

EASY GUIDE FOR ELECTRONIC CLAIMS

A. How to Register to Use the On-Line Portal

1. Log into and register in order to use the uFiling website and services on www.ufiling.co.za
2. Click on Register in the top right corner to review the terms and conditions for use of the portal.
3. Complete all the required steps
4. You will receive the activation message via your preferred method of contact. Click on the link provided to activate your account.
5. Use the username and temporary password provided in the email or SMS to log in to your new Ufiling account.
6. The System will prompt you to change your password.
7. For security reasons you will then have to complete a vetting process by confirming demographic information about yourself, which will be compared to the data available to the Department of Labour
8. Once vetting is passed you will be directed to a page where you can update your personal details before you can proceed to the ufiling website

B. Benefit Application and Payments On-Line

Individuals can apply online for the following UIF benefits on the uFiling website:

- Unemployment Benefits
- Maternity Benefits
- Illness Benefits
- Adoption Benefits

a) How to Apply for Benefits On-Line

1. Click on Benefit Application and Payments and then click on 'Apply for Benefits'
2. Accept terms and conditions to proceed. .Click on 'Next'.
3. Verify your bank details and click on Next to continue or click on Banking Details Incorrect
4. Banking details may only be captured once on ufiling system. To update new bank details download the UI2.8 form from the Department of Labour website(www.labour.gov.za)

5. Email the completed UI2.8 to Online.BCP@labour.gov.za or fax to email 0864397297(where requesting change of banking details)
6. Confirm or update your personal details, including physical and postal addresses and click on next
7. Complete the information related to your occupation and qualification and click on next.
8. Update your work seeker information and click on 'submit' when you are done to send your application to the UIF. You will receive confirmation message that your application was successful

b) More Details on Claiming for Benefits

Individual Claims:

1. No Death Claims/Reduced Work Time will be taken on line.
2. All Normal Reduced Worktime Benefits must be done via Email to the Provincial BCP email addresses as listed hereunder.

Individual Claims (Maternity, Adoption and Illness on Ufiling):

1. Use Illness Benefits tab to claim for Illness Benefits On-Line
2. Use Maternity Benefits tab to claim for Maternity Benefits On-Line
3. Use the Adoption Benefits tab to claim for Adoption Benefits On-Line
4. Use relevant cover sheet of "medical certificate, Adoption Order, Birth Certificate or Leave Income" to scan the relevant documents or email the supporting documents to Online.BCP@labour.gov.za fax to E-Mail 0864397297
5. Assessment to be conducted once claim is complete/correct/valid and applicant will be advised of the outcome via sms/email.
6. If claim is approved, client will be advised to submit a request for payment.
7. Client must complete Continuation of Payment (COP).
8. Client is paid.

Illness claims for self quarantine/Isolation cases

- If employee/s self quarantine/isolation is for **10** days can apply for Illness benefits and letter (see attached letter named **Employer Letter Covid-19**) from employer must be completed and signed by the employer confirming confinement for employee or employee's.

- Employees who have exhausted their sick leave (as per Occupational Health and Safety Directives) or under Quarantine can apply for UIF under Illness benefit. (**click on link below for regulations**) these claims will require source documents (see document named **Easy Guide for Online claims** for process and procedure)
- <http://www.labour.gov.za/DocumentCenter/Regulations%20and%20Notices/Regulations/Occupational%20Health%20and%20Safety/OHS%20workplace%20Directive%2028%20Sept%202020.pdf>
- Required Documents to be submitted by **EMPLOYEE** through the normal application channels:
 - **UI 2.2** (Doctors portion does not need to be completed for Quarantine/isolation)
 - **UI 2.8** (Banking Details)
 - **UI 2.7** (Leave Income)
 - **UI 19** and Salary Schedule (if applicable)

Individual Claims (Unemployment , Illness, Maternity, Death Benefits including RWT claims prior Lockdown via email/):

1. Download and complete the relevant application forms on www.labour.gov.za (under resource center > forms > Unemployment Insurance Fund).
2. Attach the abovementioned forms as well as a UI19 from the Employer.
3. Email all the attachments to the relevant province:

Mailbox	Fax to email Number
Germiston.BCP@labour.gov.za	0864397295
Petermari.BCP@labour.gov.za	0864397296
EastLondon.BCP@labour.gov.za	0864397299
Capet.BCP@labour.gov.za	0864397300
George.BCP@labour.gov.za	0864397301
NorthWest.BCP@labour.gov.za	0864397302
Limpopo.BCP@labour.gov.za	0864397303
Mpumalanga.BCP@labour.gov.za	0864397304

Freestate.BCP@labour.gov.za	0864397305
Durban.BCP@labour.gov.za	0864397297
Portelizabeth.BCP@labour.gov.za	0864397298
NorthernCape.BCP@labour.gov.za	0864397309
Johannesburg.BCP@labour.gov.za	0864397294
Pretoria.BCP@labour.gov.za	0864397290

4. Subject line for scan or email must be case or identity number.
5. If claim is approved, client will be advised to submit a request for payment.
6. Assessment to be conducted once claim is complete/correct and valid and applicant will be advised of the outcome via sms/email.
7. Client must complete Continuation of Payment (COP).
8. Client is paid.

ON-LINE Enquiries

On-line Enquiries should be directed to UIF HQ Online team through email or fax to email using the following details:

1. Email address Online.BCP@labour.gov.za fax to E-Mail 0864397297