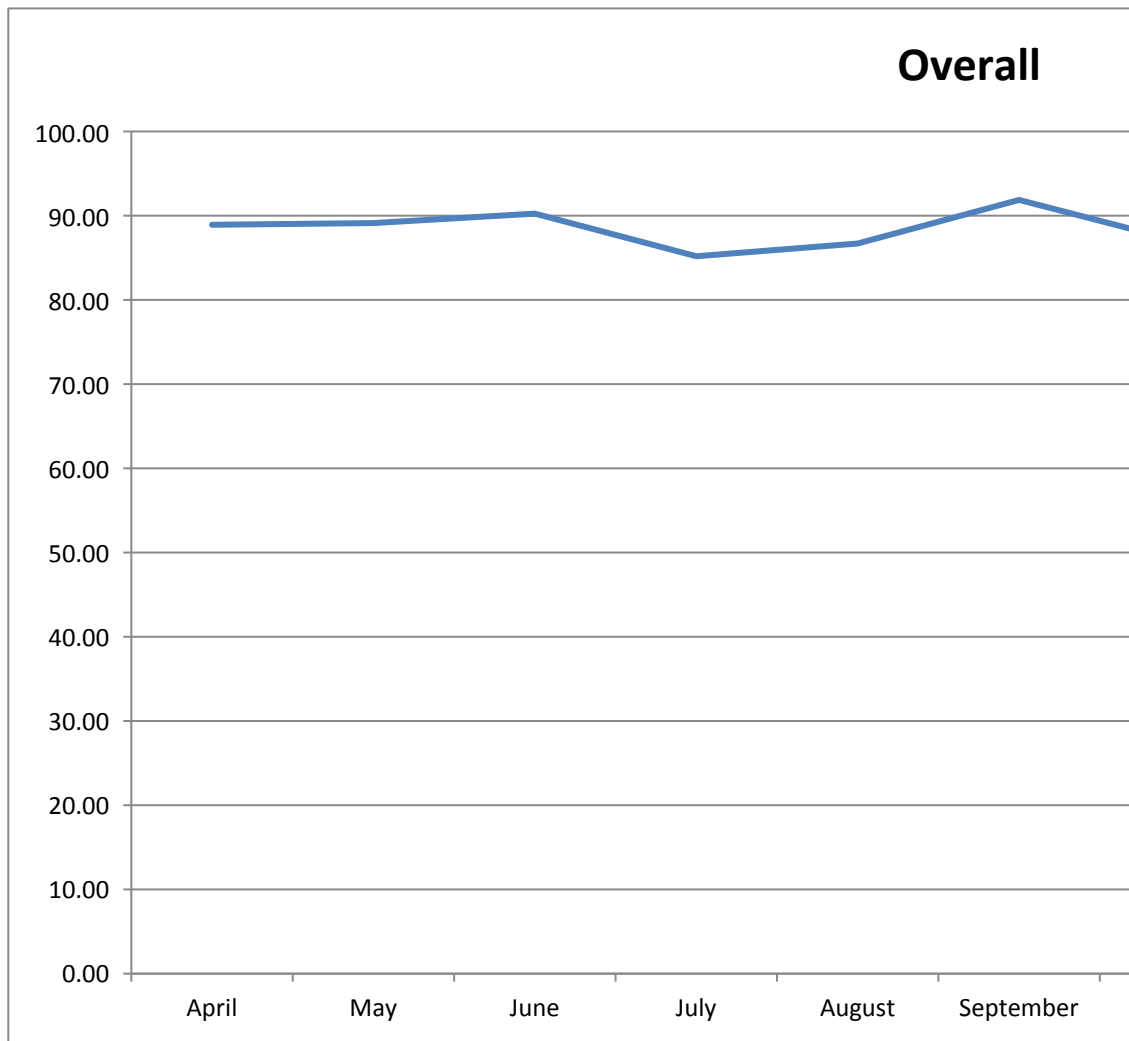


	% In Target	Address Changes	Bank Account Changes	Death of a Pensioner	Deferred Calculations	Estimates	General Enquiries	Lump Sum Payments	Nomination Updates
April	100.00	100.00	82.76	100.00	93.33	82.35	72.73	100.00	
May	100.00	87.50	74.29	76.19	96.97	95.45	70.37	92.59	
June	100.00	100.00	77.78	95.45	95.76	75.86	84.21	96.15	
July	100.00	100.00	72.00	66.67	88.89	64.71	65.38	100.00	
August	91.30	100.00	73.33	89.29	100.00	60.87	70.27	100.00	
September	100.00	100.00	88.00	95.83	95.38	83.33	93.33	89.19	
October	88.89	100.00	83.33	89.36	94.00	74.07	88.10	79.17	
November	85.00	100.00	91.67	96.30	80.77	86.67	81.48	91.43	
December	90.00	100.00	86.36	100.00	100.00	85.71	80.95	100.00	
January	100.00	100.00	92.11	89.80	100.00	71.79	92.31	65.22	



Refund Calculations	Refund Payments	Retirements	Transfers In (Actual)	Transfers In (Quotes)	Transfers Out (Actual)	Transfers Out (Quotes)	Overall
95.12	100.00	100.00	80.00	87.50	40.00	100.00	88.92
97.37	85.00	94.44	83.33	100.00	83.33	100.00	89.12
90.63	95.24	95.00	66.67	100.00	90.91	90.00	90.24
100.00	100.00	100.00	62.50	75.00	90.91	91.67	85.18
94.74	88.24	81.48	80.00	90.91	100.00	80.00	86.70
93.55	100.00	88.24	92.31	88.89	90.00	80.00	91.87
94.64	69.23	89.74	100.00	80.00	85.71	87.50	86.92
100.00	100.00	91.18	87.50	85.71	75.00	92.86	89.70
92.00	94.74	100.00	75.00	100.00	100.00	92.31	93.14
94.59	100.00	93.88	87.50	84.62	75.00	86.67	88.90

