



Our current performance – 2021 to 2022  
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	40	15	11	0	0	0	66	100%
Deferred retirement	27	15	25	0	0	0	67	100%
Estimate	30	11	122	0	0	0	163	100%
Deferred	10	5	3	0	104	0	122	100%
Transfers in & out	0	0	1	0	0	0	1	100%
Divorce	1	0	2	0	0	0	3	100%
Refund	17	15	6	0	0	0	38	100%
Death	31	10	5	0	0	0	46	100%
Grand total							506	