



KNOW YOUR UIF *Rights and Obligations*

UIF BENEFITS



UNEMPLOYMENT



REDUCED WORK TIME



MATERNITY



ADOPTION



PARENTAL



ILLNESS



DEATH



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1. What is the purpose of Unemployment Insurance Fund (UIF)?

The Unemployment Insurance Fund was established to provide short term financial relief to workers, subject to **certain** conditions.

2. What benefits are offered by the UIF?

Unemployment (Reduced Work Time), Illness, Maternity, Adoption, Dependants and Parental benefits.

3. What are the qualifying conditions & requirements for Unemployment Benefits?

Qualifying Conditions

- Application **to** be submitted within 12 months of termination of service.
- Benefit payable from the date after termination of service.
- Benefit payable if employer terminates services of the contributor, or contract of service has expired.
- Benefits not payable in case of resignation and absconding, unless a case of constructive dismissal is proven.
- Claimant to register as a work-seeker with the Department of Employment and Labour.
- Subject to credits, benefits can be paid for maximum of 365 days.
- Workers who lose income as a result of reduced working time can claim for unemployment benefit.

Requirements

- 13 Digit Bar-coded South African ID / Passport /ID, (Valid Foreign National passport/ID card/asylum seeker/refugee document).
 - UI.19 form.
 - Salary Schedule.
 - Registration as work-seeker.
 - Periodic continuation form (UI 6A form) to be submitted on monthly basis.
 - In case of voluntary severance package or early retirement, a UI 2.11 form is required.
-

4. Reduced Work Time Benefit

Qualifying Conditions

- In terms of Section 12(1) b of the Unemployment Insurance Amendment Act 10 of 2016 a contributor employed in any sector, other than domestic that loses his or her income due to reduced working time, despite still being employed, is entitled to benefits.
- If the contributor's total income falls below the benefits level which the contributor would have received, if he or she had become wholly unemployed, he will qualify for benefits and the claim will be approved. The applicant's benefits are subject to having enough credits (Top up will apply).

Requirements

- Valid 13 Digit Bar-coded South African ID / 13 Digit Bar-coded South African Passport / ID, (Valid Foreign National passport/ID card/asylum seeker/refugee document).
 - UI 2.1 form.
 - UI 2.8 form.
 - UI 2.7 form.
-

5. Maternity Benefits

Qualifying Conditions

- The application should be made prior to the birth of a child or within twelve months of birth of the child.
- The contributor must be receiving less than the normal remuneration whilst on maternity leave.
- Benefits are payable at a flat rate of 66% to a female contributor, for confinement or the period after birth of a child.
- Maternity benefits will be paid for a maximum of 121 days.
- In an event of a miscarriage or a stillbirth, benefits are paid for a maximum period of 121 days.
- A contributor must have been employed for at least 13 weeks before the date of application for maternity benefits.
- Benefits are payable is the difference between what the employer pays and the rate is prescribed in the benefits schedule of the Unemployment Insurance Act.

Requirements

- Banking details UI-2.8 form.
 - 13- digit Bar-coded South African ID / Passport /ID, (Valid Foreign National passport/ID card/asylum seeker/refugee document).
 - Declaration in respect of remuneration received whilst on maternity leave. A completed UI-2.7 form.
 - The application form UI-2.3.
 - Doctors certificate for expected date of confinement or after childbirth, the birth certificate.
 - Follow-up form UI-4 will be issued.
-

6. Illness Benefits

Qualifying Conditions

- Application for benefits must be made within 6 months that the worker ceases to work because of the illness.
- Benefits are paid from the date on which the worker ceases to work and becomes fully/partially unpaid because of illness.
- A medical certificate must be submitted to confirm the period of illness lasting longer than seven days.
- Benefits that are payable is the difference between what the employer pays and rate that is prescribed in the benefits schedule of the Unemployment Insurance Act.
- Subject to credits, benefits can be paid to a maximum of 365 days.
- The employer must also declare as to whether the workers on sick leave will be obtaining fully or any remuneration whilst on leave.

