

**Service Level Standards  
Summary Service Report  
Quarter Ended June 2014**

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: 94% (97% for Jan to Mar)

Percentage of measures not met, where data is available and there are transactions in the current period: 6% (3% for Jan to Mar)

	<u>April 2014 to June 2014</u>		
	<u>Met</u>	<u>Not met</u>	<u>No transactions</u>
<b>1. On site report delivery</b> Number of measures	1	0	0
<b>2. Licence Applications</b>			
<b>Fiduciary</b> Number of measures	4	0	5
<b>Investment</b> Number of measures	7	0	2
<b>Insurance</b> Number of measures	2	2	0
<b>Banking</b> Number of measures	1	0	0
<b>3. Notifications</b>			
<b>Fiduciary</b> Number of measures	1	0	0
<b>Insurance</b> Number of measures	8	0	3
<b>Banking</b> Number of measures	1	0	0
<b>Authorisations Unit</b> Number of measures	2	0	0
<b>4. Complaints</b> Number of measures	1	0	0
<b>5. Consultations</b> Number of measures	0	0	1
<b>6. Other</b>			
<b>Banking</b> Number of measures	1	0	0
<b>Total number of measures</b>	<b>29</b>	<b>2</b>	<b>11</b>

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