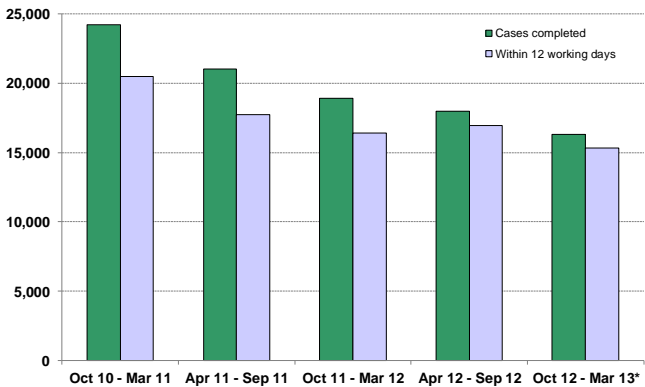


[CM1.1] To provide a substantive response to letters, emails or faxes we receive via our Customer Contact Centre (Firms), Lead Supervisors, Market Transaction Monitoring Unit or relating to certain types of questions about our fees.

Target: 90% within 12 working days of receipt.

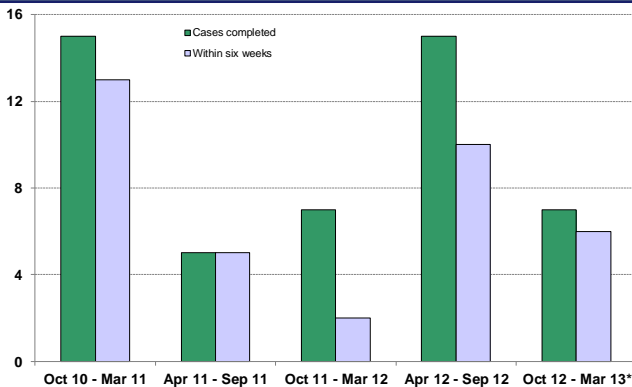
Latest Performance*: Target met



[CM1.2b] To provide a draft letter of findings and recommendations following a Supervisory Framework risk assessment visit to a firm.

Target: 70% within six weeks for a Light Approach assessment.

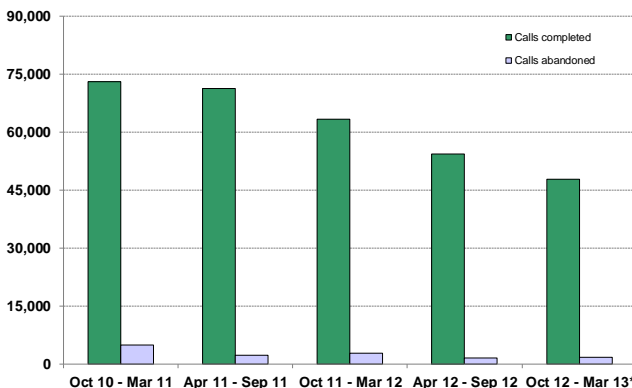
Latest Performance*: Target not met



[CM2.3] The telephone call abandonment rate for calls made directly to Consumer Helpline.

Target: Not more than 5%.

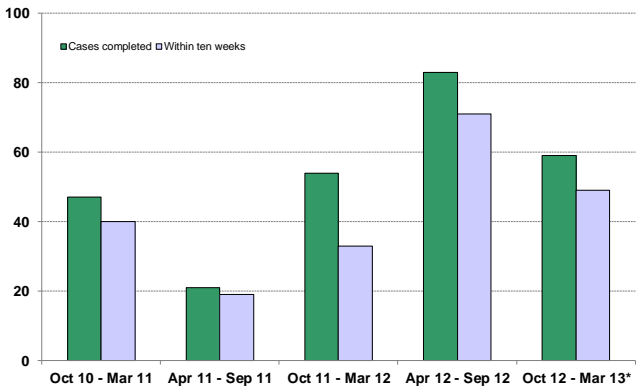
Latest Performance*: Target met



[CM1.2a] To provide a draft letter of findings and recommendations following a Supervisory Framework risk assessment visit to a firm.