Requirements

- 13-digit bar coded/Smart Card RSA ID, passport or valid foreign national passport/ID card/asylum seeker/refugee document.
 - Banking details UI-2.8 form.
 - Declaration in respect of remuneration received whilst on illness leave.
 - Doctor's medical certificate.
 - UI-2.7 form.
 - UI-3 form.
-

7. Dependants (death) Benefits

Qualifying Conditions

- The surviving spouse/life partner must apply for benefits within 18 months from the date of death of the contributor.
- A dependent child can apply for benefits if the surviving spouse(s)/ life partner has not applied within 18 months of the contributor's death.
- Any child of the deceased who is between the ages of 21 and 25 at the date of death of the contributor may also qualify for benefits.
- The child has to be a learner/student and must have been wholly dependent on the deceased contributor.
- Subject to credits, benefits can be paid for a maximum of 365 days.
- Contributors will be allowed to nominate their own beneficiaries in case of death benefits, provided there is no surviving spouse/ life partner or children.

Requirements

- 13-digit bar coded/Smart Card RSA ID, passport or valid foreign national passport/ID card/asylum seeker/refugee document.
 - Children: in case of a guardian, proof of guardianship is required and if applicable a letter confirming that a minor is still in school and birth certificate will be required. Death certificate will also be required.
 - Marriage certificate.
 - Death certificate of the deceased contributor: (The application will not be considered with a foreign death certificate. Only South African burial order issued by Department of Home Affairs will be accepted)
 - Marriage certificate or Lobola letter or an affidavit in case of life partner.
 - Birth certificate/s of dependant/s.
 - Proof of schooling (applies to all dependants who are between the ages of 21 and 25).
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8. Adoption Benefits

Qualifying Conditions

- Application must be made within 12 months after the adoptions order has been issued by a competent court.
 - The adopted child must be younger than two years.
 - Only one contributor of the adopting parents can apply for benefits.
 - Benefits are payable from the date on which court grants an order of adoption.
 - Benefits are payable is the difference between what the employer pays and the rate is prescribed in the benefits schedule of the Unemployment Insurance Act.
 - Subject to credits, benefits can be paid for maximum of 365 days.
-

Requirements

- 13-digit bar coded/Smart Card RSA ID, passport or valid foreign national passport/ID card/Asylum seeker/refugee document.
 - Banking details UI-2.8 form.
 - Declaration in respect of remuneration received whilst on adoption leave. A completed UI-2.7 form.
 - The application UI-2.4 form.
 - Certified copy of adopted child's birth certificate.
 - Certified copy of the adoption order
-

9. What are the qualifying conditions & requirements for Parental Benefits?

Qualifying Conditions

- Qualifying UIF contributors can apply at any labour centre in the country.
- The payment of parental benefits will be in line with the 10 leave days granted and will be subject to credit days accumulated and 66% flat rate applicable.
- The employee must also be registered and contributing to the UIF.
- The employee should first apply for leave from their employers to be eligible for the UIF's parental leave benefit and it must be declared that they will not be receiving a full salary during the 10 days leave.
- Male and female employees may qualify for Parental leave depending on the circumstances. However, if the employee gave birth to the child (a mother), she will not qualify for parental leave because she is entitled to 4 months' maternity leave.
- Contributors will not be entitled to Parental benefits from the UIF if they were not employed and contributing during the 13 weeks prior to applying for such benefit.

Requirements

- 13-digit bar coded/Smart Card RSA ID, passport or valid foreign national passport/ID card/Asylum seeker/refugee document.
 - Banking details UI-2.8 form.
 - Full birth Certificate of the child with full details of both parents.
 - UI-19 form.
 - UI 2.7 form.
 - UI2.9 form.
 - UI2.9 form.
-

10. Where can I apply for benefits?

Unemployment, Maternity, Adoption and Illness Benefits applications can be submitted online at <https://ufiling.labour.gov.za/uif/> or the nearest labour centre. Parental and Dependents Benefits applications can be submitted at the nearest labour centre.

11 Where can I find the application forms?

The forms can be downloaded on www.labour.gov.za or obtained from your nearest labour centre.

12. How much and how many times will I be paid for normal benefits?

12.1. The rate at which the benefits are payable is according to a sliding scale of between 38-60%. Credits are given to the workers as they work and contribute to the Fund.

The credits are earned as follows: For every four days that you work as a contributor, you receive one day's credit subject to a maximum of 365 days. In order to qualify for the full 365 days' credits, you must have worked as a contributor for at least four years.

