



Our current performance – 2025 to 2026
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	32	12	0	0	0	0	44	100%
Deferred retirement	35	50	11	0	0	0	96	100%
Estimate	51	38	13	0	0	0	102	100%
Deferred	8	3	1	0	196	0	208	100%
Transfers in & out	24	32	54	0	0	0	110	100%
Divorce	3	6	3	0	0	0	12	100%
Refund	1	24	1	0	0	0	26	100%
Death	31	3	8	0	0	0	42	100%
Grand total							640	