



employment & labour

Department:
Employment and Labour
REPUBLIC OF SOUTH AFRICA



THE UNEMPLOYMENT INSURANCE COMMISSIONER	ENQUIRIES	A Ragavaloo
THE CHIEF DIRECTOR: PROVINCIAL OPERATIONS	TEL. NO	012 337-1882
THE CHIEF DIRECTORS	FAX NO	086 634 8496
THE DIRECTORS		
DEPUTY DIRECTORS/LCO		
THE ASSISTANT DIRECTORS		
MEMBERS OF STAFF		

UNEMPLOYMENT INSURANCE ACT NO 63 OF 2001, AS AMENDED PROCEDURE CIRCULAR NO 4 of 2020 RELAXATION OF UI PROCESSES TO MITIGATE THE SPREAD AND IMPACT OF CORONA VIRUS

1. The Department of Employment and Labour has issued guidelines on how to contain the spread of the corona virus in our Labour Centres. These guidelines stipulate that contact with client's documents should be avoided and the number of clients at the Labour Centre capped at 25 at a given time to minimize face to face contact.
2. In order to comply with this directive, the Unemployment Insurance Fund will be relaxing adherence to its processes by accepting applications through other means than those stipulated in Version 18 of the Standard Operating Guide. This will minimize number of clients coming to the Labour Centres.
3. The Fund will now accept applications and continuation forms through the following:
 - Email
 - Fax
 - Drop box

NB: Bank statements/ confirmations from verifying banks only will be accepted instead of UI2.8.

Applications must still be subjected to a thorough verification processes.

4. Each Province will have its specific email address and fax number and a designated person/s to receive and allocate applications.
5. A guideline document is attached to this circular to assist the administration of this process.
6. Please bring the contents of this Circular to the attention of all relevant stakeholders.
7. Kindly acknowledge receipt of this circular and ensure that the instructions contained therein are strictly adhered to.

UNEMPLOYMENT INSURANCE COMMISSIONER

Postal address: Commissioner, 230 Lillian Ngoyi Street, Pretoria 0002
Telephone: Call Centre (012) 337 1680/Switchboard (012) 337 1700/1



Guidelines on the assessment of claims as per Corona Virus directives

Documents needed for applications

Shut down period/short time	14 Days self quarantine
<p>Documents needed:</p> <ul style="list-style-type: none"> • UI2.1 • UI2.7 • UI19 • UI2.8/Bank statement/Bank confirmation • Copy of Identity document • Short time/ shut down terminations must be taken as Reduced Work Time. <p>Process:</p> <ul style="list-style-type: none"> • Application process remains as per Standard Operating Guide. • Creating claims on VO not mandatory • All claims must be verified and processed on Siyaya as per SOG. • Payment process remains the same 	<p>Documents needed:</p> <ul style="list-style-type: none"> • UI2.2 <ul style="list-style-type: none"> ○ Completed in full except the medical portion. ○ The medical portion is replaced by letters from employer/employee (see standard letters attached) • UI2.7 • UI19 • UI2.8/Bank statement/Bank confirmation <ul style="list-style-type: none"> ○ Please refer to circular 4 of 2020 • Copy of Identity document • Employer and employee letters • Application taken as Illness benefits <p>Process:</p> <ul style="list-style-type: none"> • Continuation on UI3 <u>without</u> completed Dr's portion. <ul style="list-style-type: none"> ○ Only 14 days payment is allowed without medical certificate. ○ Payments from 15 day onwards must be accompanied by a UI3 fully completed by a Doctor



Service	Process to follow	Responsible person/s
Queue management	<ul style="list-style-type: none"> • Queues at the labour centre must be kept at minimal number of 25 clients at a time 	<ul style="list-style-type: none"> • DDLCO and Supervisors
Applications	<ul style="list-style-type: none"> • Applications for benefits to be submitted online/ email/ fax/ Drop box. • Each Region to have dedicated email and Fax to email for clients to send applications(see page 3) • Applications may be taken without work seeker registrations. • Creating applications on VO <u>not</u> mandatory. • Clients to be sent sms's/email to do work seeker registration online 	<ul style="list-style-type: none"> • A designated person will receive and allocate applications accordingly. • Supervisors must empty drop off box twice a day and ensure quality. • U-filing team to assist with easy guide posters • PSS team to assist with easy guide posters download forms • Supervisors to ensure adherence of TAT • Provincial office to create email



