



**FAQ?**  
FREQUENTLYASKEDQUESTIONS

**UIF**

WorkingForYou

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## FREQUENTLY ASKED QUESTIONS (FAQ)

This guide has been prepared to answer employees' Frequently Asked Questions (FAQ) about the COVID-19 Temporary Employee Relief Scheme (C19 TERS)

### ELIGIBILITY



## ELIGIBILITY

### Who is eligible to receive C19 TERS benefits?

The COVID-19 Temporary Employee Relief Scheme (C19 TERS) was created to assist employees who have lost income due to COVID-19, and the regulations limiting economic activity during the various levels of lockdown.

Eligibility for benefits is limited to employees whose normal monthly remuneration has been reduced or no monthly income will be received because they have:

- (a) Not been able to work at all, or
- (b) Worked short-time or reduced hours, or
- (c) Suffered a temporary salary reduction related to the operational requirements of the employer.

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### Who must apply?

Employers are required to apply for C19 TERS on behalf of their employees via the TERS online portal.

## PROCESSES



# PROCESSES

## What processes does the UIF follow to verify applications?

Before C19TERS benefits can be paid, eligibility must be verified. The UIF performs the following checks to ensure that applicants are entitled to receive C19TERS benefits:

- Payment will not be made if any of the above checks are unsuccessful. Employers can view the declined list online under the payment breakdown tab.
- Confirmation that no other UIF claim has been made for the same period by the individual.
- ID checked against SASSA, DPSA, Prisoners database with no active record.
- Confirmation of employment by verifying declaration status.
- Leave Income must not equal monthly income.
- Identity verification with Home Affairs.

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## Will I still receive C19 TERS benefits if my employer has not declared me to UIF?

No, employment must be confirmed before benefits can be paid. However, the UIF has agreed that workers should not be unfairly prejudiced by employers who are non-compliant.

For this reason, employers who have not yet declared employees can do so via:

1. [www.ufiling.co.za/uif/](http://www.ufiling.co.za/uif/)
2. E-DEC if you are using a payroll system
3. Submitting the manual UI19 form to [covid19declarations@labour.gov.za](mailto:covid19declarations@labour.gov.za)

Once employment is confirmed those eligible for C19 TERS benefits will be processed and paid. The UIF reserves the right to follow up and recover any outstanding UIF contributions.

## QUALIFYING CONDITIONS



### **Can I receive C19 TERS benefits if I am receiving maternity/illness benefits?**

No. An individual may not receive more than one benefit from the UIF at a time. Normal UIF benefits must be applied for in the usual way at your local Department of Employment and Labour (DEL) office or via uFiling.

### **Does it matter how long I have been working, or if I have any UIF credits available?**

No. The C19 TERS benefits are de-linked from UIF credits. This means that all employees who are eligible will be paid their C19 TERS benefit, which will have no impact on their credits.

### **My employer required us to take leave during lockdown, can he/she claim back my leave from C19 TERS?**

Yes. The Directive allows the employer to claim on behalf of employees who were required to take leave during lockdown. When the C19 TERS benefit is paid, the employer is responsible for calculating the equivalent leave days and reinstating these to employees. The employer will keep the amount paid through C19 TERS for transfer into the leave provision, which will pay you for these leave days when taken in future.

## APPLICATION STATUS

### Q: How can I check the status of my C19 TERS application?

Go to the TERS online portal <https://uifecc.labour.gov.za/covid19/covid19> and click on "Payment Status".

Then enter the security Captcha before choosing the lockdown period you are enquiring about and entering your ID number. You will then see one of the following notifications:

#### ***“No Employee Found”***

This could mean one of two things: 1) either your employer has not yet made an application on your behalf OR 2) your employer has uploaded a CSV file and it has not yet been processed by the UIF. We recommend checking again in a few days and if the message still appears, contact your employer to find out whether they have applied on your behalf.

#### ***“Application in Progress”***

This means that your application has been recorded on the system, but has not yet been processed. Processing can take some time as the UIF needs to conduct verifications before processing for payment.

#### ***“Payment Processed”***

This means that a payment has been made to you. The on-screen notification will also give you the amount paid and the date and time it was paid by the system. Please note that it can take a few days for this payment to reflect in the nominated bank account (yours or the employer's).

### Q: Some of my colleagues have been paid but I have not. Why?

Company applications are not necessarily processed as a single batch, so employees' claims may be processed at different times.

That said, each individual application is assessed and paid, so there might be a problem in processing your claim. This could relate to declarations, bank verification challenges or problems verifying your ID with Home Affairs. Your employer will be notified of the problem and instructed on how to correct it so your claim can be processed for payment.

