



employment & labour

Department:
Employment and Labour
REPUBLIC OF SOUTH AFRICA

167 Thabo Sehume street, Delta Heights building, Pretoria 0001

Enquiries: Mr. K Poopedi

Email: Karabo_poopedi@labour.gov.za

Date: 24 April 2026

TO: ALL SWITCHING HOUSES
RE: THE TEMPORARY SUSPENSION IN RETRIEVAL OF SWITCHED BATCHES FOR MONTH-END PROCEDURES

Dear Sir/ Madam

This memo serves to inform all switch houses that submit medical invoices on behalf of medical service providers to the Compensation Fund of a temporary suspension of Electronic Data Interchange (EDI) services as part of month-end procedures.

The temporary suspension will be effective monthly, starting on the 25th day and remaining in effect through the last day of the month. During this period, switching houses may continue to submit invoices; however, the Fund will not process the submitted batches until the new month.

Should any clarification or additional information be required, enquiries may be directed to Karabo.Poopedi@labour.gov.za.

Kindly note that this process applies exclusively to medical invoices and will not impact the submission of medical reports via the online application platform.

Regards,

Ms. N Morrison

Acting Chief Director: Medical Benefits



Compensation Fund
WORKING FOR YOU