



## 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,<br>(September 2021) | Number of cumulative case payments within 5 days,<br>(September 2021) | Percentage of cumulative case payments within 5 days,<br>(September 2021) |
| 10,717  | 10,694  | <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,<br>(September 2021) | Number of cumulative case payments within 7 days,<br>(September 2021) | Percentage of cumulative case payments within 7 days,<br>(September 2021) |
| 272   | 272   | <b>100.0%</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, (September 2021) | Number of cumulative case payments within 7 days, (September 2021) | Percentage of cumulative case payments within 7 days, (September 2021) |
|--|--|--|
| 81   | 81   | <b>100.0%</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, (September 2021) | Number of cumulative case payments within 3 days, (September 2021) | Percentage of cumulative case payments within 3 days, (September 2021) |
|--|--|--|
| 2,998  | 2,998  | <b>99.6%</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, (September 2021) | Number of cumulative case payments within 7 days, (September 2021) | Percentage of cumulative case payments within 7 days, (September 2021) |
|--|--|--|
| 294  | 294  | <b>100.0%</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, (September 2021) | Number of cumulative case payments within 7 days, (September 2021) | Percentage of cumulative case payments within 7days, (September 2021) |
| 1,958  | 1,957  | <b>99.9%</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, (September 2021) | Cumulative Letter of Acknowledgement of complaint to complainant within 3 days of the date of complaint lodged, (September 2021) | Percentage Letter of Acknowledgement of complaint to complainant within 3 days of the date of complaint lodged, (September 2021) |
| 143  | 143  | <b>100.0%</b>  |