



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, (October 2021)	Number of cumulative case payments within 5 days, (October 2021)	Percentage of cumulative case payments within 5 days, (October 2021)
14,541	14,502	99.7%

- **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, (October 2021)	Number of cumulative case payments within 7 days, (October 2021)	Percentage of cumulative case payments within 7 days, (October 2021)
1,143	1,142	99.9%

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

Achievements:

Number of cumulative case payments, (October 2021)	Number of cumulative case payments within 7 days, (October 2021)	Percentage of cumulative case payments within 7 days, (October 2021)
118	118	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, (October 2021)	Number of cumulative case payments within 3 days, (October 2021)	Percentage of cumulative case payments within 3 days, (October 2021)
2,928	2,912	99.5%

- **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, (October 2021)	Number of cumulative case payments within 7 days, (October 2021)	Percentage of cumulative case payments within 7 days, (October 2021)
464	464	100.0%

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

Achievements:

Number of cumulative case payments, (October 2021)	Number of cumulative case payments within 7 days, (October 2021)	Percentage of cumulative case payments within 7days, (October 2021)
1,715	1,715	100.0%

- **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, (October 2021)	Cumulative Letter of Acknowledgement of complaint to complainant within 3 days of the date of complaint lodged, (October 2021)	Percentage Letter of Acknowledgement of complaint to complainant within 3 days of the date of complaint lodged, (October 2021)
212	212	100.0%