

Our current performance – 2023 to 2024
 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	28	16	3	0	0	0	47	100%
Deferred retirement	23	41	9	0	0	0	73	100%
Estimate	13	46	32	0	0	0	91	100%
Deferred	23	8	26	160	110	0	327	100%
Transfers in & out	1	1	2	0	0	0	4	100%
Divorce	3	2	12	0	0	0	17	100%
Refund	6	49	2	0	0	0	57	100%
Death	35	7	10	0	0	0	52	100%
Grand total							817	