

Our current performance – 2019 to 2020

Quarter 1



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	148	53	20	0	1	0	222	99.55%
Deferred retirement	178	111	82	4	1	0	376	98.67%
Estimate	69	52	477	38	5	6	647	92.43%
Deferred	61	21	21	22	894	107	1,126	90.50%
Transfers in & out	28	5	14	4	10	5	66	71.21%
Divorce	11	10	41	15	17	1	95	65.26%
Refund	27	68	158	0	0	0	253	100%
Re-joiner	18	13	40	89	13	1	174	91.95%
Interfund	4	1	40	2	19	5	71	63.38%
Death	129	33	26	6	2	0	196	95.92%
Grand total							3,226	