



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			2022		2023		2024	
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 [#]	(Involves the liquidation of the investment funds) 14 working days (Counted from the following day upon receipt of all the necessary documents)	100%	100%	100%	100%	100%	100%
		(Applies for the liquidation of the Bank Deposit Portfolio only) 8 working days [#] (Counted from the following day upon receipt of all the necessary documents)	--	--	--	--	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%	*
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%

Regarding the compliance rate of our service pledges, all service items in 2022, 2023 and 2024 have reached the expected target rate.

[#] As from 18/04/2024, the performance pledge duration for applying the liquidation of the Bank Deposit Portfolio only is shortened to 8 working days.

* No application received during this period.