

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	215	73	12	0	0	0	300	100%
Deferred retirement	284	293	29	0	0	0	606	100%
Estimate	243	239	114	0	0	0	596	100%
Deferred	140	40	17	30	1629	0	1856	100%
Transfers in & out	206	159	125	0	0	0	488	100%
Divorce Quotes	36	62	26	0	0	0	124	100%
Refund	24	386	16	0	0	0	426	100%
Death	203	44	47	0	0	0	294	100%
Grand total							5223	