

Our current performance – 2018 to 2019
 Quarter 1

Type of case	Time to complete (days)						Total	On target?
	0 to 5	6 to 10	11 to 15	16 to 20	20 to 40	40 plus		
Retirement	148	51	10	0	0	0	209	100%
Deferred retirement	232	153	41	0	0	0	426	100%
Estimate	124	181	255	36	0	0	596	100%
Deferred	86	198	350	201	226	0	835	100%
Transfer out	1	5	65	12	0	0	83	100%
Transfer in	42	19	57	8	0	0	126	100%
Divorce	12	34	55	8	0	0	109	100%
Refund	164	519	256	92	0	0	1,031	100%
Death	157	33	18	10	4	0	222	100%
Grand total							3,637	