

UKLA Service Standard Performance

Results: 1st January 2010 – 30th June 2010

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%	98.44%
	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%	98.11%
	100%	
SS1(c) Comment provided on subsequent proofs of documents within five working days.	95%	99.06%
	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%	88.89%
	100%	
SS3 Other queries received in writing to receive a substantive reply or request for further substantive information within five working days.	95%	97.84%
	100%	
SS4 All firms on the sponsor list to receive feedback on their systems and controls and competence on an annual basis.	95%	*
	100%	
SS5 To process applications for listing within six months of receipt.	95%	*
	100%	

* N/A as measured annually