



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, (January 2025)	Number of cumulative case payments within 5 days, (January 2025)	Percentage of cumulative case payments within 5 days, (January 2025)
6,908	6,890	99.74%

- **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, (January 2025)	Number of cumulative case payments within 7 days, (January 2025)	Percentage of cumulative case payments within 7 days, (January 2025)
1,671	1,665	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, (January 2025)	Number of cumulative case payments within 7 days, (January 2025)	Percentage of cumulative case payments within 7 days, (January 2025)
62	62	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, (January 2025)	Number of cumulative case payments within 3 days, (January 2025)	Percentage of cumulative case payments within 3 days, (January 2025)
2,140	2,135	99.77%

- **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, (January 2025)	Number of cumulative case payments within 7 days, (January 2025)	Percentage of cumulative case payments within 7 days, (January 2025)
598	596	99.67%

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

Achievements:

Number of cumulative case payments, (January 2025)	Number of cumulative case payments within 7 days, (January 2025)	Percentage of cumulative case payments within 7days, (January 2025)
1,063	1,062	99.91%

- **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, (January 2025)	Cumulative Letter of Acknowledgement of complaint to complainant within 3 days of the date of complaint lodged, (January 2025)	Percentage Letter of Acknowledgement of complaint to complainant within 3 days of the date of complaint lodged, (January 2025)
240	240	100.0%