

Key:

Case Reference	Case Type	Step
2569338	Retirement - 5 working days Retired 15/04/2019 Disclosure 2 months from DOL	Notification r'cd email pay query to employer Chaser to employer Revised pay details received Additional query to contract Manager Response received Option letter to member Members forms received Final Calculation Payment forms sent
2562793	Retirement - 5 working days Retired 31/03/2019 Disclosure 1 month from DOL	Leaver form received Email pay query to employer response received Option letter to member Members forms received Final Calculation Payment forms sent
2578918	Retirement - 5 working days Retired 28/04/2019 Disclosure 2 months from DOL	Leaver form received Option letter to member Members forms received Final Calculation Payment forms sent
2589371	Retirement - 5 working days Retired 07/05/2019 Disclosure 1 month from DOL	Leaver form received Option letter to member Members forms received Final Calculation Payment forms sent

area of concern	case put on hold	case complete
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Date Received	Date Logged	Date Actioned
30/04/19	30/04/19	08/05/19
		20/05/19
31/05/19	31/05/19	06/06/19
06/06/19	06/06/19	10/06/19
18/06/19	19/06/19	26/06/19
		26/06/19 Completed
18/04/19	18/04/19	01/05/19
15/05/19	15/05/19	21/05/19
31/05/19	05/06/19	12/06/19
		12/06/19 Completed
13/05/19	13/05/19	16/05/19
03/06/19	03/06/19	10/06/19
		10/06/19 Completed
30/05/19	30/05/19	06/06/19
18/06/19	18/06/19	20/06/19
		20/06/19 Completed