12.2. The worker is regarded as having contributed to the Fund from the first day of employment to the day that his/her services are terminated. A notice period worked for before termination of service is also regarded as a period in employment.

However, it should be noted that in the case of domestic workers, they are only regarded as contributors as from 1 April 2003. The Unemployment Insurance Amendment Act, 2003 is also addressing the situation of more than one employer for domestic workers and brings in a concept of partial unemployment for those workers with more than one employer.

12.3. The Act provides for benefits to become payable when a worker's income falls below a given level of what he/she was previously earning when employed by all households e.g. if a domestic worker works for three households and the total income is R600,00 and she/he loses the income of one household of R200,00 she/he qualifies for benefits. Since she/he now only earns R400,00 having lost R200,00 as income.

Only employment lost in the last six months from the date preceding the date of application will be considered when determining if the domestic worker is wholly unemployed or not. Again for domestic workers the date of the death of an employer will be considered as the date of unemployment. The amount of benefits paid shall be determined by the last declaration of the employer and in the absence of the declaration, the claims officer shall determine the benefits based on the available documentary proof submitted to the claims officer.

13. What happens if remuneration fluctuates/differs?

If the remuneration fluctuates/differs on a monthly or weekly basis, then the average remuneration over the last six months must be used to calculate benefits payable.

CALCULATION OF NORMAL UIF BENEFIT PAYMENTS.

How are the UIF's Normal Benefits calculated?

Calculating average salary: the last 6 months' salary prior to the termination date. The salary is capped at the ceiling amount of R17712 per month.

Average salary $\times 12 \div 365$ = daily income (Year 1).

i.e. $R17712 \times 12 / 365 = R582.31$ per day.

Y1 value is used in the Income Replacement Rate (IRR) formula and the calculation of daily benefit amount.

- $IRR = 29.2 + (7173.92 / (232.92 + Y1))$.
- $29.2 + (7173.92 / (232.92 + 582.31))$.
- $29.2 + (7173.92 / (815.23))$.
- $29.2 + (8.8)$.
- 38%.

Daily benefit Amount (DBA) = $Y1 \times 38\%$.

= $R582.31 \times 38\%$.

= $R221.28$ per day (daily benefit amount).

Total benefit amount = daily benefit amount \times available credit days.

Credit days are accumulated as follows: for every four days that you work as a contributor, you receive one day's credits subject to a maximum of 365 credit days.

MARTENITY, ILLNESS, PARENTAL AND ADOPTION

Daily benefit amount (DBA) = 66% of income capped at R17712 per month.

Daily income (DI) is not limited to the ceiling amount.

- For example, $R30000 \times 12 / 365 = R986.30$ per day.

Daily income while on leave (leave income).

- For example, $R25000 \times 12 / 365 = R821.92$ per day.

Top-up = difference between daily income (Y1) and leave income.

- $R986.30 - R821.92 = R164.38$ (difference).

Note: where difference is less than the daily benefit amount, the difference is paid.

Where the difference is more than the daily benefit amount, the daily benefit amount is paid.

REDUCED WORK TIME

Up to 15 October 2020, the top up for Reduced Work Time was up to benefit level. From 16 October 2020 to date, the top-up is the same as in-service (as per Covid-19 directive).

Currently, we are process of changing back to benefit level due to lifting of Covid-19 regulations.

The Reduced Work Time top-up is a top-up to the benefit amount.

Prior to 16 October 2020.

Daily benefit amount calculation:

- Top-up = difference between Reduced Work Time income (per day) and the daily benefit amount (DBA).
- DBA= R221,28.
- Reduced Work Time income = R3000 per month = R98,63 per day
- Difference = R122.65.

Note: where difference is less than the daily benefit amount, the difference is paid.

Where the daily income from continued employment is more than the benefit amount, the claim will be rejected.

14. When is a contributor not entitled to receive benefits?

- If the contributor is suspended from receiving benefits because she/he has been working and collecting benefits or has committed fraud related to the UIF.
- If the contributor has resigned or absconded from work.

15. How long does it take to process payment for normal Unemployment benefits?

Turnaround time to process a claim (approve/reject) is 15 working days. Payment will be made 30 days from date of termination of service.

16. When do I sign to receive a second payment?

After 30 days but the client will be given a date to sign after submitting their application.

