



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			2019		2020		2021	
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%	100%	100%	99.8%	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 last year, the compliance rate of our service pledges has improved. This year, all service items have reached the expected target rate.