Target: 70% within ten weeks for a full Supervisory Framework risk assessment; a Light Approach plus Capital assessment.

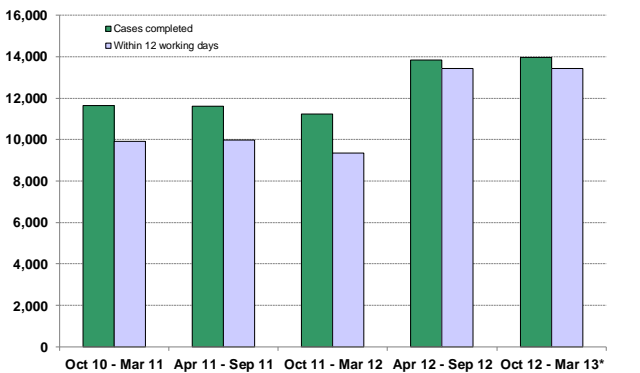
Latest Performance*: Target met



[CM2.1] To provide a substantive response to correspondence received by the Customer Contact Centre (Consumers).

Target: 90% within 12 working days of receipt.

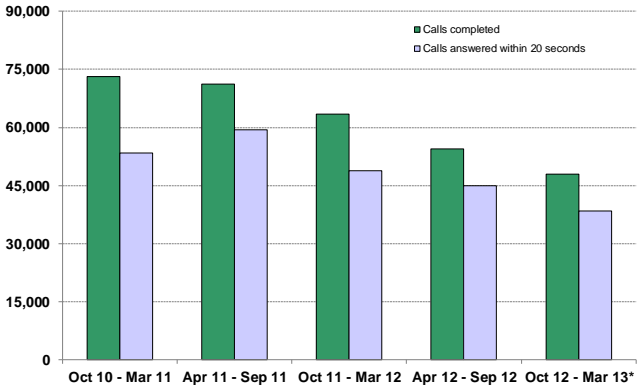
Latest Performance*: Target met



[CM2.4] To answer telephone calls made directly to Consumer Helpline.

Target: 80% within 20 seconds.

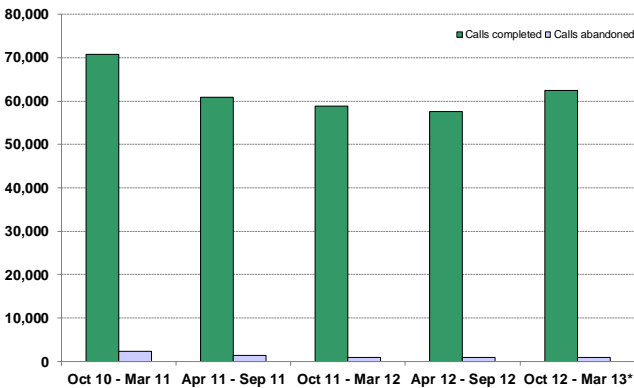
Latest Performance*: Target met



[CM3.1] The telephone call abandonment rate for calls made directly to the Customer Contact Centre.

Target: Not more than 5%.

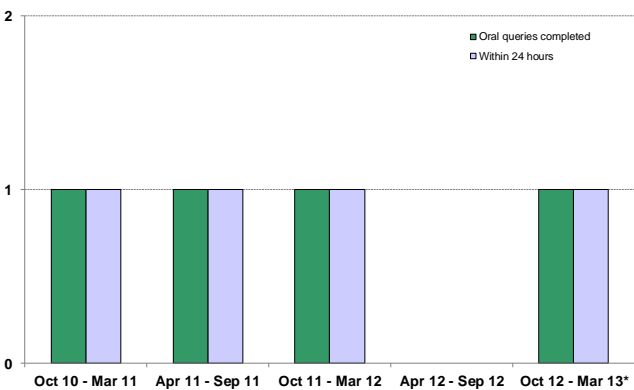
Latest Performance*: Target met



[CM4.1] To process simple oral queries relating to the Code of Market Conduct.

Target: 90% within 24 hours.

