



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, (July 2024)	Number of cumulative case payments within 5 days, (July 2024)	Percentage of cumulative case payments within 5 days, (July 2024)
7485	7463	99.71%

- **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, (July 2024)	Number of cumulative case payments within 7 days, (July 2024)	Percentage of cumulative case payments within 7 days, (July 2024)
1773	1771	99.89%

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

Achievements:

Number of cumulative case payments, (July 2024)	Number of cumulative case payments within 7 days, (July 2024)	Percentage of cumulative case payments within 7 days, (July 2024)
103	103	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, (July 2024)	Number of cumulative case payments within 3 days, (July 2024)	Percentage of cumulative case payments within 3 days, (July 2024)
2291	2284	99.69%

- **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, (July 2024)	Number of cumulative case payments within 7 days, (July 2024)	Percentage of cumulative case payments within 7 days, (July 2024)
663	656	99.25%

- **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>(July 2024)</i>	Number of cumulative case payments within 7 days, <i>(July 2024)</i>	Percentage of cumulative case payments within 7days, <i>(July 2024)</i>
1098	1096	99.82%

- **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>(July 2024)</i>	Cumulative Letter of Acknowledgement of complaint to complainant within 3 days of the date of complaint lodged, <i>(July 2024)</i>	Percentage Letter of Acknowledgement of complaint to complainant within 3 days of the date of complaint lodged, <i>(July 2024)</i>
310	310	100.0%