



10.01.2021

Dear Employer / Statutory Body / Bargaining Council / Council

**RE: UIF COVID19 TERS BANK VALIDATION FAILURE – Error 77 (Account cannot be verified)**

This communication is to inform you that **your bank details** cannot be verified, and that urgent attention is required to ensure accurate information is provided for validation processing.

We humbly request that those practitioners who have been retained to assist employers, share this correspondence with the employers directly so that they remain updated and can take the appropriate actions required, where necessary. [The attached guide includes information to assist with updated bank information accurately on the TERS portal. Please pay close attention & complete the process accurately to avoid delay.](#)

**ACCOUNT INFORMATION PROVIDED CANNOT BE VERIFIED**

The UIF has attempted to verify your banking details via our service provider on multiple occasions but the account cannot be verified due to inaccurate or insufficient information captured on the TERS portal.

Common reasons an account cannot be verified include:

- Branch code is incorrect
- Account number is incorrect
- Bank name, account number or entity registration number has been provided in “Bank Profile Name” field instead of the **legal name of the entity as was used to open the bank account**

Users are requested to take extra care when capturing information to ensure there are no spelling/typing errors.

**Unless you provide accurate and complete banking details, verification cannot be conducted, and the UIF will be unable to make any TERS payments.**

We request that you visit your bank to investigate your account information and to seek guidance on what the right information is, that should be captured into the TERS portal, such that it would pass either an automated or manual bank verification process.

Alternatively, you have the option to update the TERS portal with the banking details of an alternative, verifiable bank account for the entity.

**Please note:**

Users are requested to exercise patience once banking details have been updated on the TERS portal as these processes can take up to 15 days to take effect – continued changes on the front-end will only serve to delay the process further.

Automated bank validations (for CIPC and ID verifiable accounts) take place each time payments are assessed (for the UIF reference number) during processing. However, manual verification (for Trade Name verifiable accounts) will only take place again in the new year.

**To ensure your updated information is included in next manual verification run by our service provider, please ensure your banking information is updated on the TERS portal by Friday 8 January 2021.**

Regards,  
Unemployment Insurance Commissioner