

### Schedule C.1 Service Level Agreement (SLA) and Key Performance Indicators (KPI)

The Provider will use its reasonable endeavours to comply with the SLA set out below.

Action or Service	Time Target	KPI
Set up case on case management system	24 hours from instruction	100%
Email acknowledgement of instruction	24 hours from instruction	100%
Instruct appropriate medical expert	24 hours from instruction	95%
Arrange a suitable appointment with the claimant	Within 6 weeks of instruction or 4 weeks of earliest not to be seen before date	95%
Notification of failure to attend	48 hours from appointment	100%
Delivery of GP medico-legal report	3 working days from appointment	90%
Completion of amendments	7 working days from request	90%
Minimum days to appointment post accident date unless otherwise stated	42 days	