



## 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, (August 2021)	Number of cumulative case payments within 5 days, (August 2021)	Percentage of cumulative case payments within 5 days, (August 2021)
7,109	7,097	<b>99.8%</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, (August 2021)	Number of cumulative case payments within 7 days, (August 2021)	Percentage of cumulative case payments within 7 days, (August 2021)
122	121	<b>99.2%</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, (August 2021)	Number of cumulative case payments within 7 days, (August 2021)	Percentage of cumulative case payments within 7 days, (August 2021)
76	75	<b>98.7%</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, (August 2021)	Number of cumulative case payments within 3 days, (August 2021)	Percentage of cumulative case payments within 3 days, (August 2021)
2,448	2,433	<b>99.4%</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, (August 2021)	Number of cumulative case payments within 7 days, (August 2021)	Percentage of cumulative case payments within 7 days, (August 2021)
193	192	<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, (August 2021)	Number of cumulative case payments within 7 days, (August 2021)	Percentage of cumulative case payments within 7days, (August 2021)
1,245	1,245	<b>100.0%</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, (August 2021)	Cumulative Letter of Acknowledgement of complaint to complainant within 3 days of the date of complaint lodged, (August 2021)	Percentage Letter of Acknowledgement of complaint to complainant within 3 days of the date of complaint lodged, (August 2021)
168	168	<b>100.0%</b>