



CLIENT CHARTER ACHIEVEMENTS 2023

- **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>(April 2023)</i>	Number of cumulative case payments within 5 days, <i>(April 2023)</i>	Percentage of cumulative case payments within 5 days, <i>(April 2023)</i>
5,961	5,930	99.48%

- **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>(April 2023)</i>	Number of cumulative case payments within 7 days, <i>(April 2023)</i>	Percentage of cumulative case payments within 7 days, <i>(April 2023)</i>
1,445	1,444	99.93%

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

Achievements:

Number of cumulative case payments, (April 2023)	Number of cumulative case payments within 7 days, (April 2023)	Percentage of cumulative case payments within 7 days, (April 2023)
92	92	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, (April 2023)	Number of cumulative case payments within 3 days, (April 2023)	Percentage of cumulative case payments within 3 days, (April 2023)
1,336	1,334	99.85%

- **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, (April 2023)	Number of cumulative case payments within 7 days, (April 2023)	Percentage of cumulative case payments within 7 days, (April 2023)
554	553	99.82%

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

Achievements:

Number of cumulative case payments, <i>(April 2023)</i>	Number of cumulative case payments within 7 days, <i>(April 2023)</i>	Percentage of cumulative case payments within 7days, <i>(April 2023)</i>
766	764	99.74%

- **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, <i>(April 2023)</i>	Cumulative Letter of Acknowledgement of complaint to complainant within 3 days of the date of complaint lodged, <i>(April 2023)</i>	Percentage Letter of Acknowledgement of complaint to complainant within 3 days of the date of complaint lodged, <i>(April 2023)</i>
169	169	100.0%