**NATIONAL ASSEMBLY**

**QUESTION FOR WRITTEN REPLY**

**QUESTION NUMBER:** **340 [NW351E]**

**DATE OF PUBLICATION: 18 FEBRUARY 2022**

**340. Dr D T George (DA) to ask the Minister of Finance:**

Whether a backlog exists in the payment of (a) withdrawal claims, (b) retirement claims and (c) death claims from the Government Employees Pension Fund; if not, what is the average time for the processing of (a) withdrawal claims, (b) retirement claims and (c) death claims; if so, what is the (i) number of outstanding claims and (ii) average number of the days that claims have been outstanding in each case? NW351E

**REPLY:**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Claim Type | \*Backlog, i.e., Claims older than 60 days (Claims) | \*Average time for processing (days) | (i)  Total number of claims on hand | (ii)  Average number of the days that claims have been outstanding in each case # |
| 1. Withdrawal Claims | 242 | 24 | 1 859 | 158 |
| 1. Retirement Claims | 416 | 22 | 5 025 | 125 |
| 1. Death Claims | 1 130 | 81 | 3 523 | 220 |

In relation to the question, kindly see below the Government Pensions Administration Agency response:

**\*Backlog cases are defined as cases older than 60 days.**

**\*Age of claims vary depending on specific complexity of each case.**