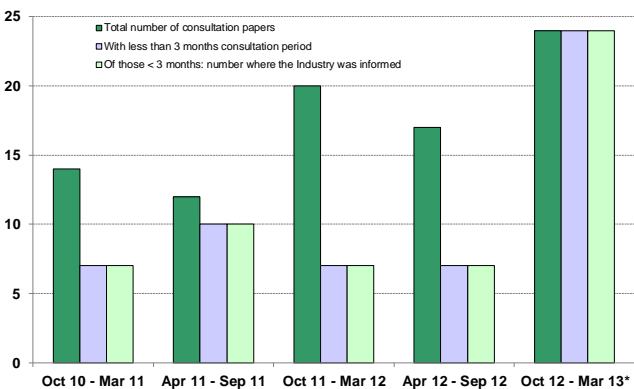
Latest Performance*: No queries received



[CM4.3] To consult on relevant documentation.

Target: To inform the industry in 100% of cases where the consultation period is less than three months.

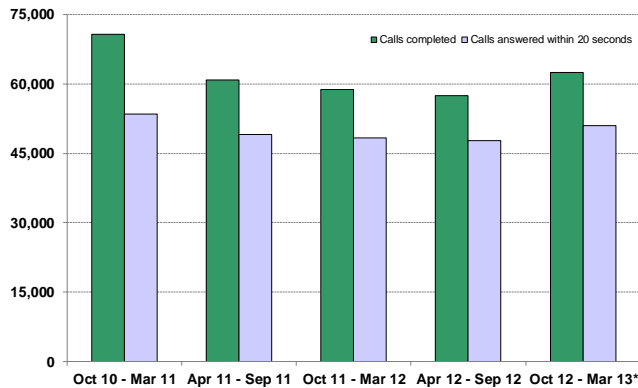
Latest Performance*: Target met



[CM3.2] To answer telephone calls made directly to Customer Contact Centre.

Target: 80% within 20 seconds.

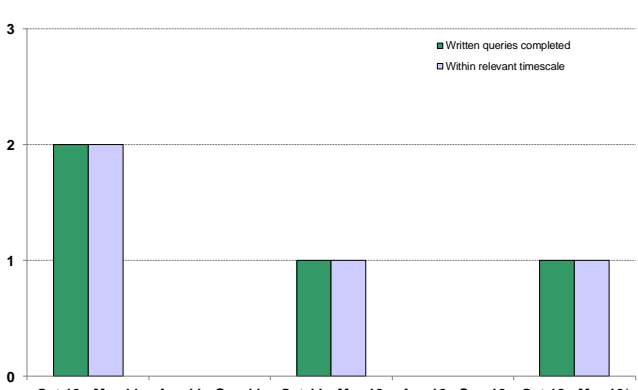
Latest Performance*: Target met



[CM4.2] To process complex queries relating to the Code of Market Conduct.

Target: 100% within a requested date.

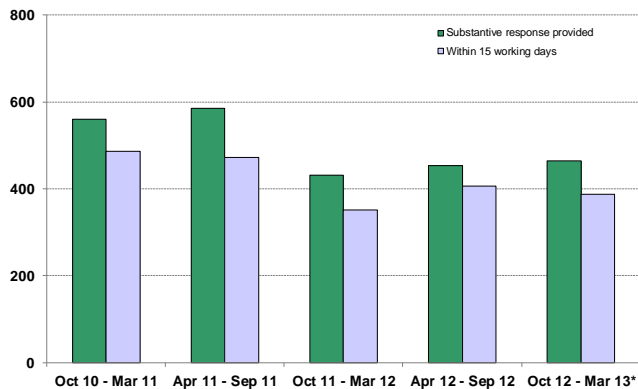
Latest Performance*: No queries received



[CM5.1a] To provide a substantive reply to MPs' letters.

Target: 50% within 15 working days of receipt.

