



## CLIENT CHARTER ACHIEVEMENTS 2025

- **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, (February 2025)	Number of cumulative case payments within 5 days, (February 2025)	Percentage of cumulative case payments within 5 days, (February 2025)
5,453	5,438	<b>99.72%</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, (February 2025)	Number of cumulative case payments within 7 days, (February 2025)	Percentage of cumulative case payments within 7 days, (February 2025)
1,416	1,412	<b>99.72%</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, (February 2025)	Number of cumulative case payments within 7 days, (February 2025)	Percentage of cumulative case payments within 7 days, (February 2025)
70	70	<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, (February 2025)	Number of cumulative case payments within 3 days, (February 2025)	Percentage of cumulative case payments within 3 days, (February 2025)
1,971	1,968	<b>99.85%</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, (February 2025)	Number of cumulative case payments within 7 days, (February 2025)	Percentage of cumulative case payments within 7 days, (February 2025)
680	677	<b>99.56%</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, (February 2025)	Number of cumulative case payments within 7 days, (February 2025)	Percentage of cumulative case payments within 7days, (February 2025)
984	984	<b>99.56%</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, (February 2025)	Cumulative Letter of Acknowledgement of complaint to complainant within 3 days of the date of complaint lodged, (February 2025)	Percentage Letter of Acknowledgement of complaint to complainant within 3 days of the date of complaint lodged, (February 2025)
271	271	<b>100.0%</b>