



Our current performance – 2025 to 2026
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	23	20	3	0	0	0	46	100%
Deferred retirement	22	54	12	0	0	0	88	100%
Estimate	47	54	11	0	0	0	112	100%
Deferred	6	5	3	10	184	0	208	100%
Transfers in & out	26	39	41	0	0	0	106	100%
Divorce	1	10	2	0	0	0	13	100%
Refund	1	29	1	0	0	0	31	100%
Death	31	3	8	0	0	0	42	100%
Grand total							679	