



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, (March 2021)	Number of cumulative case payments within 5 days, (March 2021)	Percentage of cumulative case payments within 5 days, (March 2021)
6,079	6,039	99.3%

- **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, (March 2021)	Number of cumulative case payments within 7 days, (March 2021)	Percentage of cumulative case payments within 7 days, (March 2021)
718	714	99.4%

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

Achievements:

Number of cumulative case payments, (March 2021)	Number of cumulative case payments within 7 days, (March 2021)	Percentage of cumulative case payments within 7 days, (March 2021)
68	68	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, (March 2021)	Number of cumulative case payments within 3 days, (March 2021)	Percentage of cumulative case payments within 3 days, (March 2021)
1,786	1,770	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, (March 2021)	Number of cumulative case payments within 7 days, (March 2021)	Percentage of cumulative case payments within 7 days, (March 2021)
420	416	99.1%

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

Achievements:

Number of cumulative case payments, (March 2021)	Number of cumulative case payments within 7 days, (March 2021)	Percentage of cumulative case payments within 7days, (March 2021)
825	822	99.6%

- **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, (March 2021)	Cumulative Letter of Acknowledgement of complaint to complainant within 3 days of the date of complaint lodged, (March 2021)	Percentage Letter of Acknowledgement of complaint to complainant within 3 days of the date of complaint lodged, (March 2021)
189	189	100.0%