

2026-27 REPORT ON INVESTIGATIONS PERFORMANCE KPIS
as at 31 July 2026

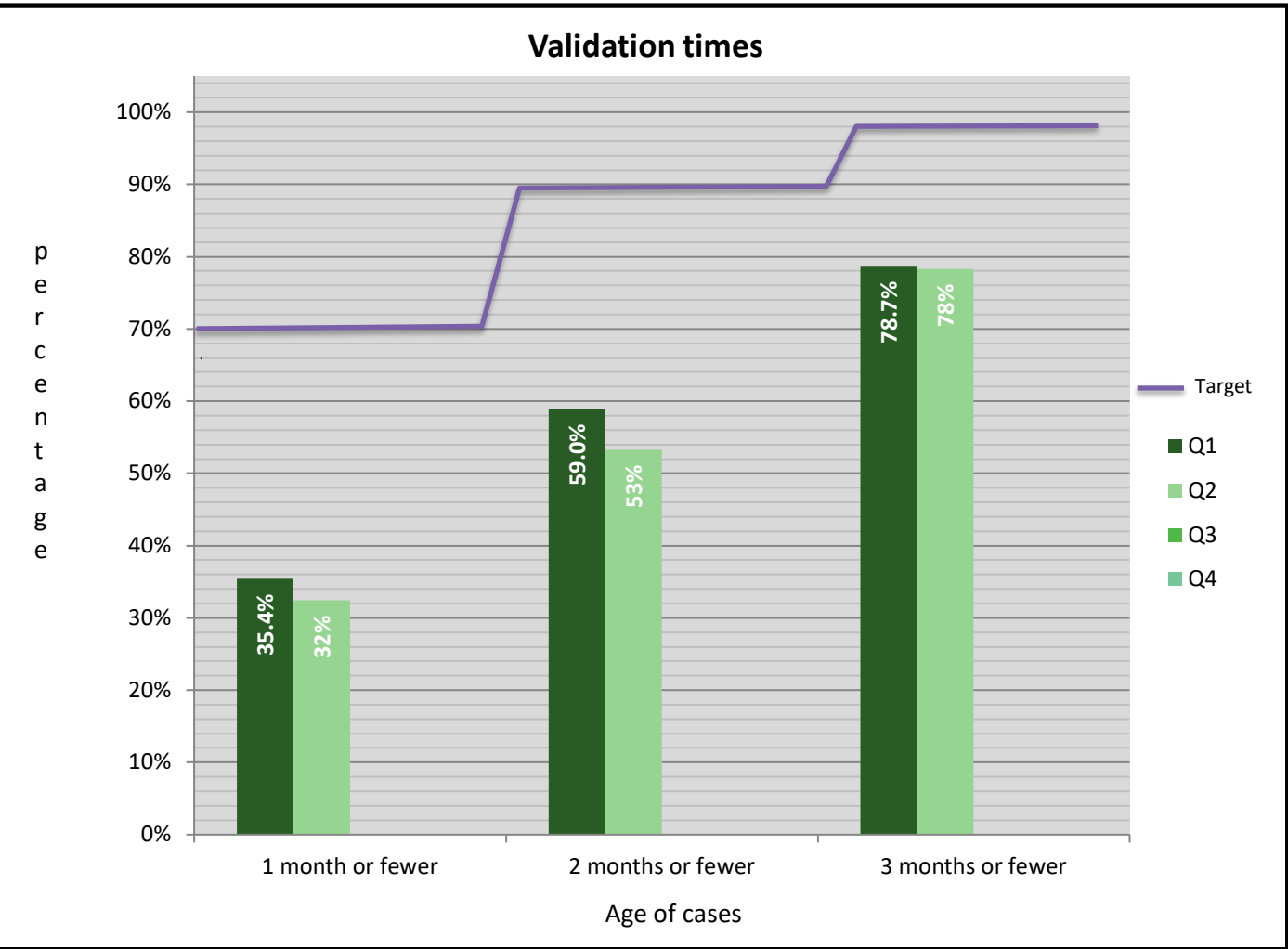
TIME TAKEN TO VALIDATE ALL APPLICATIONS

Description	Target	QUARTER 1		YTD	
		Actual	Variance	Actual	Variance
1 month or fewer	70%	35.4%	-34.6%	35.4%	-34.6%
2 months or fewer	90%	59.0%	-31.0%	59.0%	-31.0%
3 months or fewer	97%	78.7%	-18.3%	78.7%	-18.3%

