

STANDING COMMITTEE ON FINANCE, ECONOMIC OPPORTUNITIES AND TOURISM  
**NON-TERS UIF RELATED SUBMISSIONS** RECEIVED DURING THE COVID-19 TEMPORARY EMPLOYER/EMPLOYEE  
 RELIEF SCHEME PUBLIC PARTICIPATION PROCESS  
 AS AT 12 JULY 2021



The Standing Committee on Finance, Economic Opportunities and Tourism undertook a public participation process to gage the public's experience with the UIF's COVID-19 Temporary Employer/Employee Relief Scheme (TERS) process.

The submissions below are non-TERS related submissions, but are related UIF matters.

**The following comments were received via WhatsApp messages and voice notes:**

Sub no.	NAME	CONTACT NUMBER	SUBMISSION	COMMENT	UIF COMMENT
1	Claimant 1	██████████	<p>I applied for a UIF claim in January 2021. It is June and I have not received any feedback. They have said that the assessor is still working on it and will get back to me. I have tried calling the Atlantis Office but no one is answering the phone. I really don't know what to do anymore. This is a retrenchment claim. I was retrenched in December 2020. I put in a claim for retrenchment on 4 January 2021.</p> <p>ID: ██████████                      Company Name: Company 1                      CRM Case Number: ██████████</p>	<p>Please contact ██████ directly.</p>	<p>The payment was done on the 29<sup>th</sup> July 2021</p> <p>Continuation for the second payment to be made 28 days after the receipt of the last payment</p>

2	Claimant 2	[REDACTED]	<p>I got complaint I'm still waiting on my maternity benefits from 31st March. I don't even have a reference number. I submit my forms on 31st of March they said I must come back in 8 weeks' time. I went there 10th of May they said they reject my papers but they will submit it on 14th of May again... then I must come back in 6 weeks' time but I can come between 3 weeks I went 2 times last week... the one guy show me they never submit again my forms and I must go fetch new stuff an submit again.</p> <p>They say provincial office in town reject my papers don't know why I'm waiting already 14 weeks for my money, nothing. Thank u they let me go up and down Mitchell's plain branch I came from Cape town labour they don't want to help me....with a baby in the rain.I went there with Ceasar pains last week they let me turn around</p> <p>ID: [REDACTED]</p>	Please contact [REDACTED] directly	The claim has been approved and payment captured with the next sign date of 7 August 2021. The client has been informed.
3	Claimant 3	[REDACTED]	<p>I would like to follow up on my maternity benefit application.</p> <p>ID: [REDACTED]</p> <p>Made the claim at Somerset, Western Cape</p> <p>Ref no. [REDACTED]</p>	Please contact [REDACTED] directly	The client was called on 26 and 28 of July 2021 without success. There is an open period which requires a ui.19 with the new termination date and the client submitted a wrong application form ui.2.1 instead of ui 2.3.
4	Claimant 4	[REDACTED]	<p>I wanted to know how do I check if I can claim UIF. I never did in all the time I have worked. Tried once but I didn't have a contact number for one company I worked for so I didn't go back, can you help me please?</p>	[REDACTED] was advised that if they paid UIF in the past and are now unemployed then they could contact the local UIF offices	Will ask the UIF to contact [REDACTED] directly. The client was contacted on 27 July 2021 and the process of claiming for uif benefits was explained. The client last employment history was in 2013 and unfortunately does not qualify

				<p>to find out if you are qualified to claim UIF. [REDACTED] was also advised that they may also seek guidance from the provincial office of the Department of Employment and Labour. Contact numbers were provided as well as a link (<a href="http://www.westerncape.gov.za/service/claiming-unemployment-insurance">http://www.westerncape.gov.za/service/claiming-unemployment-insurance</a>), which provides information about claiming for UIF benefits.</p>	<p>to apply for uif benefits due to time lapse.</p> <p>No ID number</p>
5	Claimant 5	[REDACTED]	<p>Can you please help me with my maternity UIF money, I've been waiting for 2 months and this month am going back at work on 13<sup>th</sup>. I do not have a reference number.</p> <p>ID: [REDACTED] Bellvel Labour Applied: 2021-03-23</p>	<p>Please call [REDACTED] directly [REDACTED]</p>	<p>The last payment was captured on 27 July 2021 for the period of 29 April to 11 July 2021. The claim has been paid in full and marked finalised.</p>

