

Our current performance – 2021 to 2022

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	91	67	73	0	0	0	231	100%
Deferred retirement	53	93	202	0	0	0	348	100%
Estimate	90	166	737	0	0	0	993	100%
Deferred	57	7	13	75	864	0	1,016	100%
Transfers in & out	18	15	46	0	0	0	79	100%
Divorce	3	14	66	0	0	0	83	100%
Refund	151	53	1	0	0	0	205	100%
Death	180	39	29	0	0	0	250	99.2%
Grand total							3,205	