



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			2023		2024		2025	
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%	99.4%
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%	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 achievement of targets set in the performance pledges in the past 3 years, all service items met the preset target rate with the exception of “Enrollment in the Provident Fund Scheme”, where in 2025, one case delays in document workflow and follow-up processes resulted in performance falling slightly below the target rate. In response, appropriate measures have been implemented to simplify the relevant procedures, ensuring efficient interconnection between all workflow stages.

[#]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.