6	Claimant 6	[REDACTED]	<p>Can you please assist me with my maternity UIF claim? I applied online in May 2021. I have called the offices so many times but they do not pick up.</p> <p>ID: [REDACTED]</p> <p>I try to check using my pin it say my application is pending due to outstanding documents: 1. ID 2. medical certificate 3. bank form 4. work payment</p> <p>Applied online. Case number: [REDACTED]</p>	Please contact [REDACTED] directly.	<p>The applicant submitted a wrong application form ui.2.1 instead of ui 2.3. employment history has not been updated. Correct documents have been requested from the client i.e. application form, medical certificate, bank form, ui 2.7 and ui. 19 with the new termination date. Once all the requested documents are received the claim will be processed.</p> <p>Last payment was collected 11 Oct 2020, client to submit continuation to receive balance of payment</p>
7	Claimant 7	[REDACTED]	<p>I have a problem regarding payment that I didn't receive in June. I was paid on the 28th of May first payment that was done under my name.</p> <p>So I was supposed to be paid on the 28th June second payment but I didn't receive any and my status changed to cancelled by paymaster on the 29th of last month.</p> <p>I did continuation of benefits on the 24th of the past month. Please assist, like I really would appreciate your help and I would like to know how many payments I'll receive counting From the credits I've left.</p> <p>I am from Paarl, but currently in PE, but coming back month end. I made the claim on ufiling. This is a normal UIF claim.</p> <p>ID: [REDACTED] Ref No.: [REDACTED]</p>	Please contact [REDACTED] directly.	The applicant claim was paid in full for the period of 1 August to 1 October 2020 on 28 May 2021. The claim has been marked finalised

8	Claimant 8	E	<p>Can you please assist me, I apply UIF maternity benefit in May 2021 for June 2021. They say my application declined because I don't have funds because I get UIF on 2017, but I was working to other companies now I working at other one so I need to appeal, I want to know what must I do.</p> <p>ID: [REDACTED]  Claim reference: [REDACTED]  Applied at the Labour Office on Cape Town</p>	Please contact [REDACTED] directly.	The employment history was not updated and the new ui.19 has since been captured unfortunately after having been assessed and reassessed the claim has been rejected due to non- availability of credits (13.6).
9	Claimant 9	[REDACTED]	<p>Claim says pending, what does that mean. I've been waiting for my third payment since 21 June...nothing yet. I lost the reference number but the claim was made in March 2021. Made the claim in Cape Town.</p> <p>ID: [REDACTED]</p> <p><b>Update: 8 July 2021 (11h00)</b></p> <p>Hi still nothing... and Saturday I must go back to Cape Town by Monday I must be at work and I don't have money, I'm waiting for my money since 21st of June until now.</p> <p>They say they can see my money but they don't know why I don't get it, then following day I went to labour when they check they show me my money says pending so they said I must wait for a week, now it's more than a week and I don't have money to call them...</p>	[REDACTED] was encouraged to call the toll free number (0800 030 007) again or to email the UIF (uifcallcentre@alterm.co.za/Gauteng PO@labour.gov.za) to follow up on her claim. She received the money the evening of 8 July 2021.	<p>Payments have been captured on 8 July 2021 for the period of 21 May to 2 July 2021. The claim has been paid in full and no further payments are due to the client.</p> <p>Claim finalized, paid in full. Last payment was collected on the 8<sup>th</sup> July 2021</p>

			<p>[I called them on the toll free number]... They said they only help people who apply online then they give me the branch number, I phone them they said my money will be in after 5 days, it's more than 10days today, I've been waiting</p> <p><b>Update: 8 July 2021 (18h20)</b></p> <p>Received the money.</p>		
10	Claimant 10	██████████	<p>I need a help. I applied for unemployment benefit on 3 March 2021 at Cape town branch CBD, until today nothing, every week I'm going, same story. They said it manual application, it takes long. I need help please.</p> <p>ID: ██████████</p> <p>I never received a reference number because they said it manually claim. The people who are working at home have our files.</p>	Please contact ██████ directly.	The employment history is not updated with the ui.19 submitted. Employer services are unable to capture range declarations. A call log was lodged on 30 June 2021 at Cape Town LC. Follow up with HQ on call log status has been done. Once feedback is received we will contact client.
11	Claimant 11	██████████	<p>Good day, I made continuation of benefit on for my second payment on the 18th of June. I haven't received anything. My status hasn't changed from sent to payment. Want to know what's the delay? I applied for Unemployment benefit.</p> <p>ID: ██████████</p> <p>Claim reference no. ██████████</p>	Ms ██████ received payment on 7 July 2021, but needed more information about how much credit she has left and when the next date is to do the continuation of benefit. She was advised to call the local offices for this information.	The payment for the period 19 June 2021 to 26 July 2021 has been captured 27 July 2021 with the next sign date of 26 August 2021

