

Our current performance – 2019 to 2020

Quarter 4



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	102	69	48	0	0	0	219	100%
Deferred retirement	75	84	146	0	0	0	305	100%
Estimate	198	308	209	0	0	0	715	100%
Deferred	50	17	78	209	1,171	0	1,525	100%
Transfers in & out	51	24	29	0	0	0	104	100%
Divorce	44	36	15	0	0	0	95	100%
Refund	248	27	8	0	0	0	283	100%
Death	195	35	59	0	0	0	289	100%
Grand total							3,535	