

2023-24 REPORT ON INVESTIGATIONS PERFORMANCE KPIs  
as at 31 March 2024



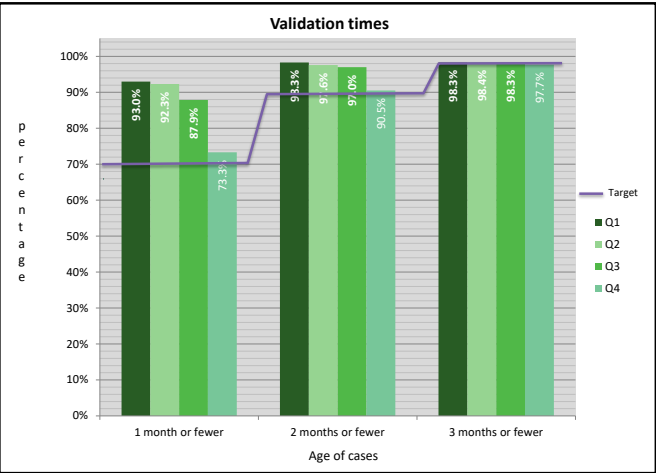
TIME TAKEN TO VALIDATE ALL APPLICATIONS

| Description       | Target | QUARTER 1 |          | YTD    |          |
|-------------------|--------|-----------|----------|--------|----------|
|                   |        | Actual    | Variance | Actual | Variance |
| 1 month or fewer  | 70%    | 93.0%     | 23.0%    | 93.0%  | 23.0%    |
| 2 months or fewer | 90%    | 98.3%     | 8.3%     | 98.3%  | 8.3%     |
| 3 months or fewer | 97%    | 98.3%     | 1.3%     | 98.3%  | 1.3%     |

| Description       | Target | QUARTER 2 |          | YTD    |          |
|-------------------|--------|-----------|----------|--------|----------|
|                   |        | Actual    | Variance | Actual | Variance |
| 1 month or fewer  | 70%    | 91.6%     | 21.6%    | 92.3%  | 22.3%    |
| 2 months or fewer | 90%    | 96.9%     | 6.9%     | 97.6%  | 7.6%     |
| 3 months or fewer | 97%    | 98.5%     | 1.5%     | 98.4%  | 1.4%     |

| Description       | Target | QUARTER 3 |          | YTD    |          |
|-------------------|--------|-----------|----------|--------|----------|
|                   |        | Actual    | Variance | Actual | Variance |
| 1 month or fewer  | 70%    | 78.6%     | 8.6%     | 87.9%  | 17.9%    |
| 2 months or fewer | 90%    | 95.7%     | 5.7%     | 97.0%  | 7.0%     |
| 3 months or fewer | 97%    | 98.3%     | 1.3%     | 98.3%  | 1.3%     |

| Description       | Target | QUARTER 4 |          | YTD    |          |
|-------------------|--------|-----------|----------|--------|----------|
|                   |        | Actual    | Variance | Actual | Variance |
| 1 month or fewer  | 70%    | 48.4%     | -21.6%   | 73.3%  | 3.3%     |
| 2 months or fewer | 90%    | 79.3%     | -10.7%   | 90.5%  | 0.5%     |
| 3 months or fewer | 97%    | 96.7%     | -0.3%    | 97.7%  | 0.7%     |