17. How do I follow up on my application after getting a reference number?

If you are having a problem with a claim you can contact the call centre, but it helps to have the name of the official who has been assisting at the labour centre as well as which labour office you have been dealing with in order to resolve the issue. The call centre can be reached on 08000 3000 7.

18. How do I unblock my account on uFiling?

Email all your full details to ufilingsupport@uif.gov.za

19. What should I do if my maternity benefit payment is not processed?

Please make a follow up at the Call Centre on 08000 3000 7 or visit the labour centre where the application was submitted to establish the reason for the delay.

20. What is an alternative number to call for queries?

Clients can contact the UIF Call Centre on 08000 3000 7 or contact the labour centre directly (contact details for each office are on www.labour.gov.za). The cell phone numbers of labour centre managers are also available the Department's website.

21. How soon can I receive my normal benefit payment after a successful application?

It should take no more than 15 working days.

22. How do I follow up upon signing my continuation form?

Please contact the UIF Call Centre on 08000 3000 7 or visit the labour centre where the form was submitted.

23. What is the best way to submit supporting documents when applying

for all normal UIF benefits? Is through fax, e-mail or uFiling?

Clients are advised to use the seamless uFiling system by visiting <https://ufiling.labour.gov.za/uif/>

24. Can I fill forms myself to claim UIF benefits?

No, the employer must complete the application forms and the bank form must be completed by the relevant bank.

25. Do I qualify to claim UIF benefits if I resign or abscond from work?

No, unless you can prove at the CCMA that it was constructive dismissal.

26. How do I check my application status for normal benefits on uFiling?

Log into <https://ufiling.labour.gov.za/uif/> and click on "application history".

27. Do foreigners qualify for UIF normal benefits?

Yes, contributing foreign nationals qualify.

28. Can I track or check payment status for normal UIF benefits on uFiling?

Yes, by logging into <https://ufiling.labour.gov.za/uif/> and clicking on "application history".

29. Is it possible to submit a payment form on behalf of someone who can't make it to the offices?

Yes, if you have a signed power of attorney.

30. How do I claim for UIF benefits if the company I worked for no longer exists?

You can visit your nearest labour centre and assistance will be provided depending on the circumstances.

31. I emailed uFiling support to unlock my account but it's not done after a month, how do I escalate?

You can escalate the matter via the call centre on 08000 3000 7.

32. Why was my application rejected without a reason?

The application could be declined for various reasons. Generally, claimants would be turned away if their forms are incomplete. Keep in mind that the banking details form is to be completed by the bank, and the salary schedule is to be completed by the employer. There are also cases where the claimant's employment history shows that previous employer/s never terminated the applicant when she or he left. The client can make a follow up at the Call Centre on 08000 3000 7 or visit the labour centre where they applied to establish the reason for rejection.

33. What can I do if my claim is rejected?

You can appeal the decision online at <https://ufiling.labour.gov.za/uif/> or manually at the labour centre where the claim was rejected by completing and submitting our notice of appeal form that is available here:

http://www.labour.gov.za/DocumentCenter/Forms/Unemployment%20Insurance%20Fund/UI-12_notice-of-appeal-against-a-decision-of-a-claims-officer.pdf

34. How long does the appeal process take?

It will depend on the merits of each appeal. Therefore, the timeframe will vary for each appeal, but we endeavour to complete the process as soon as possible.

35. I tried to apply online for unemployment but no employer data is showing. How can I correct this?

Please visit your nearest labour centre with the completed UI19 and Salary Schedule forms completed by the employer.

36. How is the money obtained to operate the Fund and pay benefits?

The Fund is being financed through the monthly contributions of employers and workers. Government is the underwriter of the Fund and is expected to provide financial assistance to meet shortfalls experienced during times of high unemployment.

37. Should all workers contribute to the Unemployment Insurance Fund?

- 37.1. As from 1 April 2002 all workers who work for 24 hours or more per month must contribute to the Fund.
- 37.2. As from 1 April 2003, the Unemployment Insurance Act requires domestic workers and their employers to contribute to the Fund.
- 37.3 The following categories of workers are excluded from contributing to the Unemployment Insurance Fund:
- Workers who work less than 24 hours per month.
 - The President, Deputy President, the Minister, Deputy Minister, a member of the National Assembly, a permanent delegate to the National Council of Provinces, the Premier, a member of an Executive Council or a member of a provincial legislature.
 - Any member of a Municipal Council, the Traditional Leader, a member of a provincial House of Traditional Leaders and a member of the Council of Traditional Leaders.
 - Workers who earn on a commission only.

