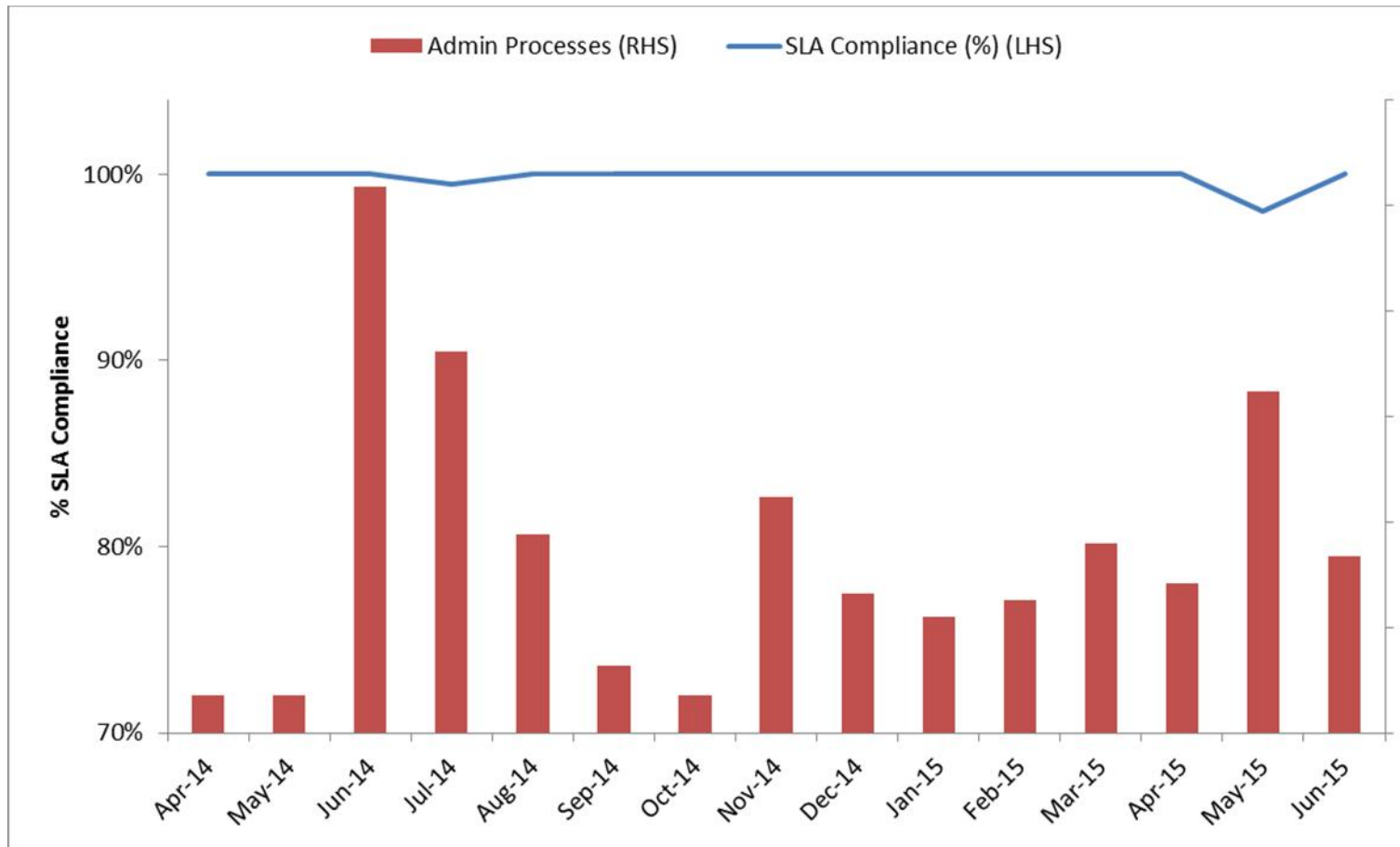


Scheme Administration Performance



% SLA Compliance is defined as the percentage of controlled functions that were successfully completed or resolved within the timeframes of the scheme administrator's service level agreement
 Source: TRUST|Pensions scheme administrator