



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>(January 2023)</i>	Number of cumulative case payments within 5 days, <i>(January 2023)</i>	Percentage of cumulative case payments within 5 days, <i>(January 2023)</i>
9,543	9,497	99.52%

- **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 2023)</i>	Number of cumulative case payments within 7 days, <i>(January 2023)</i>	Percentage of cumulative case payments within 7 days, <i>(January 2023)</i>
1,643	1,639	99.76%

- 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 2023)	Number of cumulative case payments within 7 days, (January 2023)	Percentage of cumulative case payments within 7 days, (January 2023)
121	120	99.17%

- **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 2023)	Number of cumulative case payments within 3 days, (January 2023)	Percentage of cumulative case payments within 3 days, (January 2023)
2,382	2,372	99.58%

- **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 2023)	Number of cumulative case payments within 7 days, (January 2023)	Percentage of cumulative case payments within 7 days, (January 2023)
658	651	98.94%

- **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 2023)	Number of cumulative case payments within 7 days, (January 2023)	Percentage of cumulative case payments within 7days, (January 2023)
1,141	1,140	99.91%

- **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 2023)	Cumulative Letter of Acknowledgement of complaint to complainant within 3 days of the date of complaint lodged, (January 2023)	Percentage Letter of Acknowledgement of complaint to complainant within 3 days of the date of complaint lodged, (January 2023)
192	192	100.0%