



employment & labour

Department:
Employment and Labour
REPUBLIC OF SOUTH AFRICA

Unemployment Insurance Fund relaxes processes to minimise physical contact during the lockdown **9 April 2020**

The Unemployment Insurance Fund has relaxed adherence to its processes by allowing claims to be paid without mandatory source documents for those clients who are already receiving payment benefits from the Fund.

Clients who are receiving unemployment insurance benefits are normally expected to go to Labour Centres on a monthly basis to sign a continuation form, which serves as proof that the client is still unemployed.

To avoid movement and reduce contact, clients will be contacted via short message service (sms) functionality for them to confirm unemployment status and banking details. The sms functionality will only be implemented in the lockdown period.

New claims applications for normal UIF benefits such as unemployment (reduced work time), maternity, illness, adoption, and parental can be sent either by email or fax to:

Province	Email	Fax to email
Gauteng	Germiston.BCP@labour.gov.za	086 439 7295
KZN	Petermari.BCP@labour.gov.za	086 439 7296
Eastern Cape	EastLondon.BCP@labour.gov.za	086 439 7299
Western Cape	Capet.BCP@labour.gov.za	086 439 7300
Western Cap	George.BCP@labour.gov.za	086 439 7301
North West	NorthWest.BCP@labour.gov.za	086 439 7302
Limpopo	Limpopo.BCP@labour.gov.za	086 439 7303
Mpumalanga	Mpumalanga.BCP@labour.gov.za	086 439 7304
Free State	Freestate.BCP@labour.gov.za	086 439 7305
Gauteng	Online.BCP@labour.gov.za	086 439 7306
KZN	Durban.BCP@labour.gov.za	086 439 7297

Eastern Cape	Portelizabeth.BCP@labour.gov.za	086 439 7298
Nothern Cape	NorthernCape.BCP@labour.gov.za	086 439 7309
Gauteng	Johannesburg.BCP@labour.gov.za	086 439 7294
Gauteng	Pretoria.BCP@labour.gov.za	086 439 7290

Claims applications can also be done online at www.uFiling.co.za, the Guide to Electronic Claims is available on www.labour.gov.za .

Employers who are unable to pay the full salaries of workers during the lock down period can apply for the Covid19 Temporary Employer-Employee Relief Scheme (Covid19TERS). Employers are advised to send their applications to Covid19ters@labour.gov.za , and enquiries about the scheme can be made at 0800 030 007, which operates from Monday – Friday between 08h00 – 17h00.