



Our current performance – 2023 to 2024
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	22	6	2	0	0	0	30	100.00%
Deferred retirement	33	23	19	0	0	0	75	100.00%
Estimate	16	56	73	0	0	0	145	100.00%
Deferred	14	2	4	7	544	0	571	100.00%
Transfers in & out	0	3	0	0	0	0	3	100.00%
Divorce	6	0	0	0	0	0	6	100.00%
Refund	1	13	41	0	0	0	55	100.00%
Death	30	10	9	0	0	0	49	100.00%
Grand total							934	100.00%