## **BENEFIT PAYMENTS**

### **Q: How does the UIF calculate what C19 TERS benefit to pay?**

The C19 TERS benefit is calculated using the normal UI calculation formula and is based on your usual monthly remuneration, with minimum and maximum benefits applicable.

To minimise financial hardship during this time, the C19 TERS benefit will be calculated to ensure that an eligible employee takes home at least R3 500 per month.

In addition, UI benefits are capped for higher earners, with benefit value calculated from a maximum monthly remuneration of R17 712 per month.

To help clarify these different scenarios, an explanatory note has been prepared by the DEL's legal advisor. Here is the explanation of C19 TERS benefits as it appears in the note:

The Directive provides the "rules" by which the UIF must calculate benefits.

- 3.5 Subject to clauses 3.6 and 5.3, a qualifying employee will receive a benefit calculated in terms of section 13 (1) of the UI Act;
- 3.6 Should the benefit calculated in clause 3.5 together with any remuneration earned fall below R3 500, the benefit will be increased to ensure that the employee receives R3 500;
- 5.3 Subject to the amount of the benefit contemplated in clause 3.5, an employee may only receive COVID-19 benefits in terms of the Directive if the total of the benefit together with any remuneration paid by the employer for work performed by the employee in any period is not more than the remuneration that the employee would ordinarily have received for working during that period.

The effect of these changes can be explained as follows:

- (a) **If the remuneration earned plus the sliding scale benefit is less than the ordinary salary, the full benefit is paid** (the effect of clause 3.5).

*Example:*

If an employee's ordinary remuneration is R4 000 a month, then the UIF sliding scale amount is R1 920. If the remuneration earned by the employee is R2 000, then the benefit = R1 920 (because the benefit plus the remuneration earned is less than the ordinary remuneration).

- (b) **If the remuneration earned plus the sliding scale benefit is less than R3 500, then the benefit will be increased to ensure that the employee receives R3 500** (the effect of clause 3.6).

*Example 1:*

If a domestic worker's ordinary salary is R3 000 and the domestic worker receives no remuneration, then the benefit = R3 500.

*Example 2:*

If an employee's ordinary remuneration is R4 000, then the UIF sliding scale amount is R1 920 and, if the employee received no remuneration, then the benefit = R3 500.

- (c) **If the remuneration earned plus the sliding scale benefit is more than the ordinary salary, the benefit is reduced accordingly** (the effect of clause 5.3).

*Example:*

If an employee's ordinary salary is R20 000 then the UIF sliding scale is R6 800 (based on the R17 712 ceiling). If the remuneration earned by employee is R15 000, then the benefit is R5 000 (because the total of the remuneration earned plus the sliding scale benefit will be more than the employee's ordinary remuneration).



**Q: Why does C19 TERS benefit change each month?**

UI income replacement benefits, including C19 TERS, are calculated based on the number of days in the period. This means that each of the C19 TERS “lockdown periods” will differ, as follows:

Lockdown	Dates	No. of Days
1	27 March – 30 April 2020	35 days
2	1 May – 31 May 2020	31 days
3	1 June – 30 June 2020	30 days
4	1 July – 15 August 2020	46 days
5	16 August – 15 September 2020	31 days

Your benefit value is also directly impacted by how much you earned for work performed during each period. This means if you worked more, then your benefit applicable would be less, and vice versa.

**Q: Am I entitled to benefits for all lockdown periods?**

Not necessarily. You are only entitled to C19 TERS benefits for the periods in which you suffered an income loss. Depending on the industry you work in, and how the regulations affected operational requirements/ your work, you may not have qualified to receive C19 TERS benefits for all these periods.

For example, if you resumed full-time work on 1 August 2020, your employer will only have applied for benefits on your behalf for the period 1 – 31 July 2020.

The UIF considers the dates of lockdown entered during application and what income loss was suffered during this period to determine how much C19 TERS benefits are to be paid out.

**Q: I have not received the full C19 TERS amount reflecting on the online portal. Why?**

It is possible that you will not receive the full amount shown on the portal. Some of the reasons for this might include:

**1. Information used by the UIF to calculate your benefit was inaccurate.**

If any of the information provided during the application was inaccurate (such as your normal monthly salary or remuneration received during lockdown) then the calculation will not be correct. This might have occurred if you ended up working more hours than originally planned.

