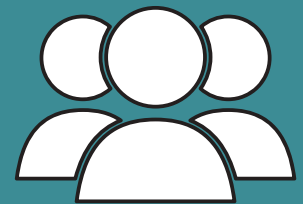


The Coronavirus CivActs Campaign captures rumours and perceptions among communities to eliminate information gaps between the government, the media, NGOs, businesses and the public. By providing the public with facts, these bulletins aim to create a better understanding of the needs regarding coronavirus and to debunk rumours before they can do more harm.

Negotiating the UIF payment system

Many companies are experiencing problems accessing the special Covid-19 UIF payouts available for their employees. Some of the common problems are that only some staff are getting payments, and that foreign workers are not being paid. Workers who are put on leave, have been laid off temporarily, or whose employers can't afford to pay their full salaries are entitled to a special payout from the UIF, the so-called Covid-19 Temporary Relief (TERS) payments. The maximum a worker will get is R6,730 a month (if you earn more than R17,700) - while the minimum amount is R3,500. The average amount paid out is R5,000. In today's bulletin, we look at what measures are being put in place to make the payment system better.

As of this week, the UIF had paid out R9.5 billion in special Covid-19 benefits – which should reach 1.9 million workers. A total of R2,2 billion remains to be paid out to workers as the fund deals with client queries.



Questions & Answers

What types of relief are available?



The COVID-19 Temporary Employer Employee Relief Scheme (Covid-19 TERS) provides financial relief to workers who lose income during the lockdown. Any UIF registered business unable to pay salaries as a result of the lockdown period can apply on behalf of their registered employees. Employers can apply on behalf of their workers online at <https://uifecc.labour.gov.za/covid19/>.

There are concerns that only some employers have received payments through the scheme. Why is this?



When inconsistencies are found in applications, inquiries are sent to employers for more evidence which cause delays. Look out for these common pitfalls

- claiming for unregistered workers, incorrect bank details, incomplete details of employees; and employers not declaring their workers to the UIF on a monthly basis. Query applications on 0800 030 007.

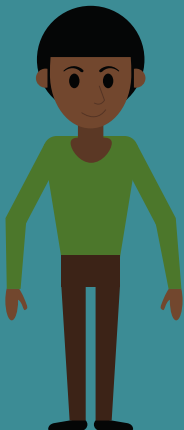
Questions & Answers

What is the situation with foreign nationals who are legally employed?

There was a delay with paying foreign workers because the labour department system does not recognise passport numbers and because many of them have not been declared by employers. The department is working with SARS to fast-track payments for foreign employees.

How do we follow up on complaints?

The call centre receives about 70 000 calls a day so waiting times are long. Five hundred more call centre agents have been employed and the department has also urged the public to get in touch on @UIFBenefits on Twitter and @UIFZa on Facebook. Provincial contacts are available here - <http://www.labour.gov.za/departments-of-employment-and-labour-provides-uif-contact-details-for-ordinary-unemployment-benefits>



Source: SA Department of Labour

UIF relief offered during the COVID-19

Illness Benefit - Offered to individual employees who have to self quarantine as a result of contracting Covid19.

An employee must complete the following documents: [UI2.2 form](#); [UI2.8 Confirmation of banking details](#); Employee identity document. The employer must assist the employee completing the following documents: [UI 19 form](#); [UI2.7 form](#). A confirmation letter from the employer to prove that both parties have agreed to the 14 days "special leave".

Death Benefit - Persons eligible to apply are the spouse, life partner, children, and nominated persons. The deceased employee's family must complete the following documents: [UI 2.5](#); [UI 2.6](#); [UI 2.8 forms](#). Confirmation of banking details; Death certificate; Employee identity document. The employer must assist the deceased family in completing the following documents: [UI 19](#); [53 form](#)

Reduced Work Time Benefit - This applies when an employer reduces working hours or places employees on a short time working arrangement. An employee must complete the following documents: [UI2.1](#); [UI2.8](#); Confirmation of banking details; Employees ID document. The employer must assist the employee completing the following documents: [UI-19](#)[UI2.7](#). Letter from the employer confirming there is reduced work time as a result of Covid19 pandemic.

Covid-19 Temporary Employer Relief scheme - Applicable to employers who are registered with UIF and make monthly contributions as required by the Contributions Act. Employers can e-mail covid19ters@labour.gov.za and they will be sent all the relevant documents required. Submission of documents must be e-mailed to Covid19UIFclaims@labour.gov.za. Call 012 337 1997 for assistance and guidance with this process.

URLs available in PDF download