

Our current performance – 2018 to 2019
 Quarter 4

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	67	37	69	0	0	0	173	100%
Deferred retirement	61	74	179	0	0	0	314	100%
Estimate	111	138	308	0	0	0	557	100%
Deferred	106	53	49	98	1,497	0	1,803	100%
Transfer out	3	0	14	0	0	0	17	100%
Transfer in	3	2	2	0	0	0	7	100%
Divorce	14	16	65	0	0	0	95	100%
Refund	93	148	111	35	0	0	387	100%
Death	161	33	18	7	0	0	215	100%
Grand total							3,568	