



The Pension Fund
The Situation of The Achievement of The Service Quality Indicators

N.	Types of Service	Service Quality Indicator	Expected Target Rate	Actual Target Rate	Expected Target Rate	Actual Target Rate	Expected Target Rate	Actual Target Rate
Provident Fund Scheme			2020		2021		2022	
1	Enrollment in the Provident Fund Scheme	5 working days (Counted from the following day upon receipt of all the necessary documents)	100%	100%	100%	100%	100%	100%
2	Payment of accrued benefits	14 working days (Counted from the following day upon receipt of all the necessary documents)	100%	99.8%	100%	100%	100%	100%
3	Emission of declaration of accrued benefits for the purpose of "inventário judicial"	2 working days (Counted from the following day upon receipt of all the necessary documents)	100%	100%	100%	100%	100%	100%
4	Issuance of Medical Services Card to former Provident Fund Scheme members	5 working days (Counted from the following day upon receipt of all the necessary documents)	100%	100%	100%	100%	100%	100%

Compared with 2020, the compliance rate of our service pledges has improved. All service items in 2021 and 2022 have reached the expected target rate.