

Our current performance – 2023 to 2024
 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	24	7	2	0	0	0	33	100%
Deferred retirement	16	42	14	0	0	0	72	100%
Estimate	20	55	23	0	0	0	98	100%
Deferred	17	6	10	49	449	0	531	100%
Transfers in & out	6	5	1	0	0	0	12	100%
Divorce	3	0	0	0	0	0	3	100%
Refund	3	47	35	0	0	0	85	100%
Death	28	7	12	0	0	0	47	100%
Grand total							881	