



Our current performance – 2025 to 2026
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	20	7	1	0	0	0	28	100%
Deferred retirement	42	35	15	0	0	0	92	100%
Estimate	16	47	30	0	0	0	93	100%
Deferred	8	4	0	4	315	0	331	100%
Transfers in & out	27	38	16	0	0	0	81	100%
Divorce Quotes	1	8	1	0	0	0	10	100%
Refund	0	35	0	0	0	0	35	100%
Death	29	10	11	0	0	0	50	100%
Grand total							720	