

UKLA Service Standard Performance

Results: 1st January 2011 – 30th June 2011

Objectives		Target	Result
SS1(a)	Comment provided on the initial proof of a document submitted for pre-vetting by a new applicant or by an unlisted issuer undertaking a public offer and preparing a prospectus for the first time within ten working days.	95%	98.62%
		100%	
SS1(b)	Comment provided on the initial proof of a document submitted for pre-vetting by an issuer already listed or by an unlisted issuer undertaking a public offer that has previously produced a prospectus within five working days.	95%	99.54%
		100%	
SS1(c)	Comment provided on subsequent proofs of documents within five working days.	95%	99.75%
		100%	
SS2	Complaints to receive a substantive reply within five working days or acknowledged within two days and replied to within 15 working days.	95%	100%
		100%	
SS3	Other queries received in writing to receive a substantive reply or request for further substantive information within five working days.	95%	99.42%
		100%	
SS4	To process applications for listing within six months of receipt.	95%	100%
		100%	