

# UKLA Service Standard Performance

Results: 1<sup>st</sup> July 2010 – 31<sup>st</sup> December 2010

Objectives	Target	Result
<b>SS1(a)</b> 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%	98.6%
	100%	
<b>SS1(b)</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%	99.6%
	100%	
<b>SS1(c)</b> Comment provided on subsequent proofs of documents within five working days.	95%	98.9%
	100%	
<b>SS2</b> Complaints to receive a substantive reply within five working days or acknowledged within two days and replied to within 15 working days.	95%	100.0%
	100%	
<b>SS3</b> Other queries received in writing to receive a substantive reply or request for further substantive information within five working days.	95%	98.0%
	100%	
<b>SS4</b> All firms on the sponsor list to receive feedback on their systems and controls and competence on an annual basis.	95%	100.0%
	100%	
<b>SS5</b> To process applications for listing within six months of receipt.	95%	100.0%
	100%	