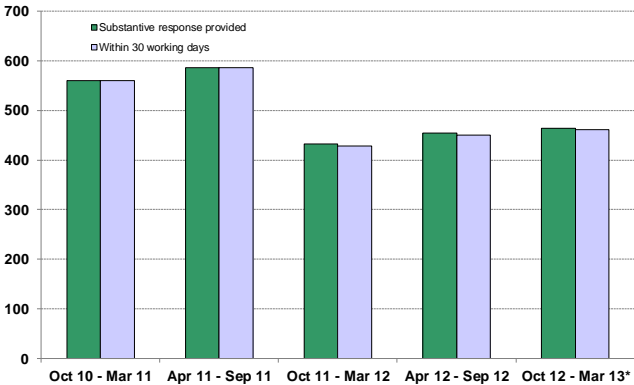
Latest Performance*: Target met



[CM5.1b] To provide a substantive reply to MPs' letters.

Target: 100% within 30 working days of receipt.

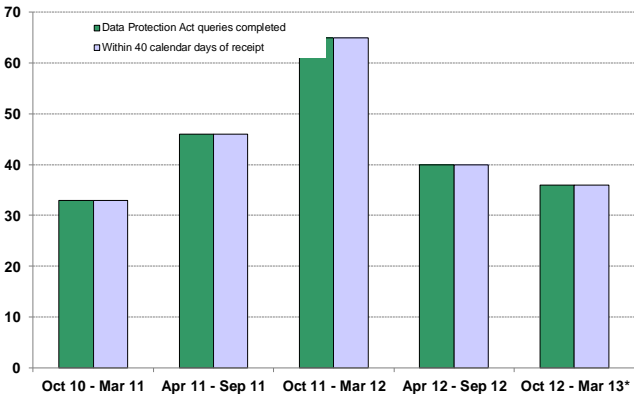
Latest Performance*: Target not met



[CM7.1] To reply to 'subject access' requests for information made under the Data Protection Act 1998.

Target: 100% within 40 calendar days of receipt.

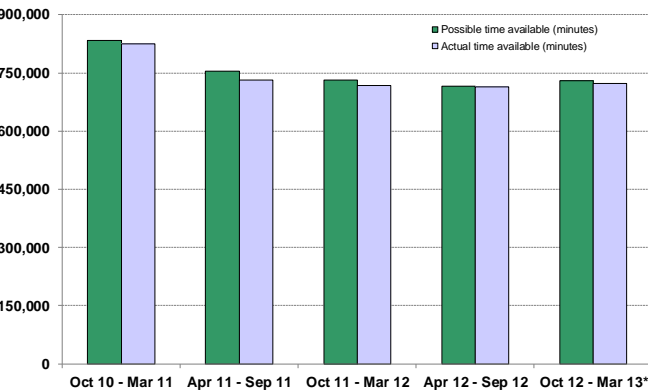
Latest Performance*: Target met



[CM11.4] To ensure availability of customer facing Information Services (IS) systems.

Target: 98.5% availability within supported hours.

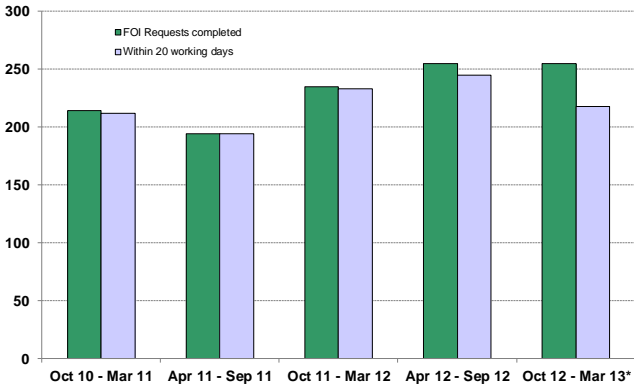
Latest Performance*: Target met



[CM6.1] To reply to 'right to know' requests for information made under the Freedom of Information Act 2000.

Target: 100% within 20 working days of receipt.

Latest Performance*: Target not met



[CM10.1] To pay correct invoices received from suppliers.

Target: 90% within 30 working days of receipt of a correct invoice.

Latest Performance*: Target met