12	Claimant 12	[REDACTED]	<p>I would like to enquire about my payment that I was supposed to receive on Monday the 5th of July. I went to the DOL last week Thursday on the 1st July. I have been waiting since then. Could you please try to assist in any possible way, I really need it. This will be the 4th payment that I'm expecting and I never experienced any difficulties before.</p> <p>ID: [REDACTED] Applied in Mitchell's Plain</p>	Please contact [REDACTED] directly.	The payment for the period 22 June 2021 to 27 July 2021 has been captured on 28 July 2021 with the next sign date of 27 August 2021.
13	Claimant 13	[REDACTED]	<p>I handed in my forms on the 21st of June 2021 all of my colleagues that was with me who also handed in theirs that day got confirmation messages and pin I have not received any messages or pin yet, is it something to worry about?</p> <p>ID: [REDACTED] Company Name: Company 2</p>	Please contact Ms [REDACTED] directly.	The employment history has been updated on the system. Client has been informed that the claim will be finalized by next week, 05 August 2021. The client is satisfied with the feedback.
14	Claimant 14	[REDACTED]	<p>I applied for my UIF online on the 26 of may they told me I will receive a sms in 20 days I just want to know why my status still saying claim in progress. Tried to call local offices, they are not answering the phone.</p> <p>ID: [REDACTED] Applied on uFiling Ref: [REDACTED]</p>	Please contact [REDACTED] directly.	The claim has been approved and Once - off payment captured on 30 July 2021 payment captured for the period of 1 May to 7 July 2021 . The claim has been paid in full and marked finalised
15	Claimant 15	[REDACTED]	<p>Can you please help me with my UIF money? I already claimed but I'm waiting for my 3rd payment. They should be pay me yesterday (8 July 2021) but nothing.</p> <p>ID: [REDACTED]</p>	Please contact [REDACTED] directly. I have given her the contact details to follow up on her payment but she	The client was paid from 9 January to 26 May 2021 and has resume work on 21 April 2021. The client does not qualify to receive further payments.

			I don't have a reference number because I didn't apply online.	said they could not help her.	
16	Claimant 16		Can you please help me for payment of unemployment benefit? I applied in cape Town. This is my fourth payment.  ID: [REDACTED] Claim reference number: [REDACTED]	Please contact Mr [REDACTED] directly. I have also advised him to contact the local Labour Office as well as the UIF call centre.	Payment has been captured 12 July 2021 for the period of 12 June to 9 July 2021 and the next sign date is 9 August 2021.
17	Claimant 17		I would like to follow up on my UIF unemployment benefit application. Submitted an application online on uFiling.  Applied on 10 June 2021. ID: [REDACTED] Case no. [REDACTED]	Please contact Mr [REDACTED] directly. I have also asked him to contact the call centre and Local Labour offices in the meantime as he has not followed up on his claim yet.	Once -off Payment captured on 14 July 2021 for the period of 28 May to 4 July and claim marked finalised as the benefits were paid in full. No further payments are due to the client
18	Claimant 18		I have filed the claim last year on the 17 of April but I was only approved this year. So I made request payment I was supposed to get money this week but I did not (as at 10 July 2021). My claim reference number is [REDACTED], the status says sent to paymaster and it is my first time.  ID Number: [REDACTED]	Advised to call the Local Labour Offices and call centre in the meantime.	Once- off Payment captured on 13 July 2021 for the period of 1 April to 7 May 2020 and claim marked finalised as the benefits were paid in full. No further payments are due to the client  Claim paid in full, finalized Last payment was collected on the 13 <sup>th</sup> July 2021
19	Claimant 19		Applied in February and did get my first payment in May and am still waiting for my second payment since last month, the 14 <sup>th</sup> , I was there at the Department of Labour in Bellville, Monday (5 July 2021) but I still waiting.	Advised to call the Local Labour Offices and call centre in the	Once-off Payment captured on 18 May 2021 for the period 16 August 2020 to 8 April 2021. The claim





