



Our current performance – 2022 to 2023
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	16	11	13	0	0	0	40	100%
Deferred retirement	14	18	41	0	0	0	73	100%
Estimate	10	26	138	0	0	0	174	100%
Deferred	13	8	8	7	277	0	313	100%
Transfers in & out	4	1	4	0	0	0	9	100%
Divorce	0	1	4	0	0	0	5	100%
Refund	11	22	3	0	0	0	36	100%
Death	40	4	13	0	0	0	57	100%
Grand total							707	