



17.08.2021

Dear Employer / Statutory Body / Bargaining Council / Organisation

**RE: TERS EXTENSION – LOCKDOWN PERIOD 16 MAR 2021 – 25 JULY 2021**

**DEVELOPMENT AND ROLLOUT OF DIFFERENT OF CLAIM CODES**

With reference to the TERS employer communication letter dated 29.07.2021, and following the recent developments within the Unemployment Insurance Fund on the acceptance of extended Covid19ters claims.

Annexure A establishments claims were divided into 2 lockdown periods, namely 16.03.2021 to 27.06.2021 and 28.06.2021 to 25.07.2021.

The online TERS portal can now accept claims from Annexure A establishments for both periods, Annexure B establishments from 28.06.2021 to 25.07.2021 and non- sector claims (vulnerable employees and those who had to self-isolate/quarantine) from 16,03.2021 to 25.07.2021.

Below is the summary of the various claim codes, employee categories, lockdown periods (also known as payment iterations) and when these claims can be lodged via the TERS online portal.

CLAIM CODE	CAPTURE METHOD	CATEGORIES	LOCKDOWN PERIOD	CLAIM WINDOW OPENS (Employees with SA ID)	CLAIM WINDOW OPENS (Foreign Nationals)
<b>Claim Code 1</b>	Revised CSV template (upload) Direct/manual capture on portal	Annexure A	28.06.2021 TO 25.07.2021	29.07.2021	29.07.2021
<b>Claim Code 1</b>	Revised CSV template (upload) Direct/manual capture on portal	Annexure B	28.06.2021 TO 25.07.2021	19.07.2021	19.07.2021
<b>Claim Code 2</b>	Revised CSV template (upload) Direct/manual capture on portal	Annexure A	16.03.2021 TO 27.06.2021	18.08.2021	18.08.2021
<b>Claim Code 3</b>	Direct/manual capture on portal	Age	16.03.2021 TO 25.07.2021	18.08.2021	18.08.2021
<b>Claim Code 4</b>	Direct/manual capture on portal	Comorbidities	16.03.2021 TO 25.07.2021	18.08.2021	18.08.2021
<b>Claim Code 5</b>	Direct/manual capture on portal	Isolation / quarantine	16.03.2021 TO 25.07.2021	18.08.2021	18.08.2021



## APPEAL PROCESS

All Sector appeals approved for iteration 7 (15 Oct to 31 Dec 2020) and 8 (1 Jan to 15 Mar 2021) will be carried over to iteration period 10 (28.06.2021 to 25.07.2021). There is NO need to lodge a new sector appeal.

However, employers can still lodge their appeals if not done to date and once (if) approved can be used for:

- **16.10.2020 to 21.12.2020**
- **01.01.2021 to 15.03.2021 and**
- **28.06.2021 to 25.07.2021 (Annexure A and B)**

However, if the employer is applying from 16.03.2021 to 25.07.2021, no approved appeals will be carried over. The employer is expected to lodge a fresh appeal, in the new prescribed format, for consideration by UIF. The process for submission, including required documentation is attached and the Call Centre will be capacitated to accept such appeals from **27.08.2021**.

The reason for the fresh appeal is that Annexure A is only for Events Sectors (those where the Covid-19 gazetted restrictions on large gatherings impacted operations) and supporting documentation and motivation must relate to that specific sector only. Those whose SIC codes are already listed within the Events sectors identified by the UIF will be able to access the TERS portal directly, without the need to lodge an appeal.

## Non-Sector based claims

The synchronization of data between NIOH and the TERS portal is now completed. Data of vulnerable employees and those who have had to self-isolate or quarantine, as captured by employers on the NIOH portal, was shared again with the UIF. This will enable qualified employees to be verified to receive TERS benefits for applicable periods (as per directives) from 16 October 2020 to 25 July 2021. The TERS portal is open for these periods for Claim Codes 3, 4, and 5 (as outlined in the table above). Employers are kindly requested to access the TERS portal again to lodge the claim. Employers are reminded that Business ID, as issued by NIOH after registration, is a requirement to access the portal, and only ID numbers which have been recorded via the NIOH site, will be able to be captured for claims. Attached, please find the guide on how to register with NIOH in this regard.

Regards  
Unemployment Insurance Commissioner