



## 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, (February 2023)	Number of cumulative case payments within 5 days, (February 2023)	Percentage of cumulative case payments within 5 days, (February 2023)
7,514	7,494	<b>99.73%</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, (February 2023)	Number of cumulative case payments within 7 days, (February 2023)	Percentage of cumulative case payments within 7 days, (February 2023)
1,470	1,468	<b>99.86%</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, (February 2023)	Number of cumulative case payments within 7 days, (February 2023)	Percentage of cumulative case payments within 7 days, (February 2023)
80	89	<b>100.00%</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, (February 2023)	Number of cumulative case payments within 3 days, (February 2023)	Percentage of cumulative case payments within 3 days, (February 2023)
1,858	1,851	<b>99.62%</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, (February 2023)	Number of cumulative case payments within 7 days, (February 2023)	Percentage of cumulative case payments within 7 days, (February 2023)
559	554	<b>99.11%</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, <i>(February 2023)</i>	Number of cumulative case payments within 7 days, <i>(February 2023)</i>	Percentage of cumulative case payments within 7days, <i>(February 2023)</i>
1,006	1,003	<b>99.70%</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, <i>(February 2023)</i>	Cumulative Letter of Acknowledgement of complaint to complainant within 3 days of the date of complaint lodged, <i>(February 2023)</i>	Percentage Letter of Acknowledgement of complaint to complainant within 3 days of the date of complaint lodged, <i>(February 2023)</i>
192	192	<b>100.0%</b>