

Our current performance – 2019 to 2020
 Quarter 2

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	95	113	100	0	0	0	308	100%
Deferred retirement	191	161	150	0	0	0	502	100%
Estimate	76	82	561	2	0	0	721	99.72%
Deferred	41	7	19	102	1,413	8	1,590	99.50%
Transfers in & out	16	15	44	1	1	2	79	94.94%
Divorce	7	8	78	1	1	0	95	97.89%
Refund	189	122	75	0	0	0	386	100%
Re-joiner	14	32	40	54	0	0	140	100%
Interfund	4	1	76	0	1	4	86	94.19%
Death	127	49	39	0	0	0	215	100%
Grand total							4,122	