

Our current performance – 2018 to 2019
 Quarter 2

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	129	29	105	0	0	0	326	100%
Deferred retirement	59	72	223	0	0	0	354	100%
Estimate	39	52	307	0	0	0	398	100%
Deferred	46	123	52	49	1,510	0	1,780	100%
Transfer out	2	0	19	0	0	0	21	100%
Transfer in	50	19	14	0	0	0	83	100%
Divorce	9	21	44	2	0	0	76	100%
Refund	172	167	18	0	0	0	357	100%
Death	188	35	16	11	0	0	250	100%
Grand total							3,645	