Your employer is responsible for checking that you don't receive more than your normal monthly salary when your salary earned for work performed and C19 TERS benefit are combined. During this recon it may be determined that an overpayment was made by the UIF. The employer is responsible for paying you what is due and refunding the balance to the UIF.

Say, for example, that you normally earn R5 000 per month and, because you worked some of the time during a lockdown period you were paid R3 500 by your employer. The UIF calculated your benefit to be R2 000 but the employer would only pay you R1 500 (so that R3 500 + R1 500 = R5 000) and refund the UIF the R500 overpayment received.

**2. *Your employer has recovered the advance/ loan they paid you against the C19 TERS benefit.***

Employers were encouraged to assist their employees by paying them on their usual pay date. Many employers advanced (or loaned) employees all – or a portion of – the anticipated C19 TERS benefit value. This should have been reflected on your payslip as TERS advance.

The employer is entitled to recover any advance/ loan from the C19 TERS benefit. Should there be any amount remaining once the debt is settled, this should be paid over to you.

For example, the employer gave you an advance of R2 000 on your normal pay date. The C19 TERS benefit calculated and paid by UIF is R2 500 and so the employer will recover the R2 000 loaned to you and pay you the remaining R500.

**Q: Can my employer use the C19 TERS benefit to pay for hours I worked?**

No. C19 TERS benefit is intended to replace an employee's lost income and should not be used to pay a salary for work performed for the employer during the lockdown period.

**Q: Why can't I get the C19 TERS benefit on top of my normal monthly salary?**

C19 TERS benefit is intended to replace an employee's lost income and is not a grant or a bonus. Only employees who have lost income because they could not work, or work for their normal hours or salary, are entitled to receive C19 TERS benefits.

**Q: Why did I not receive a C19 TERS benefit to cover the gap between my normal salary and what I was paid during lockdown?**

C19 TERS benefits are capped at a maximum level, meaning it is possible that you will not receive your normal salary if you are a higher earner.

For example, someone who normally earns R20 000 per month will only qualify for the maximum benefit in a 30-day period of R6 638.40. If the person only worked 50% of the time, they would only take home a total of R10 000 (for work performed) plus the maximum C19 TERS benefit of R6 638.40, meaning they would still not receive their normal full salary.

**Q: My employer tells me that he refunded the overpayment to the UIF, but I still see the same amount when I check against my ID on the TERS portal. Is my employer lying?**

Unfortunately, refunds are not reflected on the TERS portal and so the figure that was originally calculated and paid against your ID will remain on the TERS portal. Employers are required to submit a recon detailing what refunds have been made, against individual employees, together with their proof of refund payment.

Refunds are paid in a lump sum, not per employee, and so the employer may not be able to show you the specific payment amount related to your ID. The UIF will conduct audits on all employers to “follow the money” and to ensure that the correct amount was paid to the correct employees.

**Q: Am I entitled to request a breakdown of what has been reconciled by the employer?**

Yes, but only for your personal reconciliation. Salary information is confidential and so the employer will not provide the full reconciliation information. However, you can request that they give you a breakdown of what has been calculated by the UIF, recovered (for advances/ loans), paid (to you) and refunded (to the UIF) in relation to your application.

**Q: The online portal says that payment has been made, but I have not received the money. Why?**

Payments can take a few days to reflect in the bank account from the date of payment reflecting on the TERS portal.

If the payment was intended to go directly to your personal bank account, it is possible that it has been rejected by the bank because of incorrect banking details. Remember that the bank account must be in your name to be successfully verified. If you have still not received payment into your account within 10 days, please contact the Call Centre on 0800 030 007 for assistance.

If payment was made to your employer, you should have received any payment due to you. Check with your employer remembering that, if the employer paid you advances against the C19 TERS benefit, then you have already received the money, and your employer is now recouping funds from the UIF to offset the loan they gave you on your usual pay date.

Check with your employer before contacting the UIF. If you are not provided with the information you need, or you have any concerns, please contact the Call Centre on 0800 030 007.

**CONTACT DETAILS**

**Clients can use the below platforms to report COVID – 19 TERS Benefit related fraud and other fraudulent activities:**

TOLL FREE NUMBER: [0800 212 799](tel:0800212799)

SMS CALL-BACK: [30916](tel:30916)

EMAIL ADDRESS: [uif@thehotline.co.za](mailto:uif@thehotline.co.za)

FAX 2 EMAIL: [0867 26 1681](tel:0867261681)

TELEPHONE WEB APP: [www.thehotlineapp.co.za](http://www.thehotlineapp.co.za)

WEBSITE: [www.thehotline.co.za](http://www.thehotline.co.za)