



Our current performance – 2022 to 2023  
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	18	5	0	0	0	0	23	%
Deferred retirement	42	30	38	0	0	0	110	%
Estimate	19	57	116	0	0	0	192	%
Deferred	11	4	8	3	182	0	208	%
Transfers in & out	0	0	2	0	0	0	2	%
Divorce	2	8	0	0	0	0	10	%
Refund	16	15	9	0	0	0	40	%
Death	34	4	8	0	0	0	46	%
Grand total							631	