In-Complete Applications	<ul style="list-style-type: none">• Bank statement/confirmation from all verifying banks will be accepted instead of UI.28• Each labour centre to have dedicated email for clients to send applications• Outstanding docs to be submitted via drop box/email• SMS functionality to notify clients of outstanding docs	address for each labour centre <ul style="list-style-type: none">• Provinces to create back office for this exercise
Continuation of payment	<ul style="list-style-type: none">• Online submission of Continuation of Payments/email/ fax to email/ drop box• Drop off box labour centre/visiting points• SMS functionality / responses to be used as source docs to pay and use for pay sheet reconciliation• Each labour centre to have dedicated email for clients to send continuation• In-service payments clients must be sent SMS to confirm if they have not returned to work (do not pay beyond resumption date on 2.7).	<ul style="list-style-type: none">• Ufiling team to assist with easy guide posters• PSS team to assist with easy guide posters download forms• ICT to assist with sms procedure• Supervisors to open the box and allocate work to officials



employment & labour
Department:
Employment and Labour
REPUBLIC OF SOUTH AFRICA



	<ul style="list-style-type: none">• In-service claims where there is enough coverage full payment must be done work (do not pay beyond resumption date on 2.7)• Re-issues docs can be submitted via email/drop box.	
Enquiries/Complaints process	<ul style="list-style-type: none">• SMS functionality /responses to be used to communicate to clients and source outstanding documents.• Telephonic functionality to be used.	<ul style="list-style-type: none">• DDLCO/Supervisors
Declarations	<ul style="list-style-type: none">• Employers to fax/email or declare online• Employers are also encourages to assists their current and former employees to submit applications online using their internal facilities.	<ul style="list-style-type: none">• Employers service

UJIF | WORKING FOR YOU

POSTAL ADDRESS: P.O.Box 1851, Pretoria, 0001 **PHYSICAL ADDRESS:** 230 Lillian Ngoyi, Absa Towers, Pretoria **TEL:** (012) 337 1680



employment & labour
Department:
Employment and Labour
REPUBLIC OF SOUTH AFRICA



Email and fax list

Mailbox

Fax to email Number

Gauteng

Germiston.BCP@LABOUR.gov.za
Johannesburg.BCP@LABOUR.gov.za
Pretoria.BCP@LABOUR.gov.za

0864397295
0864397294
0864397290

Eastern Cape

EastLondon.BCP@LABOUR.gov.za
Portelizabeth.BCP@LABOUR.gov.za

0864397299
0864397298

KwaZuluNatal

Petermari.BCP@LABOUR.gov.za
Durban.BCP@LABOUR.gov.za

0864397296
0864397297

Western Cape

Capet.BCP@LABOUR.gov.za
George.BCP@LABOUR.gov.za

0864397300
0864397301

North West

NorthWest.BCP@LABOUR.gov.za

0864397302

Limpopo

Limpopo.BCP@LABOUR.gov.za

0864397303

UIF | WORKING FOR YOU

POSTAL ADDRESS: P.O.Box 1851, Pretoria, 0001 **PHYSICAL ADDRESS:** 230 Lillian Ngoyi, Absa Towers, Pretoria **TEL:** (012) 337 1680



employment & labour
Department:
Employment and Labour
REPUBLIC OF SOUTH AFRICA



Mpumalanga

[Mpumalanga.BCP@LABOUR.gov.za](mailto:BCP@LABOUR.gov.za)

0864397304

Free State

[FreeState.BCP@LABOUR.gov.za](mailto:BCP@LABOUR.gov.za)

0864397305

Online

[Online.BCP@LABOUR.gov.za](mailto:BCP@LABOUR.gov.za)

0864397306

Northern Cape

[NorthernCape.BCP@LABOUR.gov.za](mailto:BCP@LABOUR.gov.za)

0864397309

UIF | WORKING FOR YOU

POSTAL ADDRESS: P.O.Box 1851, Pretoria, 0001 **PHYSICAL ADDRESS:** 230 Lillian Ngoyi, Absa Towers, Pretoria **TEL:** (012) 337 1680



labour

Department:
Labour
REPUBLIC OF SOUTH AFRICA



UNEMPLOYMENT INSURANCE ACT 63 OF 2001, AS AMENDED
RESPONSE TO CORONA VIRUS

EMPLOYER DECLARATION

I _____, Identity Number

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

(Employer's full name & surname)

Employed of _____, UIF Ref Number _____
(Employee's full name & surname)

Hereby declare that the Company and the employee above have agreed that the employee must self quarantine and not report for duty as a measure to curb the spread of Corona virus from _____ to _____.

The application for UIF benefits lodged is for the period stated above.

Signed at: _____ on the _____

EMPLOYEE'S SIGNATURE

COMPANY STAMP (if available)

EMPLOYER SIGNITURE/ EMPLOYER REPRESENTATIVE



labour

Department:
Labour
REPUBLIC OF SOUTH AFRICA



UNEMPLOYMENT INSURANCE ACT 63 OF 2001, AS AMENDED
RESPONSE TO CORONA VIRUS

EMPLOYEE DECLARATION

I _____, Identity Number

(Employee's full name & surname)

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

Currently employed at _____ UIF Ref Number _____, hereby
declare that I have agreed with my employer to self quarantine and not report for duty as a measure to curb the spread
of Corona virus from _____ to _____.

The application for UIF benefits lodged is for the period stated above.

Signed at: _____ on the _____

EMPLOYEE'S SIGNATURE

COMPANY STAMP (if available)

EMPLOYER SIGNATURE/ EMPLOYER REPRESENTATIVE

--