

Our current performance – 2019 to 2020  
 Quarter 3

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	84	79	65	0	0	0	228	100%
Deferred retirement	93	178	181	0	0	0	452	100%
Estimate	120	187	357	0	0	0	664	100%
Deferred	59	25	89	147	1,948	0	2,268	100%
Transfers in & out	79	10	61	0	0	0	150	100%
Divorce	40	47	37	0	0	0	124	100%
Refund	314	102	0	0	0	0	416	100%
Re-joiner	18	41	76	33	0	0	168	100%
Interfund	31	15	89	0	4	6	145	93.10%
Death	174	30	45	0	0	0	249	100%
Grand total							4,864	