			<p>ID: [REDACTED]</p> <p><b>UPDATE: Received money on 10 July 2021</b></p>	<p>meantime. Received money 10 July 2021</p>	<p>has been marked finalised as the benefits were paid in full.</p>
20	Claimant 20	[REDACTED]	<p>I applied on the 1st of June on uFiling and my status was saying sent to assessor, since then. I did continuation on the 3rd of this month (July 2021) then received an SMS that said I must wait for 5 days to be paid but it was cancelled by paymaster. Can you please check for me what's happening please? This is my second time applying, I stopped it before because I got a job then it ended.</p> <p>Called the call centre but no one answered.</p> <p>ID: [REDACTED]</p>	<p>Please contact the individual directly</p>	<p>Once off Payment captured on 27 July 2021 for the period 19 May to 4 July 2021. The claim has been marked finalised as the benefits were paid in full</p> <p>Claim paid in full, finalized Last payment was collected on the 28 July 2021</p>
21	Claimant 21	[REDACTED]	<p>Can you please Check for me My UIF money please I apply on 28 May till now no money in. I didn't Receive Any payment.</p> <p>Have tried to call the contact centre, but no response. Went to Labour Office on Tuesday (6 July 2021).</p> <p>ID: [REDACTED] Case No [REDACTED] Applied at Labour Office in Bellville</p>	<p>Please contact the individual directly.</p>	<p>The payment captured on 28 July 2021 for the period 24 March to 13 May 2021. The client has resumed work.</p>
22	Claimant 22	[REDACTED]	<p>I want to check my status for unemployment benefit. I already submitted at Department of Labour. My status, it says approved but I want know when the money will be in.</p> <p>ID: [REDACTED]</p>	<p>Please contact the individual directly.</p>	<p>The continuation of payment has been captured for the period of 22 June to 14 July 2021 with the next sign date of 14 August 2021.</p> <p>Payments collected 10 Aug 21</p>

The following comments were received via Email:

Sub no.	NAME	CONTACT NUMBER	SUBMISSION	COMMENT	
23	Claimant 23	[REDACTED]	<p>From Hilda Julie on behalf of [REDACTED] for Maternity Benefit – ID: [REDACTED]. Claim still was not paid by 18 June 2021.</p> <p>[Supporting documents such as application, salary schedule and ID attached.]</p>	Please contact [REDACTED] directly	<p>The continuation of payment has been captured for the period 1 December 2020 to 31 March 2021 and it is a once -off payment. The claim has been paid in full and marked finalised</p> <p>Claim paid in full, finalized Last payment was collected on the 28 July 2021</p>
24	Claimant 24	[REDACTED]	<p>[REDACTED] submitted this information on behalf of [REDACTED] from Raithby, who does not have a computer.</p> <p>[REDACTED] has struggled to receive UIF unemployment (ordinary) benefit because his employer gave the incorrect ID number and he was not informed of this. Please see attached hand written note and personal documents submitted on [REDACTED] behalf.</p>	Please contact the individual directly	<p>The client alleges that the application was submitted in Somerset West LC. A request to retrieve the file from the LC has been forwarded to Ms Damons. The application has not been loaded on VO.</p> <p>No ID number</p>

25	Claimant 25	[REDACTED]	<p>I [REDACTED] - didn't year anything since April of my UIF case. I already apply 15 January 2021.</p> <p>25 April I stand in a queue for 6 hours, at Bellville labour department when we get to the front at 13:00 they put our names on a list and said they will phone us we must go home. When the lady phone me she said I am not registered. I tell her but I am registered 15 January 2021 already. She was cross with me and throw the phone down, and didn't phone me or the woman and man with me at all.</p> <p>Every month we are on time with our UIF payments, but when I have to claim I do not get paid or response from them. They do have all my documents.</p> <p>I do not know what to do next.</p> <p>My profile still said paid 11/02/21. But no payment in my account. Is there anything I can do?</p>	Please contact the individual directly.	The client was requested to submit the updated ui.19 as the employment history was not updated. The employment history has been updated and the claim has been processed. The payment was captured on 29 July 2021 for the period 16 January to 30 July 2021 Payment collected 02 Aug 2021
26	Claimant 26	[REDACTED]	<p>This is [REDACTED]</p> <p>I just need to know if a very stressful situation will be resolved, as my ex-</p>	Please contact the individual directly.	The claim has been approved and payment captured on 28 July 2021 for the period 3 to 10 January 2021 and a once- off payment. The claim has been marked finalised

			<p>employer, Company 3, is aware of the fact that I am an epileptic and stressful situations will give me seizures, relating to stuff I cannot handle by myself, I notice with my UIF profile under UIF contributions only shows my salary I earned under for December 2020, and the starting date January 2015 underneath that. As the UIF claims department says I must ask my ex-employer why my UIF contributions are not declared under my UIF contributions, I need to know will that also be solved regarding my application for my unemployment benefits.</p>		
27	<p><b>Claimant 27</b> (Received via WCPP Online survey and email)</p>		<p>My name , I'm an employee in the Western Cape. I was retrenched on the 31st of December 2020. I applied for my UIF benefits on the 14th of January 2021 via UFILING.</p> <p>For the last 5 months I have made over 70 Phone calls to the call centre to get feedback on my claim, every time I speak to a call centre consultant I get a different story, for example, my claim is with the admin department, then my claim is with the claims department, then I need to</p>	<p>[All documents to be forwarded to UIF]</p> <p>Please contact the individual directly.</p>	<p>The claim has been approved and payment captured on 29 July 2021 for the period of 1 January to 31 March 2021. Further payment will be processed by finance</p> <p>Payment collected on the 29 July 2021</p>

