



Our current performance – 2022 to 2023
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	9	2	20	0	0	0	31	100%
Deferred retirement	13	7	43	0	0	0	63	100%
Estimate	12	19	85	0	0	0	116	100%
Deferred	7	5	12	21	280	0	325	100%
Transfers in & out	3	6	2	0	0	0	11	100%
Divorce	1	0	2	0	0	0	3	100%
Refund	3	22	14	0	0	0	39	100%
Death	21	7	13	0	0	0	41	100%
Grand total							629	