



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, (January 2021)	Number of cumulative case payments within 5 days, (January 2021)	Percentage of cumulative case payments within 5 days, (January 2021)
5,781	5,730	99.1%

- **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, (January 2021)	Number of cumulative case payments within 7 days, (January 2021)	Percentage of cumulative case payments within 7 days, (January 2021)
1,300	1,283	98.7%

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

Achievements:

Number of cumulative case payments, (January 2021)	Number of cumulative case payments within 7 days, (January 2021)	Percentage of cumulative case payments within 7 days, (January 2021)
74	74	100.0%

- **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, (January 2021)	Number of cumulative case payments within 3 days, (January 2021)	Percentage of cumulative case payments within 3 days, (January 2021)
1,619	1,604	99.1%

- **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, (January 2021)	Number of cumulative case payments within 7 days, (January 2021)	Percentage of cumulative case payments within 7 days, (January 2021)
464	453	97.6%

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

Achievements:

Number of cumulative case payments, (January 2021)	Number of cumulative case payments within 7 days, (January 2021)	Percentage of cumulative case payments within 7days, (January 2021)
801	795	99.3%

- **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, (January 2021)	Cumulative Letter of Acknowledgement of complaint to complainant within 3 days of the date of complaint lodged, (January 2021)	Percentage Letter of Acknowledgement of complaint to complainant within 3 days of the date of complaint lodged, (January 2021)
133	133	100.0%