Description	Target	QUARTER 2		YTD	
		Actual	Variance	Actual	Variance
1 month or fewer	70%	24.0%	-46.0%	32.4%	-37.6%
2 months or fewer	90%	37.5%	-52.5%	53.3%	-36.7%
3 months or fewer	97%	77.1%	-19.9%	78.3%	-18.7%

Description	Target	QUARTER 3		YTD	
		Actual	Variance	Actual	Variance
1 month or fewer	70%				
2 months or fewer	90%				
3 months or fewer	97%				

Description	Target	QUARTER 4		YTD	
		Actual	Variance	Actual	Variance
1 month or fewer	70%				
2 months or fewer	90%				
3 months or fewer	97%				



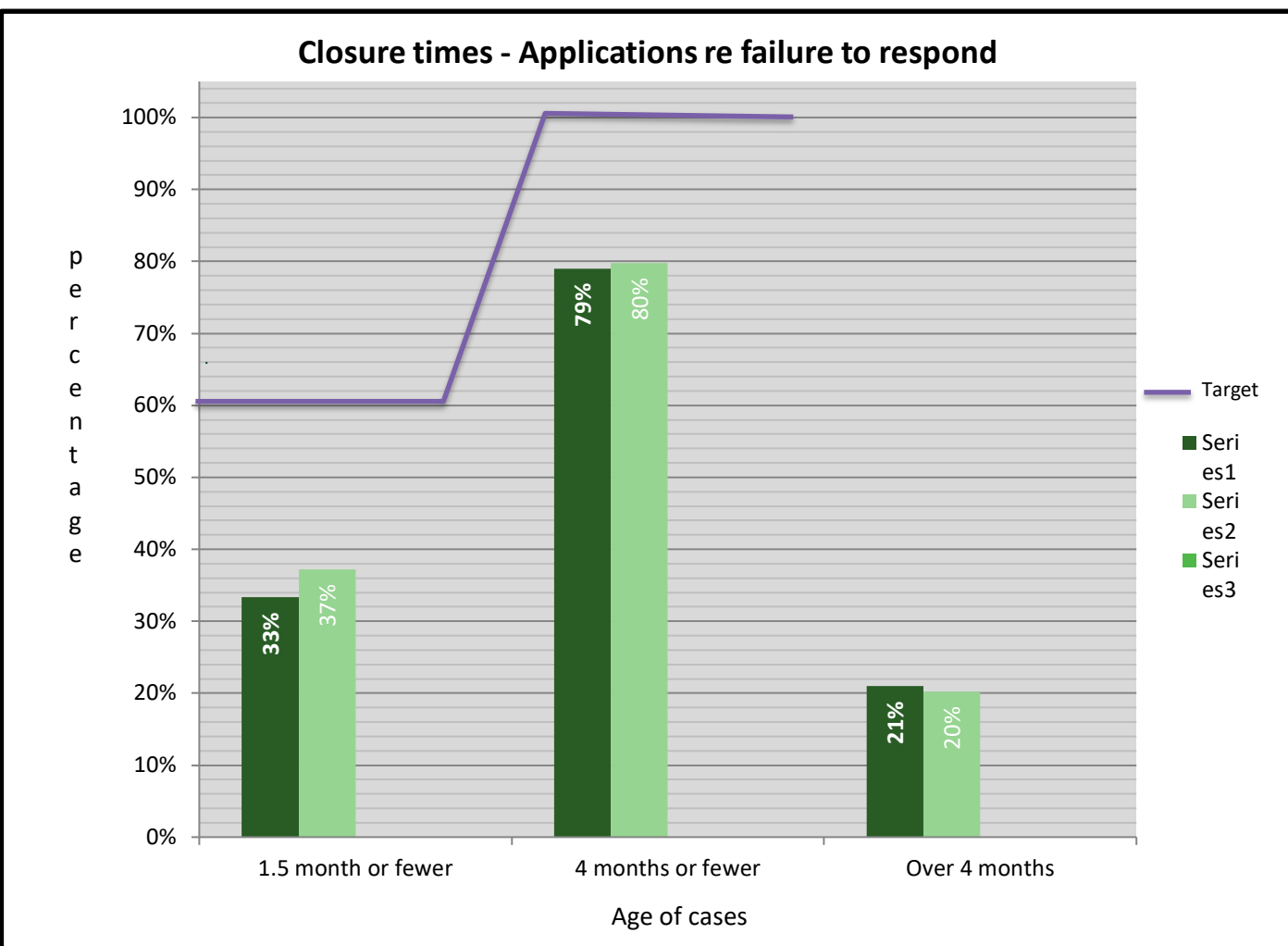
TIME TAKEN TO DECIDE VALID FAILURE TO RESPOND APPLICATIONS

Description	Target	QUARTER 1		YTD	
		Actual	Variance	Actual	Variance
1.5 months or fewer	60%	33.3%	-26.7%	33.3%	-26.7%
4 months or fewer	100%	79.0%	-21.0%	79.0%	-21.0%
Over 4 months	0%	21.0%	21.0%	21.0%	21.0%

Description	Target	QUARTER 2		YTD	
		Actual	Variance	Actual	Variance
1.5 months or fewer	60%	61.5%	1.5%	37.2%	-22.8%
4 months or fewer	100%	84.6%	-15.4%	79.8%	-20.2%
Over 4 months	0%	15.4%	15.4%	20.2%	20.2%

Description	Target	QUARTER 3		YTD	
		Actual	Variance	Actual	Variance
1.5 months or fewer	60%				
4 months or fewer	100%				
Over 4 months	0%				

Description	Target	QUARTER 4		YTD	
		Actual	Variance	Actual	Variance
1.5 months or fewer	60%				
4 months or fewer	100%				
Over 4 months	0%				



