

**NATIONAL ASSEMBLY  
QUESTION FOR WRITTEN REPLY**

**QUESTION NUMBER: 340 [NW351E]**

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**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:**

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

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 #
(a) Withdrawal Claims	242	24	1 859	158
(b) Retirement Claims	416	22	5 025	125
(c) Death Claims	1 130	81	3 523	220

response:

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

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