

Our current performance – 2022 to 2023
 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	21	3	2	0	0	0	26	100.00%
Deferred retirement	11	13	29	0	0	0	53	100.00%
Estimate	18	37	66	0	0	0	121	100.00%
Deferred	7	2	8	12	244	0	273	100.00%
Transfers in & out	4	2	0	0	0	0	6	100.00%
Divorce	0	6	6	0	0	0	12	100.00%
Refund	9	27	8	0	0	0	44	100.00%
Death	27	8	6	0	0	0	41	100.00%
Grand total							576	