

# Corporate Enterprise Solutions



## Response turnaround time for staff queries to Payroll Recovery Services (PRS)

	2020 (April to December)	2021 (YTD)
Initial response to customer enquiries within 2 business days	97%	97%
Total matters resolved within 4 weeks	58%	69%

- Data is only available from April 2020.
- Data has been retrieved from the Serviceline system.
- Enquiries from an employee or their representative may be received in writing, via an incoming call or through an entry from the employee in the Streamline system.
- Total matters resolved captures customer enquiries, PRS initiated enquiries and matters referred to other teams (ie not PRS related).