

Our current performance – 2020 to 2021

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	108	90	72	0	0	0	270	100%
Deferred retirement	68	111	240	0	0	0	419	100%
Estimate	58	168	134	0	0	0	360	100%
Deferred	90	209	426	335	654	0	1,714	100%
Transfers in & out	22	19	45	0	0	0	86	100%
Divorce	7	27	57	0	0	0	91	100%
Refund	294	9	0	0	0	0	303	100%
Death	148	46	36	0	0	0	230	100%
Grand total							3,473	