



## 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, (February 2021)	Number of cumulative case payments within 5 days, (February 2021)	Percentage of cumulative case payments within 5 days, (February 2021)
4,159	4,100	<b>98.6%</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, (February 2021)	Number of cumulative case payments within 7 days, (February 2021)	Percentage of cumulative case payments within 7 days, (February 2021)
565	558	<b>98.8%</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, (February 2021)	Number of cumulative case payments within 7 days, (February 2021)	Percentage of cumulative case payments within 7 days, (February 2021)
47	46	<b>97.9%</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, (February 2021)	Number of cumulative case payments within 3 days, (February 2021)	Percentage of cumulative case payments within 3 days, (February 2021)
1,096	1,073	<b>97.9%</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, (February 2021)	Number of cumulative case payments within 7 days, (February 2021)	Percentage of cumulative case payments within 7 days, (February 2021)
370	361	<b>97.6%</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, (February 2021)	Number of cumulative case payments within 7 days, (February 2021)	Percentage of cumulative case payments within 7days, (February 2021)
634	631	<b>99.5%</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, (February 2021)	Cumulative Letter of Acknowledgement of complaint to complainant within 3 days of the date of complaint lodged, (February 2021)	Percentage Letter of Acknowledgement of complaint to complainant within 3 days of the date of complaint lodged, (February 2021)
114	114	<b>100.0%</b>