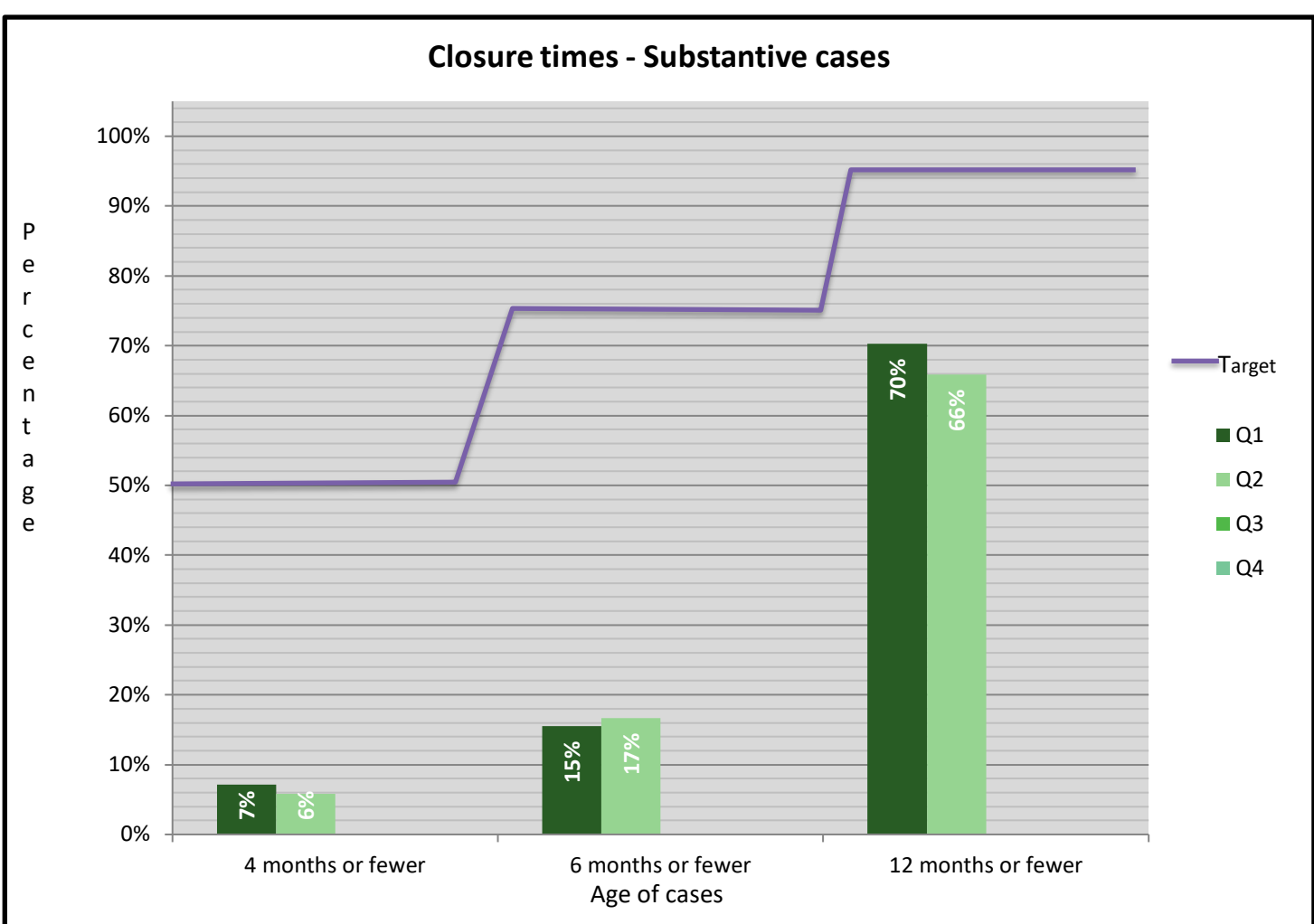
TIME TAKEN TO DECIDE VALID SUBSTANTIVE APPLICATIONS

Description	Target	QUARTER 1		YTD	
		Actual	Variance	Actual	Variance
4 months or fewer	50%	7.1%	-42.9%	7.1%	-42.9%
6 months or fewer	75%	15.5%	-59.5%	15.5%	-59.5%
12 months or fewer	95%	70.2%	-24.8%	70.2%	-24.8%

Description	Target	QUARTER 2		YTD	
		Actual	Variance	Actual	Variance
4 months or fewer	50%	2.8%	-47.2%	5.8%	-44.2%
6 months or fewer	75%	19.4%	-55.6%	16.7%	-58.3%
12 months or fewer	95%	55.6%	-39.4%	65.8%	-29.2%

Description	Target	QUARTER 3		YTD	
		Actual	Variance	Actual	Variance
4 months or fewer	50%				
6 months or fewer	75%				
12 months or fewer	95%				

Description	Target	QUARTER 4		YTD	
		Actual	Variance	Actual	Variance
4 months or fewer	50%				
6 months or fewer	75%				
12 months or fewer	95%				



TIME TAKEN TO DECIDE ALL APPLICATIONS

Description	Target	QUARTER 1		YTD	
		Actual	Variance	Actual	Variance
4 months or fewer	70%	61.0%	-9.0%	61.0%	-9.0%
6 months or fewer	85%	71.0%	-14.0%	71.0%	-14.0%
12 months or fewer	97%	90.3%	-6.7%	90.3%	-6.7%

Description	Target	QUARTER 2		YTD	
		Actual	Variance	Actual	Variance
4 months or fewer	70%	44.1%	-25.9%	57.5%	-12.5%
6 months or fewer	85%	55.9%	-29.1%	67.9%	-17.1%
12 months or fewer	97%	76.5%	-20.5%	87.5%	-9.5%

Description	Target	QUARTER 3		YTD	
		Actual	Variance	Actual	Variance
4 months or fewer	70%				
6 months or fewer	85%				
12 months or fewer	97%				

Description	Target	QUARTER 4		YTD	
		Actual	Variance	Actual	Variance
4 months or fewer	70%				
6 months or fewer	85%				
12 months or fewer	97%				

