

2025-26 REPORT ON INVESTIGATIONS PERFORMANCE KPIs
as at 31 March 2026

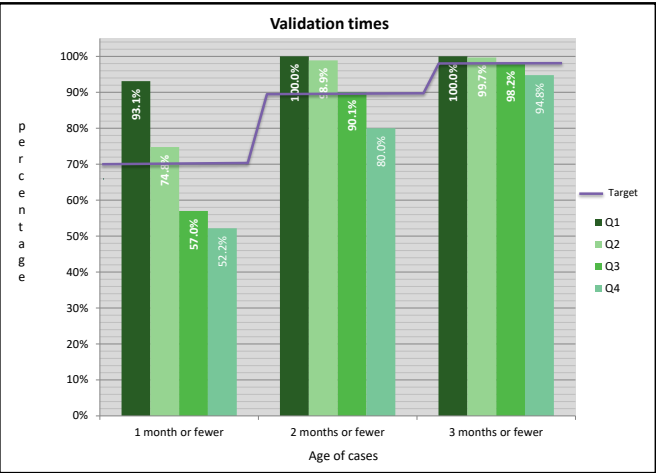
TIME TAKEN TO VALIDATE ALL APPLICATIONS

Description	Target	QUARTER 1		YTD	
		Actual	Variance	Actual	Variance
1 month or fewer	70%	93.1%	23.1%	93.1%	23.1%
2 months or fewer	90%	100.0%	10.0%	100.0%	10.0%
3 months or fewer	97%	100.0%	3.0%	100.0%	3.0%

Description	Target	QUARTER 2		YTD	
		Actual	Variance	Actual	Variance
1 month or fewer	70%	55.1%	-14.9%	74.8%	4.8%
2 months or fewer	90%	97.7%	7.7%	98.9%	8.9%
3 months or fewer	97%	99.4%	2.4%	99.7%	2.7%

Description	Target	QUARTER 3		YTD	
		Actual	Variance	Actual	Variance
1 month or fewer	70%	35.9%	-34.1%	57.0%	-13.0%
2 months or fewer	90%	79.6%	-10.4%	90.1%	0.1%
3 months or fewer	97%	96.4%	-0.6%	98.2%	1.2%

Description	Target	QUARTER 4		YTD	
		Actual	Variance	Actual	Variance
1 month or fewer	70%	39.4%	-30.6%	52.2%	-17.8%
2 months or fewer	90%	52.6%	-37.4%	80.0%	-10.0%
3 months or fewer	97%	85.5%	-11.5%	94.8%	-2.2%



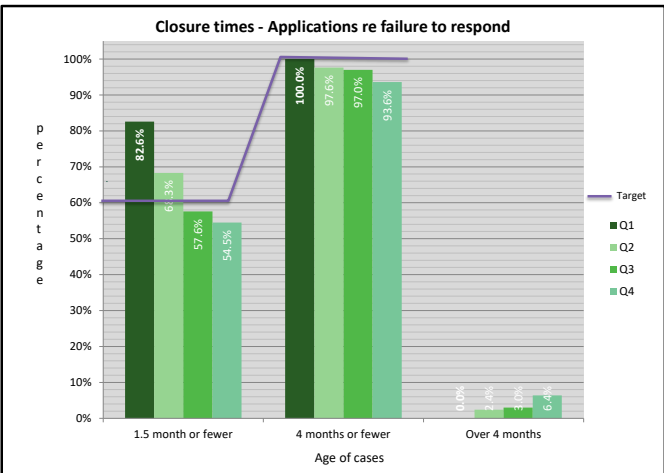
TIME TAKEN TO DECIDE VALID FAILURE TO RESPOND APPLICATIONS

Description	Target	QUARTER 1		YTD	
		Actual	Variance	Actual	Variance
1.5 months or fewer	60%	82.6%	22.6%	82.6%	22.6%
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%	50.0%	-10.0%	68.3%	8.3%
4 months or fewer	100%	94.4%	-5.6%	97.6%	-2.4%
Over 4 months	0%	5.6%	5.6%	2.4%	2.4%

Description	Target	QUARTER 3		YTD	
		Actual	Variance	Actual	Variance
1.5 months or fewer	60%	40.0%	-20.0%	57.6%	-2.4%
4 months or fewer	100%	96.0%	-4.0%	97.0%	-3.0%
Over 4 months	0%	4.0%	4.0%	3.0%	3.0%