38. Do you have to contribute to the Fund if you earn a high salary?

Yes, all workers, except those mentioned under point 3.3 above must contribute to the Fund.

The Fund on an annual basis sets a maximum earnings, which currently stands on R17712 per month. All those workers who earn above the maximum level will only contribute up to the maximum and when they become unemployed will then receive benefits at the rate of their income.

39. Must all employers contribute to the Fund?

All employers who employ any person and in return provide them with remuneration in either cash or in kind must register with the Fund as soon as they commence activities as an employer. It is the responsibility of the employer to register the business and make the necessary deductions from the remuneration of the workers. If the employer fails to do this, there are severe penalties and interests that will be applied in terms of the Unemployment Insurance Contributions Act, 2002.

If any employer refuses to register with the Fund and does not want to make the deductions, workers are advised to contact the nearest office of the Department of Employment and Labour. Employers are urged to comply with the provisions of the Act, as the Fund provides relief to their ex-workers who are left with limited means or no means of support due to their services being terminated.

40. What is regarded as remuneration?

All monies received from the employer, whether in cash or in kind. This includes overtime and bonuses, and contributions must be based on this. In addition, all allowances that are received are regarded as remuneration. Examples of allowances are traveling allowances, entertainment allowances as well as food and accommodation allowances. More information on remuneration can be found in the EMP 10 guidelines for employers obtainable from the South African Revenue Service (SARS).

41. How much should be contributed to the Fund?

A worker should contribute 1% of his/her monthly remuneration. In addition to the 1% that is paid by the worker, the employer also contributes 1% in respect of each worker in his/ her employment. The total contribution that is paid is therefore 2%. For instance, if a worker earns R1 000 per month, the employer must deduct 1% of the R1 000 which is R10. In addition, the employer must pay R10 in respect of this worker who is in his/her employment. The total of R20 must therefore be forwarded to the UIF or SARS whichever is applicable.

Contributions must be deducted for the current month only and the employer is not allowed to deduct for more than one month's contribution. Failure by employer to deduct and pay the contributions over will render them responsible for the whole 2%.

42. When and how does the employer pay this contribution to the Fund?

42.1. The employer must pay these contributions to the Fund on or before the 7th day of every month.

Where the 7th day is not a business day, payments must be made before the last business day.

For the purposes of paying contributions those employers who are registered for tax purposes and/or the Skills Development Levy (SDL), must pay their contributions directly to SARS.

42.2. Employers may pay the total annual contributions provided such amount is paid up-front.

42.3. The total contributions due must be made within the boundaries of a financial year or liability period and within seven days after the beginning of that financial year or liability period. Financial year or liability period means the period commencing on the first day of March in any year, or from the first day of liability providing such a date falls within a current financial year, and ending on the last day of February in the following year.

42.4. The employer may not deduct the worker's share of the total contributions due "up-front". Deductions must still coincide with intervals of payment of remuneration.

If it subsequently becomes known to the employer that any payment made was not due or payable, the employer must refund to the worker such amount or that was in excess of the amount due or payable. The employer must refund the worker such amount or excess amount as it has been deducted and overpaid by the employer, despite the amount not having been refunded to the employer by the UIF. Such refunds must then be claimed from the UIF or SARS depending on where the payment was made on an annual basis and after the end of the relevant financial year applicable for annual payments only.

- 42.5. In the event of salary increases, this must be reconciled as soon as the salary increase takes effect and any difference between the amount due and already paid, must be corrected.
- 42.6. If employers receive a SARS return form (EMP 201), it means that they are required to submit their UIF contributions to SARS periods from April 2002 onwards. The Fund should in these cases be advised of the 10 digit Pay As You Earn (PAYE) reference number in respect of their business, so that the necessary changes can be made to prevent the future dispatch of the UI 7.
- 42.7. Employers must also ensure that UIF contributions are indicated on the EMP 201, and that payments are forwarded to SARS. The Fund will not accept responsibility, or engage in any communication with SARS or employers in the event of penalties and/or interest being raised if payments are submitted to the Fund and not to SARS.
- 42.8. To avoid unnecessary penalties and interest, employers must ensure that payments reach the Fund within the prescribed period.