		<p>wait for 35 working days, then they can't tell me where my claim is, then the number I phoned (call centre) is out of service, then they can't find my claim or case number or ID number on the system. Then I get an email from the department requesting documents which I have uploaded 3 x already on the secure link that was provided to me.</p> <p>Then after 5 months I get an SMS telling me that my claim has been rejected. When I phoned the call centre they told me the reason for the rejection is because of outstanding documents which I have uploaded ALREADY.</p> <p>I have also e-mailed the requested documents: I please need my CLAIM to be approved so that I can get my benefits, it has been 5 MONTHS ALREADY.</p> <p>Attached, see latest email from UIF &amp; my response to them as well as my supporting documents attached. Please assist as I'm desperate.</p>		
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			<p>Case number: [REDACTED]</p> <p>CASE ID: [REDACTED] Request to send supporting documents</p> <p>ID Number: [REDACTED]</p>		
28	Claimant 28	[REDACTED]	<p>[REDACTED] was retrenched in December 2020 and submitted a claim via uFiling on 10 February 2021.</p> <p>ID: [REDACTED]</p> <p>Case Number: [REDACTED]</p> <p>My first follow up call was on 15 March 2021, at which point I was advised that I need to submit my UI.19 docs and salary schedule. The call centre agent emailed me a secure upload portal link, to which I uploaded the requested docs. I called back and it was confirmed that my docs were received and were being sent to the assessor.</p> <p>My next follow up was on 7 April, where the agent advised that the documents were NOT forwarded on as the agent said on the 15th of March, but that she did. On the 12th I received an email</p>	Please contact the individual directly.	The continuation of payment has been captured for the period of 1 January to 22 July 2021 with the next sign date of 22 August 2021

