



## 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, (March 2025)	Number of cumulative case payments within 5 days, (March 2025)	Percentage of cumulative case payments within 5 days, (March 2025)
6,220	6,206	<b>99.77%</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, (March 2025)	Number of cumulative case payments within 7 days, (March 2025)	Percentage of cumulative case payments within 7 days, (March 2025)
1,823	1,821	<b>99.89%</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, (March 2025)	Number of cumulative case payments within 7 days, (March 2025)	Percentage of cumulative case payments within 7 days, (March 2025)
60	60	<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, (March 2025)	Number of cumulative case payments within 3 days, (March 2025)	Percentage of cumulative case payments within 3 days, (March 2025)
1,777	1,775	<b>99.89%</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, (March 2025)	Number of cumulative case payments within 7 days, (March 2025)	Percentage of cumulative case payments within 7 days, (March 2025)
694	691	<b>99.57%</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, (March 2025)	Number of cumulative case payments within 7 days, (March 2025)	Percentage of cumulative case payments within 7days, (March 2025)
966	965	<b>99.90%</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, (March 2025)	Cumulative Letter of Acknowledgement of complaint to complainant within 3 days of the date of complaint lodged, (March 2025)	Percentage Letter of Acknowledgement of complaint to complainant within 3 days of the date of complaint lodged, (March 2025)
256	256	<b>100.0%</b>