



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, (August 2024) | Number of cumulative case payments within 5 days, (August 2024) | Percentage of cumulative case payments within 5 days, (August 2024) |
| 7627 | 7252 | 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, (August 2024) | Number of cumulative case payments within 7 days, (August 2024) | Percentage of cumulative case payments within 7 days, (August 2024) |
| 1769 | 1766 | 99.83% |

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

Achievements:

| Number of cumulative case payments, (August 2024) | Number of cumulative case payments within 7 days, (August 2024) | Percentage of cumulative case payments within 7 days, (August 2024) |
|---|---|---|
| 80 | 79 | 98.75% |

- **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, (August 2024) | Number of cumulative case payments within 3 days, (August 2024) | Percentage of cumulative case payments within 3 days, (August 2024) |
|---|---|---|
| 1922 | 1917 | 99.74% |

- **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, (August 2024) | Number of cumulative case payments within 7 days, (August 2024) | Percentage of cumulative case payments within 7 days, (August 2024) |
|---|---|---|
| 683 | 678 | 99.27% |

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

Achievements:

| | | |
|---|---|--|
| Number of cumulative case payments, (August 2024) | Number of cumulative case payments within 7 days, (August 2024) | Percentage of cumulative case payments within 7days, (August 2024) |
| 1082 | 1082 | 100.00% |

- **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, (August 2024) | Cumulative Letter of Acknowledgement of complaint to complainant within 3 days of the date of complaint lodged, (August 2024) | Percentage Letter of Acknowledgement of complaint to complainant within 3 days of the date of complaint lodged, (August 2024) |
| 293 | 293 | 100.0% |