UIF BENEFITS

EASY GUIDE FOR
ELECTRONIC CLAIMS

A. HOW TO REGISTER TO USE THE ON-LINE PORTAL

1. Log into and register in order to use the uFiling website and services on www.ufiling.co.za

2. Click on Register in the top right corner to review the terms and conditions for use of the portal.

3. Complete all the required steps

4. You will receive the activation message via your preferred method of contact. Click on the link provided to activate your account.

5. Use the username and temporary password provided in the email or SMS to log in to your new Ufiling account.

6. The System will prompt you to change your password.

7. For security reasons you will then have to complete a vetting process by confirming demographic information about yourself, which will be compared to the data available to the Department of Labour

8. Once vetting is passed you will be directed to a page where you can update your personal details before you can proceed to the ufiling website

B. BENEFIT APPLICATION AND PAYMENTS

Individuals can apply online for the following UIF benefits on the uFiling website:

- Unemployment Benefits(Ordinary and Reduced Work Time)

- Maternity Benefits

- Illness Benefits

- Adoption Benefits

A) HOW TO APPLY FOR BENEFITS ON-LINE

1. Click on Benefit Application and Payments and then click on 'Apply for Benefits'

2. Accept terms and conditions to proceed. .Click on 'Next'.

3. Verify your bank details and click on Next to continue or click on Banking Details Incorrect

4. Banking details may only be captured once on ufiling system. To update new bank details download the UI2.8 form from the Department of Labour website(www.labour.gov.za)

5. Email the completed UI2.8 to Online.BCP@labour.gov.za or fax to email 0864397297(where requesting change of banking details)

6. Confirm or update your personal details, including physical and postal addresses and click on next

7. Complete the information related to your occupation and qualification and click on next.

8. Update your work seeker information and click on 'submit' when you are done to send your application to the UIF. You will receive confirmation message that your application was successful

B) MORE DETAILS ON CLAIMING FOR BENEFITS

Individual Claims (Reduced Work Time on ufiling):

1. Use Unemployment Benefits tab to claim Reduced Work Time On-Line

2. Use cover sheet of "other" to scan a UI 19, UI 2.7, a letter from the employer confirming a shutdown and copy of identity document under or email the supporting documents to Online.BCP@labour. gov.za fax to E-Mail 0864397297

3. Reason for termination on UI19 must be code 17 (Reduced working hours)

4. Subject line for scan/email must be case or identity number

5. Assessment to be conducted once claim is complete/correct/valid and applicant will be advised of the outcome via sms/email.

6. If claim is approved, client will be advised to submit a request for payment.

7. Client must complete Continuation of Payment (COP).

8. Client is paid.

Individual Claims (Illness on Ufiling):

1. Use Illness Benefits tab to claim for Illness Benefits On-Line

2. Use cover sheet of "other" to scan , a letter from the employer confirming a shutdown and copy of identity document under or email the supporting documents to Online.BCP@labour.gov.za fax to E-Mail 0864397297

3. Use cover sheet of "medical certificate" to scan , medical certificate or email the supporting documents to Online.BCP@labour.gov.za fax to E-Mail 0864397297

4. Reason for termination must be code 10 (illness/medically boarded). Benefits.

5. Subject line for scan/email must be case or identity number

6. Assessment to be conducted once claim is complete/correct/valid and applicant will be advised of the outcome via sms/email.

7. If claim is approved, client will be advised to submit a request for payment.

8. Client must complete Continuation of Payment (COP).

9. Client is paid.

Individual Claims (Reduced Work Time, Illness, via email/):

1. Download and complete the UI2.1 (application for Reduced Work Time and UI2.2(application for Illness), UI 2.7 and UI 2.8 forms on www.labour.gov.za (under resource center > forms > Unemployment Insurance Fund).

2. Attach the abovementioned forms, a letter from the employer confirming a shutdown and copy of identity document as well as a UI19 from the Employer.

3. Reason for termination code must be 17 (Reduced working hours) and 10(Illness) for illness benefits.

4. Email all the attachments to the relevant province:

MAILBOX	FAX TO EMAIL NUMBER
Germiston.BCP@labour.gov.za	086 439 7295
Petermari.BCP@labour.gov.za	086 439 7296
EastLondon.BCP@labour.gov.za	086 439 7299
Capet.BCP@labour.gov.za	086 439 7300
George.BCP@labour.gov.za	086 439 7301
NorthWest.BCP@labour.gov.za	086 439 7302
Limpopo.BCP@labour.gov.za	086 439 7303
Mpumalanga.BCP@labour.gov.za	086 439 7304
Freestate.BCP@labour.gov.za	086 439 7305
Durban.BCP@labour.gov.za	086 439 7297
Portelizabeth.BCP@labour.gov.za	086 439 7298
NorthernCape.BCP@labour.gov.za	086 439 7309
Johannesburg.BCP@labour.gov.za	086 439 7294
Pretoria.BCP@labour.gov.za	086 439 7290

5. Subject line for scan or email must be case or identity number.

6. If claim is approved, client will be advised to submit a request for payment.

7. Assessment to be conducted once claim is complete/correct and valid and applicant will be advised of the outcome via sms/email.

8. Client must complete Continuation of Payment (COP).

9. Client is paid.

ON-LINE Enquiries

On-line Enquiries should be directed to UIF HQ Online team through email or fax to email using the following details:

Email address: ***Online.BCP@labour.gov.za*** or

fax to E-Mail: ***086 439 7297***

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