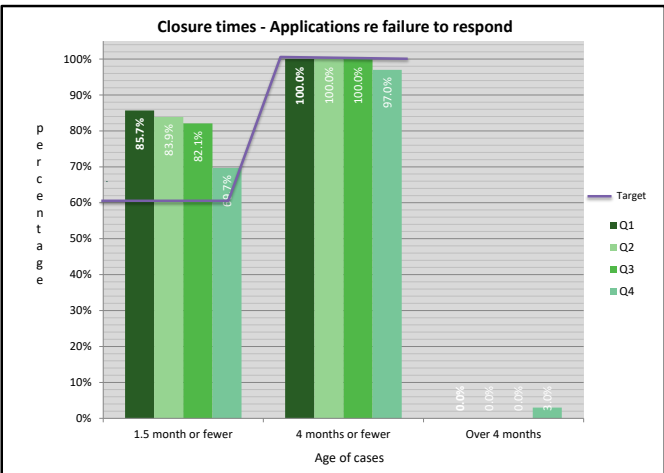
TIME TAKEN TO DECIDE VALID FAILURE TO RESPOND APPLICATIONS

| Description         | Target | QUARTER 1 |          | YTD    |          |
|---------------------|--------|-----------|----------|--------|----------|
|                     |        | Actual    | Variance | Actual | Variance |
| 1.5 months or fewer | 60%    | 85.7%     | 25.7%    | 85.7%  | 25.7%    |
| 4 months or fewer   | 100%   | 100.0%    | 0.0%     | 100.0% | 0.0%     |
| Over 4 months       | 0%     | 0.0%      | 0.0%     | 0.0%   | 0.0%     |

| Description         | Target | QUARTER 2 |          | YTD    |          |
|---------------------|--------|-----------|----------|--------|----------|
|                     |        | Actual    | Variance | Actual | Variance |
| 1.5 months or fewer | 60%    | 80.0%     | 20.0%    | 83.9%  | 23.9%    |
| 4 months or fewer   | 100%   | 100.0%    | 0.0%     | 100.0% | 0.0%     |
| Over 4 months       | 0%     | 0.0%      | 0.0%     | 0.0%   | 0.0%     |

| Description         | Target | QUARTER 3 |          | YTD    |          |
|---------------------|--------|-----------|----------|--------|----------|
|                     |        | Actual    | Variance | Actual | Variance |
| 1.5 months or fewer | 60%    | 75.0%     | 15.0%    | 82.1%  | 22.1%    |
| 4 months or fewer   | 100%   | 100.0%    | 0.0%     | 100.0% | 0.0%     |
| Over 4 months       | 0%     | 0.0%      | 0.0%     | 0.0%   | 0.0%     |

| Description         | Target | QUARTER 4 |          | YTD    |          |
|---------------------|--------|-----------|----------|--------|----------|
|                     |        | Actual    | Variance | Actual | Variance |
| 1.5 months or fewer | 60%    | 51.9%     | -8.1%    | 69.7%  | 9.7%     |
| 4 months or fewer   | 100%   | 92.6%     | -7.4%    | 97.0%  | -3.0%    |
| Over 4 months       | 0%     | 7.4%      | 7.4%     | 3.0%   | 3.0%     |



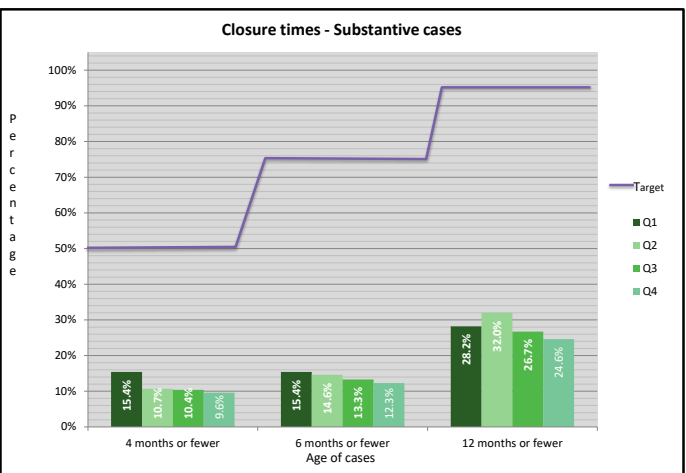
TIME TAKEN TO DECIDE VALID SUBSTANTIVE APPLICATIONS

| Description        | Target | QUARTER 1 |          | YTD    |          |
|--------------------|--------|-----------|----------|--------|----------|
|                    |        | Actual    | Variance | Actual | Variance |
| 4 months or fewer  | 50%    | 15.4%     | -34.6%   | 15.4%  | -34.6%   |
| 6 months or fewer  | 75%    | 15.4%     | -59.6%   | 15.4%  | -59.6%   |
| 12 months or fewer | 95%    | 28.2%     | -66.8%   | 28.2%  | -66.8%   |

