

**Service Level Standards  
Summary Service Report  
Quarter Ended December 2017**

The number of measures relates to the service items in the service catalogue, not the number of separate transactions

Percentage of measures met, where data is available and there are transactions in the current period: 96% (93% for July to September)

Percentage of measures not met, where data is available and there are transactions in the current period: 4% (7% for July to September)

|   | <u>October 2017 to December 2017</u> |                |                        |
|---|--------------------------------------|----------------|------------------------|
|   | <u>Met</u>                           | <u>Not met</u> | <u>No transactions</u> |
| <b>1. On site report delivery</b><br>Number of measures |                                      |                | 1                      |
| <b>2. Licence Applications</b>                          |                                      |                |                        |
| <b>Fiduciary</b><br>Number of measures                  | 7                                    |                | 2                      |
| <b>Investment</b><br>Number of measures                 | 6                                    |                | 2                      |
| <b>Insurance</b><br>Number of measures                  | 4                                    |                |                        |
| <b>Banking</b><br>Number of measures                    |                                      |                | 1                      |
| <b>Authorisations</b><br>Number of measures             | 1                                    |                |                        |
| <b>3. Notifications</b>                                 |                                      |                |                        |
| <b>Fiduciary</b><br>Number of measures                  |                                      | 1              |                        |
| <b>Insurance</b><br>Number of measures                  | 2                                    |                | 10                     |
| <b>Banking</b><br>Number of measures                    |                                      |                |                        |
| <b>Authorisations Unit</b><br>Number of measures        | 3                                    |                |                        |
| <b>4. Complaints</b><br>Number of measures              | 1                                    |                |                        |
| <b>5. Consultations</b><br>Number of measures           |                                      |                | 1                      |
| <b>6. Other</b>   |                                      |                |                        |
| <b>Banking</b><br>Number of measures                    |                                      |                | 1                      |
| <b>Total number of measures</b>                         | <b>24</b>                            | <b>1</b>       | <b>18</b>              |

During the period there were a further 1 measures where data not available