



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	14	5	0	0	0	0	19	100%
Deferred retirement	20	23	6	0	0	0	49	100%
Estimate	17	34	13	0	0	0	64	100%
Deferred	3	2	1	1	69	0	76	100%
Transfers in & out	48	50	19	0	0	0	117	100%
Divorce	1	6	2	0	0	0	9	100%
Refund	1	26	1	0	0	0	28	100%
Death	30	1	7	0	0	0	38	100%
Grand total							406	