



CLIENT CHARTER ACHIEVEMENTS 2024

- **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, <i>(January 2024)</i>	Number of cumulative case payments within 5 days, <i>(January 2024)</i>	Percentage of cumulative case payments within 5 days, <i>(January 2024)</i>
8,399	8,381	99.79%

- **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, <i>(January 2024)</i>	Number of cumulative case payments within 7 days, <i>(January 2024)</i>	Percentage of cumulative case payments within 7 days, <i>(January 2024)</i>
2,017	2,011	99.70%

- 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 2024)	Number of cumulative case payments within 7 days, (January 2024)	Percentage of cumulative case payments within 7 days, (January 2024)
97	97	100.00%

- **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 2024)	Number of cumulative case payments within 3 days, (January 2024)	Percentage of cumulative case payments within 3 days, (January 2024)
2,385	2,361	98.99%

- **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 2024)	Number of cumulative case payments within 7 days, (January 2024)	Percentage of cumulative case payments within 7 days, (January 2024)
714	710	99.44%

- **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 2024)	Number of cumulative case payments within 7 days, (January 2024)	Percentage of cumulative case payments within 7days, (January 2024)
1,052	1,051	99.90%

- **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 2024)	Cumulative Letter of Acknowledgement of complaint to complainant within 3 days of the date of complaint lodged, (January 2024)	Percentage Letter of Acknowledgement of complaint to complainant within 3 days of the date of complaint lodged, (January 2024)
247	247	100.0%