1st Calculation run/letter to member			29/10/2018
		Forms received from member	22/11/2018	22/11/2018	
		Email to employer for leaver form			29/11/2018
		Leaver form received	18/12/2018	18/12/2018	
		Email query to employer			21/12/2018
		Chased employer			07/01/2019
		Response received	07/01/2019	07/01/2019	
		Email chase from employer	11/01/2019	11/01/2019	
		Final Calculation			14/01/2019
		Payment forms sent			14/01/2019 Completed
		2519773	Retirement - 5 working days Retired 23/11/2018	Leaver form received	19/12/2018 (dated)
1st Calculation run/letter to member					10/01/2019
Forms received from member	21/01/2019			21/01/2019	
Final Calculation					28/01/2019 Completed
2466924	Retirement - 5 working days Retired 31/08/2018	Leaver form received		23/08/2018	
		Letter to Pru re AVC			31/08/2019
		Letter from Pru	17/09/2018	17/09/2018	
		1st Calculation run/letter to member			19/09/2018
		Forms received from member	03/10/2018	03/10/2018	
		Internal LPP email			10/10/2018
		LPP Comment Unable to get GMP			10/10/2018
		LPP Try for GMP			10/10/2018
		Internal LPP email			17/10/2018
		Internal LPP email response	18/10/2018	18/10/2018	
Due date changed 24/10 to 25/10					

GMP figures	25/10/2018	25/10/2018	
LPP Comment to see JC			26/10/2018
Email from payroll	06/11/2018	06/11/2018	
Internal LPP email to JC			13/11/2018
Email to member re revised options			15/11/2018
Forms received from member	20/11/2018	20/11/2018	
AVC Payment request			27/11/2018
Letter from Pru	10/12/2018	11/12/2018	
A/w Bank Statements			18/12/2018
Bank Statement received	19/12/2018	19/12/2018	
Due date changed 31/12 to 20/12			
Revised Calculation & Options			20/12/2018
Forms received from member	07/01/2019	07/01/2019	
Final Calculation			14/01/2019
Payment forms sent			14/01/2019 Completed

**Key:**

area of concern    case put on hold    case complete

Case Reference	Case Type	Step	Date Received	Date Logged	Date Actioned
2487947	Death - 3 working days Died 06/09/2018	Notification received	10/10/2018	10/10/2018	
		Calculation and letter			15/10/2018
		Email to payroll			15/10/2018
		put to progress	09/11/2018		
		Chaser to payroll			14/11/2018
		Letter from Solicitor	22/11/2018	22/11/2018	
		Email from Payroll	23/11/2018	23/11/2018	
		Letter to Solicitor			27/11/2018
		Indemnity form received	06/12/2018	06/12/2018	
		Further letter to Solicitors			11/12/2018
		Indemnity form received	03/01/2019	07/01/2019	
		Payment made			10/01/2019 Complete
		2499917	Death - 3 working days Died 13/10/2018	Notification received	13/11/2018
Email to payroll					13/11/2018
Letter to NOK					26/11/2018
Death cert received	29/11/2018			03/12/2018	
Letter re o/p					06/12/2018
O/p received	11/01/2019			11/01/2019	
Letter to NOK					11/01/2019 Complete
2509365	Death - 3 working days Died 06/12/2018	Notification received	07/12/2018	07/12/2018	
		Email to payroll			07/12/2018
		Letter to NOK			07/12/2018
		Death cert received	19/12/2018	21/12/2018	
		Letter to NOK			28/12/2018
		Indemnity form received	09/01/2019	09/01/2019	
		Payment made			14/01/2019 Complete

**Key:**

area of concern   case put on hold   case complete

Case Reference	Case Type	Step	Date Received	Date Logged	Date Actioned
2519457	Employer estimate - 5 working days	Estimate spreadsheet received Response sent	09/01/2019	09/01/2019	16/01/2019 Complete
2508986	Employer estimate - 5 working days	Request from HR	05/12/2018	06/12/2018	
		Email to HR - incorrect format			13/12/2018
		Email from HR		17/12/2018	
		A/w completed spreadsheet			19/12/2018
		Response received		02/01/2019	
		Email to HR - no tier provided			09/01/2019
		Response received		11/01/2019	
		Email query to HR			18/01/2019
		Response received	21/01/2019	21/01/2019	
		Calculation			28/01/2019
		Est to HR			28/01/2019 Complete
2514657	Employer estimate - 5 working days	Request from HR	20/12/2018	20/12/2018	
		Calculation run			02/01/2019
		Response sent			02/01/2019 Complete

## Key:

area of concern    case put on hold    case complete

Case Reference	Case Type	Step	Date Received	Date Logged	Date Actioned
2524207	New Starter - 3 working days	Starter form received Letter to member	22/01/2019	22/01/2019	23/01/2019 Complete
2520419	New Starter - 3 working days	Starter form received Query to employer Response received Letter to member	13/12/18 (dated)	11/01/2019	16/01/2019 24/01/2019 Complete
2524180	Member Estimate - 5 working days	Estimate requested Calculation run Estimate sent		22/01/2019	29/01/2019 29/01/2019 Complete
2517431	Deferred Benefit - 4 working days	Leaver forms received Calculation run Letter sent	03/01/2019	03/01/2019	09/01/2019 09/01/2019 Complete
2523201	Deferred Benefit - 4 working days	Leaver forms received Email query to employer Response received Calculation run Letter sent	18/01/2019 24/01/2019	18/01/2019 24/01/2019	24/01/2019 30/01/2019 30/01/2019 Complete
2524021	Refund of Contributions - 4 working days	Claim form received Calculation run Payment made	17/01/2019	22/01/2019	25/01/2019 25/01/2019 Complete
2516225	Refund of Contributions - 4 working days	Leaver form received Calculation run Claim form sent	28/12/2018	28/12/2018	04/01/2019 04/01/2019 Complete