

Our current performance – 2020 to 2021

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	125	103	51	0	0	0	279	100%
Deferred retirement	58	107	88	0	0	0	253	100%
Estimate	113	160	130	0	0	0	403	100%
Deferred	73	20	73	262	1,016	0	1,444	100%
Transfers in & out	39	16	35	0	0	0	90	100%
Divorce	4	34	42	0	0	0	80	100%
Refund	231	8	0	0	0	0	239	100%
Death	153	24	38	0	0	0	215	100%
Grand total							3,003	