

Our current performance – 2018 to 2019
 Quarter 3

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	62	57	123	0	0	0	242	100%
Deferred retirement	51	55	236	0	0	0	342	100%
Estimate	67	121	145	0	0	0	333	100%
Deferred	57	32	81	109	1,853	0	2,132	100%
Transfer out	2	0	12	0	0	0	14	100%
Transfer in	12	4	7	0	0	0	23	100%
Divorce	26	12	73	0	0	0	111	100%
Refund	53	230	153	11	0	0	447	100%
Death	195	20	4	5	0	0	224	100%
Grand total							3,868	