



Our current performance – 2021 to 2022
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	6	4	8	0	0	0	18	100%
Deferred retirement	10	14	27	0	0	0	51	100%
Estimate	14	18	90	0	0	0	12	100%
Deferred	12	4	3	13	160	0	192	100%
Transfers in & out	2	0	8	0	0	0	10	100%
Divorce	1	0	3	0	0	0	4	100%
Refund	14	2	0	0	0	0	16	100%
Death	33	3	26	0	0	0	62	100%
Grand total							475	