

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
-----------------	------------------	---------------

Date Received	Date Logged	Date Actioned
30/04/2019	30/04/2019	08/05/2019 20/05/2019
31/05/2019	31/05/2019	06/06/2019
06/06/2019	06/06/2019	10/06/2019
18/06/2019	19/06/2019	26/06/2019 26/06/2019 Completed
18/04/2019	18/04/2019	01/05/2019
15/05/2019	15/05/2019	21/05/2019
31/05/2019	05/06/2019	12/06/2019 12/06/2019 Completed
13/05/2019	13/05/2019	16/05/2019
03/06/2019	03/06/2019	10/06/2019 10/06/2019 Completed
30/05/2019	30/05/2019	06/06/2019
18/06/2019	18/06/2019	20/06/2019 20/06/2019 Completed