

Monthly service performance

Our typical turnaround times for various key service areas are outlined below.

This information isn't a formal measure of our service levels, but it does give you a sense of how well our Customer Services Teams currently perform – assuming they're provided with all the information and documentation they need in order to complete a task.



PCLS payment process time was longer in March due to a 15% increase in requests received ⁽¹⁾