

Our current performance – 2020 to 2021

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	89	61	96	0	0	0	246	100%
Deferred retirement	63	68	286	0	0	0	417	100%
Estimate	49	176	340	0	0	0	565	100%
Deferred	82	155	223	405	613	0	1,478	100%
Transfers in & out	15	17	46	0	0	0	78	100%
Divorce	3	34	37	0	0	0	74	100%
Refund	232	3	1	0	0	0	236	100%
Death	134	55	46	0	0	0	235	100%
Grand total							3,329	