



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, (May 2024)	Number of cumulative case payments within 5 days, (May 2024)	Percentage of cumulative case payments within 5 days, (May 2024)
6794	6758	99.47%

- **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, (May 2024)	Number of cumulative case payments within 7 days, (May 2024)	Percentage of cumulative case payments within 7 days, (May 2024)
1686	1680	99.64%

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

Achievements:

Number of cumulative case payments, (May 2024)	Number of cumulative case payments within 7 days, (May 2024)	Percentage of cumulative case payments within 7 days, (May 2024)
88	88	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, (May 2024)	Number of cumulative case payments within 3 days, (May 2024)	Percentage of cumulative case payments within 3 days, (May 2024)
1962	1957	99.75%

- **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, (May 2024)	Number of cumulative case payments within 7 days, (May 2024)	Percentage of cumulative case payments within 7 days, (May 2024)
634	632	99.68%

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

Achievements:

Number of cumulative case payments, (May 2024)	Number of cumulative case payments within 7 days, (May 2024)	Percentage of cumulative case payments within 7days, (May 2024)
1048	1046	99.81%

- **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, (May 2024)	Cumulative Letter of Acknowledgement of complaint to complainant within 3 days of the date of complaint lodged, (May 2024)	Percentage Letter of Acknowledgement of complaint to complainant within 3 days of the date of complaint lodged, (May 2024)
285	285	100.0%