

	April	May	June	July	August	September	October	November	December	January	Total	
Address Changes	28	37	37	35	17	37	38	52	20	31	21	316
Bank Account Changes	6	14	14	12	11	11	16	8	4	4	10	96
Death of a Pensioner	7	4	4	6	18	17	20	7	23	8	24	134
Deferred Calculations	15	49	49	31	27	16	53	34	38	29	30	322
Estimates	11	9	9	29	22	5	5	4	13	16	31	145
General Enquiries	69	113	113	78	51	31	35	43	32	28	35	515
Lump Sum Payments	23	32	32	13	15	11	10	26	32	28	31	221
Nomination Updates	20	23	23	14	25	23	22	79	64	28	23	321
Refund Calculations	61	36	36	30	40	17	39	49	31	18	19	340
Refund Payments	18	41	41	33	31	25	18	41	27	29	17	280
Retirements	4	12	12	10	16	13	31	42	16	39	34	217
Transfers In (Actual)	5	3	3	6	8	7	0	7	17	4	4	61
Transfers In (Quotes)	14	11	11	16	10	7	2	6	17	9	8	100
Transfers Out (Actual)	5	8	8	3	6	3	6	2	2	6	3	44
Transfers Out (Quotes)	4	5	5	17	6	13	6	11	23	14	4	103
	290	397	397	333	303	236	301	411	359	291	294	3215

Address Changes	92.86	89.19	100.00	88.24	94.59	97.37	100.00	100.00	100.00	96.77	95.24	95.43
Bank Account Changes	83.33	100.00	100.00	90.91	90.91	81.25	75.00	100.00	100.00	100.00	100.00	92.14
Death of a Pensioner	42.86	100.00	83.33	83.33	88.24	75.00	100.00	91.30	100.00	100.00	75.00	83.91
Deferred Calculations	33.33	71.43	93.55	81.48	81.25	92.45	85.29	81.58	96.55	80.00	80.00	79.69
Estimates	90.91	88.89	79.31	81.82	80.00	80.00	100.00	76.92	100.00	100.00	96.77	87.46
General Enquiries	86.96	76.11	73.08	92.16	70.97	77.14	65.12	90.63	82.14	77.14	77.14	79.14
Lump Sum Payments	52.17	50.00	76.92	93.33	72.73	80.00	73.08	71.88	78.57	77.42	77.42	72.61
Nomination Updates	100.00	95.65	100.00	88.00	95.65	81.82	81.01	85.94	92.86	86.96	86.96	90.79
Refund Calculations	98.36	97.22	86.67	85.00	88.24	74.36	77.55	83.87	55.56	84.21	84.21	83.10
Refund Payments	100.00	100.00	93.94	67.74	76.00	72.22	78.05	74.07	89.66	88.24	88.24	83.99
Retirements	100.00	66.67	90.00	100.00	100.00	87.10	92.86	93.75	94.87	97.06	97.06	92.23
Transfers In (Actual)	60.00	66.67	100.00	75.00	85.71	100.00	85.71	82.35	100.00	75.00	75.00	83.04
Transfers In (Quotes)	78.57	63.64	81.25	100.00	100.00	100.00	83.33	82.35	100.00	75.00	75.00	86.41
Transfers Out (Actual)	80.00	62.50	100.00	100.00	100.00	83.33	100.00	100.00	83.33	100.00	100.00	90.92
Transfers Out (Quotes)	50.00	100.00	100.00	83.33	69.23	100.00	90.91	60.87	85.71	100.00	100.00	84.01
	76.62	81.86	90.54	87.36	86.23	85.47	85.86	85.03	90.40	87.20	87.20	85.66