Description	Target	QUARTER 4		YTD	
		Actual	Variance	Actual	Variance
1.5 months or fewer	60%	50.0%	-10.0%	54.5%	-5.5%
4 months or fewer	100%	88.6%	-11.4%	93.6%	-6.4%
Over 4 months	0%	11.4%	11.4%	6.4%	6.4%



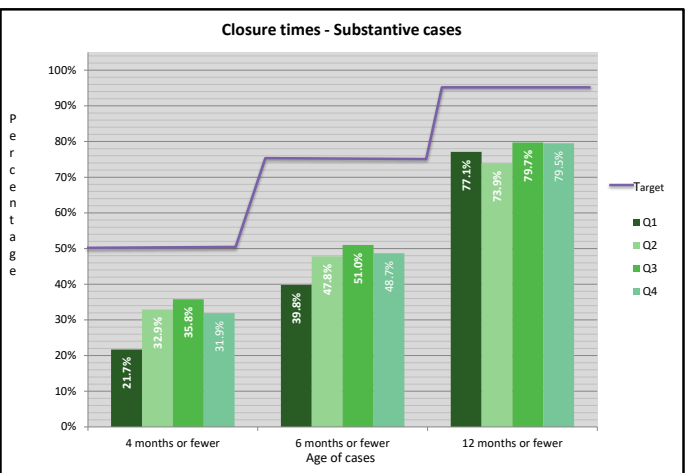
TIME TAKEN TO DECIDE VALID SUBSTANTIVE APPLICATIONS

Description	Target	QUARTER 1		YTD	
		Actual	Variance	Actual	Variance
4 months or fewer	50%	21.7%	-28.3%	21.7%	-28.3%
6 months or fewer	75%	39.8%	-35.2%	39.8%	-35.2%
12 months or fewer	95%	77.1%	-17.9%	77.1%	-17.9%

Description	Target	QUARTER 2		YTD	
		Actual	Variance	Actual	Variance
4 months or fewer	50%	40.3%	-9.7%	32.9%	-17.1%
6 months or fewer	75%	53.2%	-21.8%	47.8%	-27.2%
12 months or fewer	95%	71.8%	-23.2%	73.9%	-21.1%

Description	Target	QUARTER 3		YTD	
		Actual	Variance	Actual	Variance
4 months or fewer	50%	40.1%	-9.9%	35.8%	-14.2%
6 months or fewer	75%	55.6%	-19.4%	51.0%	-24.0%
12 months or fewer	95%	88.0%	-7.0%	79.7%	-15.3%

Description	Target	QUARTER 4		YTD	
		Actual	Variance	Actual	Variance
4 months or fewer	50%	20.0%	-30.0%	31.9%	-18.1%
6 months or fewer	75%	41.7%	-33.3%	48.7%	-26.3%
12 months or fewer	95%	79.1%	-15.9%	79.5%	-15.5%



TIME TAKEN TO DECIDE ALL APPLICATIONS

Description	Target	QUARTER 1		YTD	
		Actual	Variance	Actual	Variance
4 months or fewer	70%	58.6%	-11.4%	58.6%	-11.4%
6 months or fewer	85%	68.2%	-16.8%	68.2%	-16.8%
12 months or fewer	97%	87.9%	-9.1%	87.9%	-9.1%

Description	Target	QUARTER 2		YTD	
		Actual	Variance	Actual	Variance
4 months or fewer	70%	62.9%	-7.1%	61.0%	-9.0%
6 months or fewer	85%	71.3%	-13.7%	69.9%	-15.1%
12 months or fewer	97%	82.7%	-14.3%	85.0%	-12.0%

Description	Target	QUARTER 3		YTD	
		Actual	Variance	Actual	Variance
4 months or fewer	70%	69.7%	-0.3%	64.9%	-5.1%
6 months or fewer	85%	77.7%	-7.3%	73.4%	-11.6%
12 months or fewer	97%	94.1%	-2.9%	89.0%	-8.0%

Description	Target	QUARTER 4		YTD	
		Actual	Variance	Actual	Variance
4 months or fewer	70%	58.8%	-11.2%	63.2%	-6.8%
6 months or fewer	85%	71.8%	-13.2%	73.0%	-12.0%
12 months or fewer	97%	90.2%	-6.8%	89.3%	-7.7%

