

Appx 2

Benefits Workload Position

Analysis of the effect of the system conversion

| | Position at 21 Nov 2005 includes claims waiting to pended | Comparable postion at 30 Jun 2006 | Comparable postion at 24 Jul 2006 | Comparable postion at 29 Aug 2006 | Comparable postion at 18 Sep 2006 |
|--------------------------|---|--------------------------------------|--------------------------------------|--------------------------------------|--------------------------------------|
| New Claims | 1202 | 1539 | 1997 | 2604 | 2616 |
| High Risk Reviews | 371 | 1074 | 1926 | 2186 | 2193 |
| Sub total Claims | 1573 | 2613 | 3923 | 4790 | 4809 |
| Changes of circumstances | 210 | 206 | 707 | 579 | 528 |
| Cancellations | 280 | 340 | 779 | 439 | 460 |
| Total | 2063 | 3159 | 5409 | 5808 | 5797 |

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|-------------------|------------|-------------------|------------|
| Workload Position | 6/30/2006 | Workload Position | 9/17/2006 |
| New claims | 5 weeks | New claims | 12.7 weeks |
| Reviews | 4.6 weeks | Reviews | 12.7 weeks |
| Changes | up to date | Changes | up to date |
| Cancellations | up to date | Cancellations | up to date |

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|----------|--|-----------|
| BVPI 78a | Average time taken to process new claims since system conversion (17/07/06 to 17/09/06) | 68.1 days |
| BVPI 78b | Average time taken to process change of circumstances since system conversion (17/07/06 to 17/09/06) | 25 days |