



Our current performance – 2024 to 2025  
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	33	8	1	0	0	0	42	100%
Deferred retirement	25	50	4	0	0	0	79	100%
Estimate	15	52	25	0	0	0	92	100%
Deferred	14	8	6	6	258	0	292	100%
Transfers in & out	32	25	38	0	0	0	95	100%
Divorce Quotes	2	6	7	0	0	0	15	100%
Refund	0	50	4	0	0	0	54	100%
Death	19	5	12	0	0	0	36	100%
Grand total							705	