



employment & labour

Department:
Employment and Labour
REPUBLIC OF SOUTH AFRICA



06.11.2020

Dear Employer / Statutory Body / Bargaining Council / Council

RE: UIF COVID19 TERS UPDATE

This communication is to update / assist Users to further overcome problems encountered with bank account verification; updates to the online portal and additional documents required by the UIF.

BANK ACCOUNT VERIFICATION

We acknowledge the frustrations experienced by Users with delays in the bank account verification processes. The UIF does not verify bank details itself, but merely relays information (captured on the TERS portal) for the bank verification process to be concluded by the appointed service provider. In order to obtain the correct information from clients and to simplify the 'Trade Name' bank verification process, changes have been made to the TERS portal. This specifically impacts those who opt for 'Trade name' verification.

In the case where the Organization's bank account was opened in the name of an individual, the RSA ID number should be used for the Bank Account Verification Identifier. Alternatively, when the bank account was opened by a partnership, dual account holders or other, it is recommended to use the 'Trade Name' verification and insert the Bank Account Profile name. Please note guideline document attached and follow the easy steps. Take care to complete correctly and accurately to enable timeous verification.

PLEASE NOTE: ONLY those Users who are still seeing failed bank verification status notices or have not updated the Identifier are required to take action. The 'Trade Name' bank account verification process takes a few days to be verified by the services provider.

REFUNDS

We acknowledge that Users have not, thus far, received confirmation of receipt of refund payments. Development to the online portal now allows Users to view refunds made to the UIF. Follow the steps outlined in the attached guide document to view refunds (associated with specific UIF reference number) deposited in the Fund's account. Further information will be required from Users as to the breakdown of the refunds (per employee), however these requirements will be communicated in future.

LETTER OF AUTHORISATION

If a claim has been made by an Organization's staff member or employer representative, then a letter of authority is required. Since this was not provided for online previously, the employer is required to confirm that the nominated Organization's staff member or employer representative is authorized to act on behalf of the employer. One authorization letter, on the company letterhead, must provide details of the appointed individual and give consent for the individual to have made claims for the full period (27.03.2020 to 15.09.2020). Please complete and follow easy steps as per guideline document attached.



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DIGITAL UI 19 DECLARATION SOLUTION

An MS Excel spreadsheet has been developed to allow employers to self declare employees that have not been declared before. This will now be available when employers access the online portal. You will need to populate the spreadsheet with the information required and then e-mail this to a dedicated e-mail address for the automated process to kick start. The e-mail address for this is digitalui19@labour.gov.za. Files not downloaded from the portal directly may not be processed due to format issues. Please only access this via the portal which will be released on **11.11.2020**. Please note guideline document attached.

EMPLOYERS TERMINATING SERVICES OF EMPLOYEES DUE TO COVID 19 EFFECTS ON BUSINESS

The UIF has received many ordinary (claims over the last few months for employees that have benefitted from COVID TERS and their services now have been terminated by the employer. An issue was detected where employees will be blocked from payment of their ordinary benefits if the date of claim on TERS overlaps with the ordinary benefit. For example TERS was claimed for a full month of June; 1 June to 30 June, and the termination of service date on the UI 19-declaration submitted is 12 June. Thus the claim will be blocked as the payment period for TERS and termination of service date overlaps. The termination of service date in this case should have read, 1 July.

Regards

Unemployment Insurance Commissioner