		<p>requesting my documents to be uploaded in PDF format (Needless to say that the files I uploaded initially was in PDF and I have emailed the exact same file I uploaded).</p> <p>My next call was on the 3rd of May where the agent advised me that I will get an answer by the 7th of May as that is when the 21 working days expired.</p> <p>On the 7th of May I called in, and was told that my docs were only submitted on the 14th of April, and as such I can only get an answer on the 14th of May.</p> <p>When I called in on the 14th, I was advised there were "open spaces" next to some of my previous employers from 2004 and 2008 (almost 15 years ago!!) and from there it was an uphill battle to get these spaces "closed" as the vernacular went. After numerous calls and holding on and being told "angaas" (actually said to me), I was assisted by a centre agent called Sydney [REDACTED] that managed to assist to get these "open spaces" closed.</p>		
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			<p>From there it was an uphill battle to get my claim approved. Finally on the 26th of May I spoke to an agent called Melissa that finally helped me to get my claim approved, and while we were busy with my Continuation of Benefits (COB) the line cut out. It must be noted that I did not receive a SMS or an email stating my claim has been approved, however after the call cut I called back a few times to confirm that my claim has indeed been approved and that my COB is sent to the paymaster. This is case [REDACTED].</p> <p>Once my COB was submitted I received a SMS stating my UIF pin and that it will take 5 (five) working days for the claim to be processed. on the 2nd of June 2021 I called back to follow up, and was advised that the SMS is incorrect, but that the correct working time is 7-10 working days. During this time I have called in a few times to ensure that everything is in order and that NOTHING IS OUTSTANDING.</p> <p>I then called in again on 9 June 2021 to follow up on the claims status, where I was told to wait until the following day</p>		
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			<p>and see if my claim was processed, and if not to contact back to query the status. I then called on the 10th of June (working day 11 from submitting COB) and then dealt with a very arrogant gent called Phumlani that came with all sorts of stories from I submitted at the incorrect time to his story changes that a COB takes 7-10 working days and then it takes 10-15 days, upon which I called him out. Long story short, he was to investigate the matter and revert back to me 30-45mins later. After 50mins I did not receive a call and then called in again and spoke to an agent called Osisisi, and she investigated and reverted that I needed to submit 3 months bank statements prior to me being retrenched, upon which I asked why it was necessary, upon which I was told it was due to my payout being over R25k (this fact is not mentioned anywhere in the FAQ nor anywhere on the DoL webpages) besides that, my next question was why, with me calling in daily, why this was not asked of me prior to the 10 working days expiring, and that question stumped everyone I asked (see last statement in previous paragraph).</p>		
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		<p>Needless, I did submit said statements and actually managed to get a confirmation email from Osisisi that statements had indeed been sent to the Admin dept. I was told this would take another 5-7 working days to which I said no, it has been dragged out too long. I requested a manger to assist me, but they were all either "busy" or in "meetings", but received promises that a manager WILL call me (a statement I have heard many times over the course of this daytime soapie).</p> <p>On Friday 11 June I called in again and was told that I needed to submit another COB, which I could not do as there was a time lock on the CoB, which is well, as it would have pushed the process out by another 10 working days at least. I then refused and called in again on Monday 14 June 2021 and was told by a call centre supervisor that "all is ok, but that Admin WILL email me that same day, to which I am still waiting for an email. The following day I called in AGAIN and was advised by agent called Malusi, and he aid "all is fine, but I spoke to admin and they will send me an email to confirm my</p>		
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		<p>details and to get my claim processed, to which I am still waiting for an email.</p> <p>I called in again on Thursday as nothing, and was told "Just be patient". On 18 June 2021 I called AGAIN, and was AGAIN told to resubmit the CoB, to which I refused as I was told THREE times by a call centre supervisor to not submit a new CoB until the current one is sorted out</p> <p>During this entire process, I cannot even begin to tell you how many times I got conflicting information or just ineptitude, and in some cases pure arrogance.</p> <p>Please sir, is there any way in which you can possibly assist in helping expedite payment of my claim that is approved and meets all the correct criteria with all relevant and requested documents submitted? I understand there is a backlog, but to wait 4.5 months for a claim that should, even with backlogs, not take more that two months to complete. We are now at 16 working days after my submission of CoB.</p>		
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			<p>Every time I call in it gets "escalated" or I will get a call back which never materializes, and nothing gets done. I have had confirmations on numerous times that everything is in order and that payment will be done "soon", but nobody can tell me when or what the actual status is. There is so much more to this that I have omitted, but all my calls have been recorded and is available from wherever the UIF call centre keeps their records.</p> <p>My family is in dire straits, and all I ask is assistance in getting my claim processed and paid out so that I can provide for them until I can find employment again.</p>		
29	Claimant 29		<p>I have applied for uFiling Benefits ahead of my retrenchment date which was 31 December 2020. I am still battling to secure work and am in desperate need of my UIF. I applied previously on 17 December 2020 and have heard nothing further. I have been battling for 6 months to resolve this, to no avail. As you can appreciate during these times,</p>	<p>Please contact the individual directly.</p>	<p>The employment history was updated and claim forwarded for processing. Application has been approved and payment captured 30 July 2021 for the period 1 January to 29 July 2021 with the next sign date of 31 August 2021</p>

			<p>work is scarce and I need to cover my bills, etc.</p> <p>I as well as Deputy minister Michael Bagraim have also emailed you both on numerous occasions. There was 1 document outstanding which was proof of my banking account which I submitted immediately'.</p> <p>Please can you urgently assist, as we are now mid-June 2021 and I haven't received anything?</p> <p>Case Number: [REDACTED]</p>		
30	Claimant 30	[REDACTED]	<p>My husband handed in his complete application via efileing on 13 March. All documentation was downloaded to the link the send us and from there nothing on his status has changed. He phones on a weekly basis and it started with we have to wait 35 days then phone again, then it was 27 days etc. etc. The last phone call they told him we will be getting a mail in 72 hours and that was two weeks ago. He was retrenched from Company 4. We are about to be evicted, can you please help us? His details are [REDACTED], ID: [REDACTED]</p>	Please contact the individual directly.	The payment has been captured on 26 July 2021 for the period of 1 July to 23 July 2021 with the next sign date of 23 August 2021.

31	Claimant 31	[REDACTED]	<p>I have been trying to claim for my UIF since November last year as I was retrenched in June last year. I have had no success what so ever, my constant phoning and emailing various departments has got me nowhere. I am a single mother trying to juggle university fees and I am needing my UIF money urgently. I really don't know who else to turn to as I have all the documentation from my company and there does not seem to be anything outstanding. Please could you advise or help.</p> <p>ID No. [REDACTED]</p> <p>[Documents attached: Application, Reference letter, Salary Schedule and Certificate of Service]</p>	Please contact the individual directly.	The applicant has been asked to resubmit the application. The first application was completed incorrectly. The applicant was informed through email on 27 July 2021.
32	Claimant 32	[REDACTED]	<p><b>23 June 2021:</b> I worked for Company 5 for 15 years. I retired on 30 October 2020, giving my late boss who passed away on the 3rd November 2020 a one months letter of Retirement, ending 30th October 2020. I left after 15 years with not a cent, and he refused to give me my U1-19 form ...unknown to me the reason being. I found out that I was never listed and eight months later I'm still waiting on</p>	Please contact the individual directly.	This matter is dealt with by Employer Audit Services

