



27.03.2021

Dear Employer / Statutory Body / Bargaining Council / Organisation

RE: TERS EXTENSION – APPEAL PROCESS - LOCKDOWN PERIOD 16 OCT 2020 – 15 MAR 2021

Following the announcement by the State President that Covid19 TERS will be extended to 15.03.2021 for certain sectors that have not been able to operate and employees that remain affected by regulatory restrictions, the social partners at NEDLAC have worked to finalise the details. The gazetting of the confirms that Covid19 TERS benefits have been extended for certain categories of employees.

The UIF in response to the above opened the on line TERS portal for sector based claims on the 01.03.2021. The on line portal performed a real check on the business activity and main division sector selected by the user. If the sector selected did not match to the SARS database, then the user immediately received an error message and denied the user from lodging a claim.

The error message could be one of the following:

- **The Entity is registered with SARS without Industry/Sector classification.**
- **The Entity is registered with SARS under "[sars class]" class, which is not a qualified sector category for TERS payment**
- **The Entity is not registered with SARS under a qualified sector category for TERS payment (the entity is not registered)**

On viewing the error message, the client can either to accept or challenge the decision of the UIF.

Further, we amended the process to allow pre approved employers to enter using the sectors and business entity information received from SARS, this was to assist employers that incorrectly selected SIC codes. Unfortunately updated SIC codes with SARS will not be used to allow the client access to submit their claim via the on – line portal. The client must follow the appeals process to be accepted or allowed to register their claim for sector base claims in phase 2.

The process to challenge is via an appeal, and the process to lodge an appeal will be as follows:

- An appeal can be lodged via the Call Centre to the UIF **from the 06.04.2021. No sector appeals will be accepted prior to this date.**
- The call logging process will be as follows:
 - Call Centre will accept the call
 - Employer (caller) will be subjected to an authentication process
 - Link will be sent to client (caller) to upload docs (Form & supporting docs)
 - Only link will allow submission to the UIF
 - This will then be transferred to UIF
 - UIF officials will then look at documents received and assess
 - Decision will be made to accept or decline

The user should note the following:

- No email addresses will be used for this process.
- Mails received outside this process will not be entertained due to verification process rules.
- Call Centre is only a collection point



The appeal pro forma will be assessed within five working days and the client will be informed of a refused or approved decision.

On receipt of the approved decision, the client can return to the portal within 72 hours to relodge their claim and the process will be as follows:

- Log onto the portal
- Select your business activity as previous done
- On the main division sector, select OTHER (APPOVED APPEALS) and the system will accept for you to proceed further.

Attached appeal proforma gives one an indication of the information / documents needed by the UI

Bank Verification Process Reiteration

We have started an outbound campaign in order to speak to employers about a manual bank verification process. The aim is to assist employers who have been experiencing difficulty passing the automated bank verification process. Some difficulty has been experienced with contacting these employers many of which continuously goes to voicemail. In addition, there will be 5 security questions to ensure we are speaking to the correct employer.

Please note we need your latest copy of bank confirmation letter, dated in the last 3 months. The following is needed on the letter for the 3 different checks.

CIPC Verification

On the letter from the bank, the correct trade name, account type, branch code, account number and CIPC number must reflect on the letter. This must align to the portal.

ID Number Verification

On the letter from the bank, the correct trade name, account type, branch code, account number and ID of the account holder must be on the letter. This must align to the portal.

Trade Name Verification

On the letter from the bank, the correct trade name and bank profile name, branch code, account type, and account number must be on the letter. This must align to the portal. Additional requirement of an ID document is required of the signatory of the account.

Should the information not be on the letter or align to the information on the TERS portal this will not pass manual verification.

Further due to this being a manual process, we anticipate a 14 working day turnaround for this process.

Queries:

Should you have any further queries, or require assistance, please contact Call Centre on 0800 030 007. Your understanding and co- operation is highly appreciated.

Regards
Unemployment Insurance Commissioner