



## CLIENT CHARTER ACHIEVEMENTS 2021

- **Temporary Disablement Benefit** is paid to injured employees **within 5 days** of receipt of **all required information and completed documents**.

### Achievements:

Number of cumulative case payments, (April 2021)	Number of cumulative case payments within 5 days, (April 2021)	Percentage of cumulative case payments within 5 days, (April 2021)
7,409	7,375	<b>99.5%</b>

- **Permanent Disablement Benefit** is paid to injured employees **within 7 days** of receipt of **all required information and completed documents**.

### Achievements:

Number of cumulative case payments, (April 2021)	Number of cumulative case payments within 7 days, (April 2021)	Percentage of cumulative case payments within 7 days, (April 2021)
1,660	1,650	<b>99.4%</b>

- Dependants' Benefit is paid to dependants **within 7 days** of receipt of **all required information and completed documents**.

**Achievements:**

Number of cumulative case payments, (April 2021)	Number of cumulative case payments within 7 days, (April 2021)	Percentage of cumulative case payments within 7 days, (April 2021)
95	95	<b>100.0%</b>

- **Funeral Benefits** are paid to eligible beneficiaries within 3 days of receipt of **all required information and completed documents**.

**Achievements:**

Number of cumulative case payments, (April 2021)	Number of cumulative case payments within 3 days, (April 2021)	Percentage of cumulative case payments within 3 days, (April 2021)
1,929	1,913	<b>99.2%</b>

- **Invalidity Pension** is paid to eligible employees **within 7 days** of receipt of **all required information and completed documents**.

**Achievements:**

Number of cumulative case payments, (April 2021)	Number of cumulative case payments within 7 days, (April 2021)	Percentage of cumulative case payments within 7 days, (April 2021)
732	728	<b>99.5%</b>

- **Survivors' Pension is paid** to dependants **within 7 days** of receipt of **all required information and completed documents**.

**Achievements:**

Number of cumulative case payments, <i>(April 2021)</i>	Number of cumulative case payments within 7 days, <i>(April 2021)</i>	Percentage of cumulative case payments within 7days, <i>(April 2021)</i>
1033	1027	<b>99.4%</b>

- **Investigate and respond** to each complaint is done **within 3 days** from the date the **complaint was received**.

**Achievements:**

Cumulative Letter of Acknowledgement of complaint to complainant, <i>(April 2021)</i>	Cumulative Letter of Acknowledgement of complaint to complainant within 3 days of the date of complaint lodged, <i>(April 2021)</i>	Percentage Letter of Acknowledgement of complaint to complainant within 3 days of the date of complaint lodged, <i>(April 2021)</i>
246	246	<b>100.0%</b>