

Our current performance – 2025 to 2026

Quarter 4



Type of case	Time to complete (days)						Total	On target?
	0 to 5	6 to 10	11 to 15	16 to 20	21 to 30	31 plus		
Retirement	22	24	2	0	0	0	48	100%
Deferred retirement	36	46	12	0	0	0	94	100%
Estimate	30	21	11	0	0	0	62	100%
Deferred	36	3	4	1	33	0	77	100%
Transfers in & out	15	63	13	0	0	0	91	100%
Divorce Quotes	3	13	19	0	0	0	42	100%
Refund	9	5	1	5	104	0	124	100%
Death	32	2	8	0	0	0	42	100%
Grand total							679	