



10.01.2021

Dear Employer / Statutory Body / Bargaining Council / Council

**RE: UIF COVID19 TERS BANK VALIDATION FAILURE – Error 99 (Closed or Dormant Account)**

This communication is to inform you that **your bank details** have failed to be verified and that urgent action is required on your side.

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 and complete the process accurately to avoid unnecessary delay.](#)

**VALIDATION FAILED DUE TO CLOSED OR DORMANT ACCOUNT**

The UIF has attempted to verify your banking details via our service provider on multiple occasions but the account continues to fail validation.

This is because your bank is reporting your account as one of the following:

- Closed, or
- Dormant (inactive)

Payment cannot be made into an account that is no longer operational.

**Unless you provide new banking details, or re-activate your account with your bank, the UIF will be unable to make any TERS payments.**

We request that you visit your bank to investigate the status of your account and to seek guidance on how to re-activate the account, 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 for your entity's current operational bank account.

***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 that your updated information is included in the next manual verification run by our service provider, please ensure that your banking information is updated on the TERS portal by no later than Friday 8 January 2021.**

Regards,  
Unemployment Insurance Commissioner