



Our current performance – 2023 to 2024  
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	25	13	10	0	0	0	48	100.00%
Deferred retirement	37	25	22	0	0	0	84	100.00%
Estimate	27	79	64	0	0	0	170	100.00%
Deferred	22	2	15	21	323	0	383	100.00%
Transfers in & out	0	2	1	0	0	0	3	100.00%
Divorce	0	2	3	0	0	0	5	100.00%
Refund	3	12	12	0	0	0	27	100.00%
Death	30	10	9	0	0	0	49	100.00%
Grand total							769	