43. How does the Fund know from whom the contributions are being received?

- 43.1. The Fund has established an employer/worker database in which all employment details of workers are stored. It is the responsibility of the employer to send the details of the workers to the Fund to update the database on a monthly basis or when there is a change in the details of the worker. The details of workers are stored in the database and when the person becomes unemployed, the Fund can process the application without delay. It is therefore very important to ensure that employers send details of their workers to the Fund, in order to update the database.
- 43.2. The Fund has various methods available to declare worker's information to the Fund. Employers should complete the UI19 form and email them to webmaster@uif.gov.za or fax them to (012) 337 1943/44. For details regarding the specified format please consult the specification document by visiting the Department of Employment and Labour Website then go to Employers Info-Declaration Specification on the Menu.

The UI19 form is available from the website as well as at Provincial Offices and Labour Centres of the Department of Employment and Labour. Once completed they can be submitted to the Provincial Offices and Labour Centres or emailed to webmaster@uif.gov.za or faxed to (012) 337 1943/44. The information declared through these different methods is used by the Fund to update the database.

- 43.3. The information may be declared manually to the Fund for employers who do not have electronic payroll systems by completing a UI-19 form. The UI-19 is the form to be used by employers to submit particulars of their workers to the Fund's database. Commercial employers have electronic payroll systems that can send their information to the database electronically in the specified format to declarations@uif.gov.za. For details regarding the specified format please consult the specification document on the Website under the menu for Employers Info-Declaration Specification.

44. Should all employers submit declarations?

Yes employers should, including those that are required to pay their contributions via SARS. All employers must declare on a monthly basis. (By completing a UI 19 form)

45. Should employers who pay annually submit declarations?

Yes, once a year or in the event of changes in the particulars of workers.

46. What is the responsibility of an employer after the termination of the service of a worker?

- A declaration (electronic, uFiling and UI19 form) must be completed and returned to the Fund or any of the Department of Employment and Labour's offices.
- Information of the relevant worker or workers will be updated to show the current status.
- Failure to submit the declaration may cause delays with the processing of claims for unemployment or other benefits.
- Advise ex-workers to approach the nearest office of the Department of Employment and Labour.

47. How does an employer de-register with the Fund?

Employers can contact the Fund of any of the Department of Employment and Labour's offices and request that the registration be cancelled. The UIF reference number and the date on which liability ceased, must at all times be quoted. An updated declaration must be submitted to the Fund on closure of business.

48. How does an employer register a new business with the Fund?

- Registration forms UI8 (registration of employer) and UI19 (registration of worker) can be downloaded from the website (www.labour.gov.za), or can also be obtained from the Fund or at any local office of the Department of Employment and Labour.
- Completed forms must be forwarded to the UIF for registration, at newui8registrations@labour.gov.za and can also be handed in at any local office of the Department of Employment and Labour for finalisation.
- A UI54 with unique reference number will be emailed or posted confirming the registration was successful.
- Similarly UI32 will be posted to confirm the success of the registration of the employee(s).

49. How long will this registration process take?

All registration will be finalised within 1 day of receipt of duly completed registration form. A reference number is allocated to an employer and all the workers working for such an employer are "attached" to the employer's reference number. In the event of queries, it is essential that the employer's reference number, as well as the worker's ID number be quoted.

50. If a business is already registered with the Fund, can the same reference number be used to register a domestic worker?

No, the employer must also register the household to obtain a separate reference number for the

household. The domestic worker will then be “attached” to the employer’s domestic reference number.

51. Work and draw

It is deemed fraudulent when beneficiaries who are receiving benefits return to work and fail to inform the Fund about their new status and continue to draw benefits.

UIF fraud Hotline: 0800 601 148 or email: fraud@uif.gov.za

52. All UIF applicants should always remember

- To keep your 13 digit RSA bar coded Identity Document (ID)/smart card or passport safe.
- To inform the claims officer if you have resumed work while receiving UIF benefits at the same time.
- That it is illegal to work and draw benefits at the same time.
- To report at times and dates stipulated by the claims officer when advised to do so.
- Not to make a false statement.
- Not to wait until it is too late to apply for benefits.
- Not to expect to receive any UIF benefits when you resign from employment.
- Not to submit fraudulent applications for benefits.
- Not to refuse without reason to undergo training and vocational counselling for employment.
- Not to stay away and ignore the instructions of the claims officer.

