



## 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, (June 2024)	Number of cumulative case payments within 5 days, (June 2024)	Percentage of cumulative case payments within 5 days, (June 2024)
6012	5993	<b>99.68%</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, (June 2024)	Number of cumulative case payments within 7 days, (June 2024)	Percentage of cumulative case payments within 7 days, (June 2024)
1515	1514	<b>99.93%</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, (June 2024)	Number of cumulative case payments within 7 days, (June 2024)	Percentage of cumulative case payments within 7 days, (June 2024)
65	65	<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, (June 2024)	Number of cumulative case payments within 3 days, (June 2024)	Percentage of cumulative case payments within 3 days, (June 2024)
1823	1818	<b>99.73%</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, (June 2024)	Number of cumulative case payments within 7 days, (June 2024)	Percentage of cumulative case payments within 7 days, (June 2024)
643	636	<b>99.07%</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, (June 2024)	Number of cumulative case payments within 7 days, (June 2024)	Percentage of cumulative case payments within 7days, (June 2024)
976	976	<b>100.00%</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, (June 2024)	Cumulative Letter of Acknowledgement of complaint to complainant within 3 days of the date of complaint lodged, (June 2024)	Percentage Letter of Acknowledgement of complaint to complainant within 3 days of the date of complaint lodged, (June 2024)
219	219	<b>100.0%</b>