February 2024 New Business and Underwriting Time Service Results

Process	Targeted turnaround times	Percent completed in targeted turnaround
Formal application entry	2 days	91%
Case management – additional requirement processing/case follow-up	2 days	98%
Underwriting – requirement review	2 days	84%
Issue reviews (policy issues)	2 days	99%
Delivery requirement processing	2 days	100%
Quick quotes	1 day	100%
Informal quotes (first quote on full files)	5 days	38%

Process	Targeted turnaround times	Current expected service level
TeleApp scheduling	1-2 days	1-2 days
Phone call/email response times	4 hours	4 hours

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