

Our current performance – 2021 to 2022

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	104	54	246	0	0	0	404	100%
Deferred retirement	79	94	413	0	0	0	586	100%
Estimate	62	94	1,133	0	0	0	1,289	100%
Deferred	67	32	117	229	1,278	0	1,723	100%
Transfers in & out	23	11	63	0	0	0	97	100%
Divorce	5	10	112	0	0	0	127	100%
Refund	208	117	2	0	0	0	327	100%
Death	161	35	51	0	0	0	247	100%
Grand total							4,800	