

## Our current performance – 2020 to 2021

### 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	103	61	42	0	0	0	206	100%
Deferred retirement	100	79	226	0	0	0	405	100%
Estimate	76	180	76	0	0	0	332	100%
Deferred	61	26	170	492	755	0	1,504	100%
Transfers in & out	0	7	20	0	0	0	27	100%
Divorce	7	28	35	0	0	0	70	100%
Refund	251	3	5	0	0	0	259	100%
Death	189	33	44	0	0	0	266	100%
Grand total							3,069	