



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	39	29	36	0	0	0	104	100%
Deferred retirement	144	80	229	0	0	0	453	100%
Estimate	52	106	931	0	0	0	1,089	100%
Deferred	56	56	184	384	1,257	0	1,937	100%
Transfers in & out	11	11	36	0	0	0	58	100%
Divorce	3	37	65	0	0	0	105	100%
Refund	444	50	8	0	0	0	502	100%
Death	165	22	54	0	0	0	241	100%
Grand total							4,489	