| Description        | Target | QUARTER 2 |          | YTD    |          |
|--------------------|--------|-----------|----------|--------|----------|
|                    |        | Actual    | Variance | Actual | Variance |
| 4 months or fewer  | 50%    | 7.8%      | -42.2%   | 10.7%  | -39.3%   |
| 6 months or fewer  | 75%    | 14.1%     | -60.9%   | 14.6%  | -60.4%   |
| 12 months or fewer | 95%    | 34.4%     | -60.6%   | 32.0%  | -63.0%   |

| Description        | Target | QUARTER 3 |          | YTD    |          |
|--------------------|--------|-----------|----------|--------|----------|
|                    |        | Actual    | Variance | Actual | Variance |
| 4 months or fewer  | 50%    | 9.4%      | -40.6%   | 10.4%  | -39.6%   |
| 6 months or fewer  | 75%    | 9.4%      | -65.6%   | 13.3%  | -61.7%   |
| 12 months or fewer | 95%    | 9.4%      | -85.6%   | 26.7%  | -68.3%   |

| Description        | Target | QUARTER 4 |          | YTD    |          |
|--------------------|--------|-----------|----------|--------|----------|
|                    |        | Actual    | Variance | Actual | Variance |
| 4 months or fewer  | 50%    | 7.7%      | -42.3%   | 9.6%   | -40.4%   |
| 6 months or fewer  | 75%    | 9.6%      | -65.4%   | 12.3%  | -62.7%   |
| 12 months or fewer | 95%    | 19.2%     | -75.8%   | 24.6%  | -70.4%   |



TIME TAKEN TO DECIDE ALL APPLICATIONS

| Description        | Target | QUARTER 1 |          | YTD    |          |
|--------------------|--------|-----------|----------|--------|----------|
|                    |        | Actual    | Variance | Actual | Variance |
| 4 months or fewer  | 70%    | 66.0%     | -4.0%    | 66.0%  | -4.0%    |
| 6 months or fewer  | 85%    | 66.0%     | -19.0%   | 66.0%  | -19.0%   |
| 12 months or fewer | 97%    | 71.0%     | -26.0%   | 71.0%  | -26.0%   |

| Description        | Target | QUARTER 2 |          | YTD    |          |
|--------------------|--------|-----------|----------|--------|----------|
|                    |        | Actual    | Variance | Actual | Variance |
| 4 months or fewer  | 70%    | 50.8%     | -19.2%   | 57.7%  | -12.3%   |
| 6 months or fewer  | 85%    | 54.2%     | -30.8%   | 59.5%  | -25.5%   |
| 12 months or fewer | 97%    | 65.0%     | -32.0%   | 67.7%  | -29.3%   |

| Description        | Target | QUARTER 3 |          | YTD    |          |
|--------------------|--------|-----------|----------|--------|----------|
|                    |        | Actual    | Variance | Actual | Variance |
| 4 months or fewer  | 70%    | 71.8%     | 1.8%     | 62.2%  | -7.8%    |
| 6 months or fewer  | 85%    | 71.8%     | -13.2%   | 63.5%  | -21.5%   |
| 12 months or fewer | 97%    | 71.8%     | -25.2%   | 69.0%  | -28.0%   |

| Description        | Target | QUARTER 4 |          | YTD    |          |
|--------------------|--------|-----------|----------|--------|----------|
|                    |        | Actual    | Variance | Actual | Variance |
| 4 months or fewer  | 70%    | 66.0%     | -4.0%    | 63.4%  | -6.6%    |
| 6 months or fewer  | 85%    | 68.0%     | -17.0%   | 64.9%  | -20.1%   |
| 12 months or fewer | 97%    | 71.3%     | -25.7%   | 69.8%  | -27.2%   |