my UI-19 form from the pharmacy.  
[REDACTED], the labour inspector, has been asking them but no response and now apparently he's given them 14 days to respond or else he's going to do an audit. Just to let you know, there was no contracts, no payslips, and no payments for public holidays... It's taken eight months and to no avail. I opened uFiling, sent UI-49, UI-28 and then after all that, the labour department told me to start all over again from the start, as I'm still not listed.

**1 July 2021:** Latest story in connection with the UI-19 forms from Bantry Bay Pharmacy. Between the bookkeeper and [REDACTED], they are now after 8 months completing the form, as they were given 14 working to submit or face an audit on the pharmacy. I have spoken to Paul yesterday and he said he would be doing it and emailing it to inspector [REDACTED] [REDACTED] from the labour department. [I will have] 4 years gross salary soon. After that been done.

Is there any way you could assist me in anyway so that things run smoothly at

			<p>the labour department, so I indeed receive my UIF please.</p> <p>██████████ wanted me to send him a copy of my letter of retirement, which I have ... and feeding the department over all this time that I resigned ....so I sent ██████████ the copy of my retirement letter yesterday, as he knew very well that I retired.</p> <p>[Retirement letter attached]</p> <p>Case number: ██████████</p> <p><b>2 July 2021:</b> Is considering taking the case to CCMA for unfair labour practices</p>		
33	Claimant 33	██████████	<p>Need feedback and intervention. ██████████</p> <p>██████████ has tried to go in to the offices in Bellville but she has a spinal injury and wasn't able to continue standing in the queue.</p> <p>ID: ██████████</p>	Please contact the individual directly.	Illness claim to continue and the last payment has been captured on 27 July 2021 for the period 25 June to 23 July 2021. The claim has been paid in full and marked finalised
34	Claimant 34	██████████	<p>To date, I have still not received any feedback, nor any payments. It's now seven months since I made application online.</p>	Please contact the individual directly.	The claim has been approved and once off payment captured on 27 July 2021 for the period 26 March to 8 April 2021. The claim has been paid in full and marked finalised



After [REDACTED] email, stating that I should resubmit my UI-19 "as there may be something wrong with it" (and not telling me WHAT was wrong), I managed after several attempts, to get through to the call centre. I was told that the Salary Schedule was "not the correct form", and given a link to upload the correct one. I did this, managed to get through again, to check that it was received and was told that they now have everything they need and the application will be processed.

Two months later and numerous more unsuccessful attempts to get through to the call centre, I then went to the satellite UIF office in Simons Town. They took in all the hard copies of my forms and told me I would get an SMS within a few days, once they had re-processed everything, and that I should return in 2 weeks.





I returned in 2 weeks... only to be told that I should not have come, as I need to wait 35 working days for them to process the re-application. That will be sometime

			<p>in early August - 9 months after my initial application.</p> <p>To make it scarier, I encountered two more people in the queue, last week, in exactly the same circumstances as myself. Both retrenched in November (like myself - I was actually retrenched in your offices, in a mediation hearing held by [REDACTED]), both made online applications and neither of them have had ANY feedback, whatsoever. Carbon copies of my own situation!</p> <p>I am being lent money every month, to cover my rent and medical aid (I am on my own) and I have to pay this money back. I am absolutely desperate to get some relief from UIF, considering that I have paid into the fund for 30 years, without claiming.</p>		
35	Claimant 35	[REDACTED]	<p>My daughter was retrenched at the end of October 2020, having worked for the same company for over 5 years, and until now has not had a single payment from the UIF. Each time she phones she gets told either to resubmit her forms or that</p>	<p>Please contact the individual directly.</p>	<p>The claim has been approved and payment captured on 29 July 2021 for the period 1 April to 28 July 2021 with the next sign date of 28 August 2021.</p>

her claim has been escalated and to wait 10 working days. To date this has achieved absolutely nothing. On checking the status of her claim online she sees that the last date registered was 23 February 2021 even though she has been in contact many, many times since then, each time told to wait 10 working days.

In the last communication on 8th June my daughter was once again asked to resubmit her documents and also requested to submit a U19 form and salary schedule from her employer in 1997 (24 years ago). This medical practice is no longer in existence and dating that far back is surely irrelevant. It definitely seems to us as if they making it impossible to have a successful claim.