53. UIF Bank details

NB. All employers who are not required to register with SARS for PAYE or SDL purposes must pay their contributions directly to the UIF and use their correct UIF reference number for payment. The UIF bank details are as follows:

BANK	ACCOUNT NO.	BRANCH CODE	CATEGORY
FNB	62052400547	25-31-45	Employers of domestic workers only
FNB	51420056941	25-31-45	Commercial employers
ABSA	4055481885	32-31-45	All employers
STANDARD BANK	010032185	00-45	All employers
NEDBANK	1454041560	14-54-05	All employers



Provincial Labour Offices



Stay in touch with the Department on
Facebook (UIF Labour Department)
Twitter (@UIFBenefits)
Instagram (@uif_benefits)
YouTube (UIF Benefits)

EMPLOYMENT AND LABOUR HEAD OFFICE

215 Francis Baard Street, PRETORIA
(012) 309 4000

NORTH WEST PROVINCIAL OFFICE

2nd Floor, Provident House, University Drive,
MMABATHO
(018) 387 8100

LIMPOPO PROVINCIAL OFFICE

42A Schoeman Street, POLOKWANE
(015) 290 1744

MPUMALANGA PROVINCIAL OFFICE

Labour Building, Cnr Hofmeyer Street and
Beatty Avenue, WITBANK
(013) 655 8700

GAUTENG PROVINCIAL OFFICE

77 de Korte Street, Braamfontein,
JOHANNESBURG
(011) 853 0300

FREE STATE PROVINCIAL OFFICE

Laboria House, 43 Maitland Street,
BLOEMFONTEIN
(051) 505 6200

KWAZULU-NATAL PROVINCIAL OFFICE

267 Anton Lembede (Smith Street) Royal
Building, 11th Floor, 4000, DURBAN
(031) 366 2000

EASTERN CAPE PROVINCIAL OFFICE

3 Hill Street, 5201, EAST LONDON
(043) 701 3128

NORTHERN CAPE PROVINCIAL OFFICE

Cnr Compound and Pniel Road, KIMBERLEY
(053) 838 1500

WESTERN CAPE PROVINCIAL OFFICE

4th – 6th Floors, West Bank Building, Cnr
Riebeeck and Long Streets, CAPE TOWN
(021) 441 8000

Contact Addresses



Physical Address

ABSA TOWER
230 Lilian Ngoyi Street
(formerly Van Der Walt Street)
Pretoria
0001

Eastern Cape Labour Centres

Butterworth (047) 4910878
Cradock (048) 8811 543
East London (043) 7027569/7557
Emaxesibeni (039) 2540282/89/91
Fort Beaufort (046) 6457700
Gqeberha (041) 5065000
Graaf-Reinet (049) 8922142
Komani (045) 8075400
Kariega (041) 9924627
Lusikisiki (039) 2531996/7
Maletswai (051) 633 2637/1426
Makhanda (046) 6222104/92
(046) 622 2190
Mdantsane (043) 7613151
Mthatha (047) 5015600
Nqanqarhu (045) 9321424/26
Qonce (043) 6423401
(043) 6434757/4756
(043) 642 2049

Free State Labour Centres

Bethlehem (058) 303 5293
Bloemfontein (051) 411 6400
Botshabelo (051) 534 3789
Ficksburg (051) 933 2299
Harrismith (058) 623 2977
Kroonstad (056) 215 1812
Petrusburg (053) 574 0932

Phuthaditjhaba (058) 713 0373
Sasolburg (016) 970 3200
Welkom (057) 391 0200
Zastron (051) 673 1471

Gauteng North Labour Centres

Alberton (011) 861 6130 / 31
Atteridgeville (012) 373 4434/5/8
Benoni (011) 747 9600/06
Boksburg (011) 898 3340/2/9
Brakpan (011) 744 9000
Bronkhorstspuit (013) 932 0197/8
Carletonville (018) 788 3281
Garankuwa (012) 700 0290/ 0255
Germiston (011) 345 6300/2
Kempton Park (011) 975 9301/7
Krugersdorp (011) 955 4420/3
Mamelodi (012) 812 9502
Nigel (011) 814 7095/7
Pretoria (012) 309 5000
Randburg (011) 781 8144
Randfontein (011) 693 3618/9/ 3650
Randfontein (011) 693 3731/2/3
Roodepoort (011) 766 2000
Sandton (011) 444 7631
Soshanguve (012) 730 0500
Soweto (011) 983 8700
Springs (011) 365 3700/03
Temba (012) 727 1364/1367/1369
Vanderbijlpark (016) 981 0280
Vereeniging (016) 430 0000

Labour Centres KwaZulu-Natal

Dundee (034) 212 3147/8
Durban (031) 366 1511
Estcourt (036) 352 7767
Kokstad (039) 727
2140/5643/4931/5361
Ladysmith (036) 638 1900/1/2/3
Newcastle (034) 312 6038/3334
Pietermaritzburg (033) 341 5300
Pinetown (031) 701 7740
Port Shepstone (039) 682 2406/7
Prospecton (031) 913 9700
Richards Bay (035) 780 8700
Richmond (033) 212 2768
Stanger (032) 551 4291/7300
Ulundi (035) 879 8800/02/42
Verulam (032) 541 5600/03
Vryheid (034) 980 8992/8820

Labour Centres Limpopo

Burgerfort (013) 231 8913/4/5
Giyani (015) 812 9030
Groblersdal (013) 262 3150/2983
Lebowakgomo (015) 633 9360
Lephalale (014) 763 2162/3
Makhado (015) 516 0207/1025
Modimolle (014) 717 1046/8
Mokopane (015) 491 5973
Phalaborwa (015) 781 5114
Polokwane (015) 299 5000/5010
Seshego (015) 223 7020/7220
Thohoyandou (015) 962 2771/2
Tzaneen (015) 306 2600

Labour Centres Mpumalanga

Barberton (013) 712 3066/3353
Bethal (017) 647 2383/5212
Carolina (017) 843 1077/2111
Emalahleni (013) 653 3800/656
Eestehoek (017) 883 2414
Ermelo (017) 819 7632/3010
KwaMhlanga (013) 947 3173/2484
Malelane (013)-7901528 / 1682
Mashishing (013) 235 2368/9

Mbombela (013) 753 2844/5/6
Middelburg (013) 283 3600
Piet Retief (017) 826 1883/4
Sabie (013) 764 2105/6
Secunda (017) 631 2585/2652
Standerton (017) 712 1351/4809

Labour Centres Northern Cape

Calvinia (027) 341 1280
De Aar (053) 631 0455
Kimberley (053) 838 1500
Kuruman (053) 712 3870
Postmasburg (053) 313 0641
Springbok (027) 718 1058/9
Upington (054) 331 1098

Labour Centres North West

Brits (012) 252 3068
Christiana (053) 441 2120
Klerksdorp (018) 464 8700
Lichtenburg (018) 632 4323
Mafikeng (018) 381 1010/11
Mogwase (014) 555 5693
Potchefstroom (018) 297 5100
Rustenburg (014) 592 8214
Taung (053) 994 1679
Vryburg (053) 927 5221

Labour Centres Western Cape

Beaufort West (023) 414 3427
Bellville (021) 941 7000
Cape Town (021) 468 5500/
Cape Town (021) 468 5502/4
George (044) 801 1200
Knysna (044) 302 6800
Mitchells Plain (021) 391 0591
Mossel Bay (044) 691 1140/1
Oudtshoorn (044) 203 6100/279 2386
Paarl (021) 872 2020 / 74
Somerset West (021) 852 6535
Vredenburg (022) 703 8100
Worcester (023) 346 5200



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@UIF Benefits

UIF contact details

UIF Head Office

P.O. Box 1851

Pretoria

0001

Physical Address

230 Lilian Ngoyi Street

Pretoria

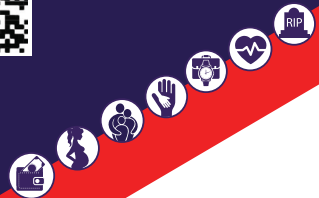
For enquiries call

(012) 337 1680 or 0800 030 007

www.labour.gov.za

<https://ufiling.labour.gov.za/ufif>

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employment & labour

Department:
Employment and Labour
REPUBLIC OF SOUTH AFRICA