As you can imagine being without an income since October is becoming rather critical and [REDACTED] is becoming very despondent and is really concerned that she will not be able to meet her bond and medical aid repayments or other commitments. She has phoned the number of [REDACTED] on a number


			<p>of occasions only to have call not answered and message box full.</p> <p>We would be so grateful if you are able to give us any advice of who best to contact to get this matter resolved as soon as possible because as an ordinary member of the public one cannot get past the call centre stage.</p> <p>[Documents attached: Salary Schedule, Application, ID, Proof of Account]</p>		
36	Claimant 36	 	<p>My initial application online via ufiling was April 29th to which I received a response stating I would be contacted following 35 days. The 35 days passed hence I sent the first follow up email on May 13th to which I received the standard reply of receipt.</p> <p>Thus to date (24 June 2021) I have not received any other contact. Please contact me to inform me on the state of my application.</p> <p>ID: </p> <p>Case number: </p>	Please contact the individual directly.	<p>The client has been requested to furnish us with retirement policy through email on 27 July 2021. Documents have been received on 28 July 2021 and sent to assessor 28 July 2021 to process the claim.</p> <p>Payment collected 10 Aug 2021</p>

			<p><b>Update: 9 July 2021 (Email from [REDACTED] to Commissioner Bronkhorst):</b></p> <p>I applied via the U19 on line on the 28th March 2021, I received an automated response stating that someone will contact me in 35 days, this never happened. I tried numerous times calling to Pretoria office as well as the call centre without any success as the numbers stayed engaged.</p> <p>I then sent an email on the 13th of May and again on the 21st May to the labour email address, again I received an automated response.</p> <p>I urgently ask you for your intervention as I can't get answers via emails or telephonically from the labour department.</p>		
37	Claimant 37	[REDACTED]	<p>Has sent a few emails to the Social Relief Fund for R350 SASSA COVID Social Relief Grant, and from April, August, December, February, January, March and November, he was asked to produce a UIF and tax reference and did not receive an income at all.</p>	<p>Requested that the Procedural Office for the SC on Social Development forward this to the SASSA contacts.</p>	<p>The client resigned and due to that termination reason he does not qualify to claim for uif benefits and the claim has been rejected.</p>

			[Handwritten note attached]		
38	Claimant 38	[REDACTED]	<p>[REDACTED] was employed by Company 6 and retrenched in December 2020. We have tried to get UIF to pay out her UIF but always get the same answer it is with someone, and further no help from them.</p> <p>She paid UIF for 40 years and now they can't assist her.</p> <p>ID: [REDACTED]</p>	Please contact the individual directly.	The claim has been approved and payment captured on 29 July 2021 for the period 1 January to 28 July 2021 with the next sign date of 28 August 2021.
39	Claimant 39	[REDACTED]	<p>I submitted my claim in June. 17 June see response below and to date (9 July 2021) have received no further word or payments? Please can you assist me?</p> <p>Dear [REDACTED]. UIF: Mr/Mrs [REDACTED] [REDACTED] Your request for payment Case No: [REDACTED] has been received and will be processed within 5 working days.</p>	Please contact the individual directly.	The last payment has been captured on 21 July 2021 for the period 13 May to 23 May 2021. The claim has been paid in full and marked finalised
40	Claimant 40	[REDACTED]	I submitted all my documents to the Department of Labor in Somerset West on 24 December 2020. The official said I have to wait 8 weeks for the fund to pay out. If it does not happen I have to come back, nothing happened and I went back.	Please contact the individual directly.	Call log has been lodged for the reversal of payment on 27 July 2021. Client will be informed once payment is reversed, which has a 7-day turn around time.

			<p>Since then, I visit the offices every 2-3 weeks as they tell me to do.</p> <p>On the 1st of June 2021 I was there again and I had to go to the bank again for a state, because a re-application is then done.</p> <p>I returned on the 6th of June 2021 and asked for a progress report and I'm not sure, but it looks like the money was paid out on February 8th, 2021.</p> <p>This is the amount I need to get - R32 047,02</p> <p>I went to inquire at my deceased husband's bank and there was also no money paid in.</p> <p>I look forward to hearing from you.</p>		
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The following comments were received via the WCPP Online Survey:

<b>Su b no .</b>	<b>NAME</b>	<b>ID NUMBER</b>	<b>SUBMISSION</b>	<b>COMMENT</b>	<b>UIF COMMENT</b>
<b>41</b>	<b>Claimant 41</b>		<p>Non-TERS but UIF related claim:</p> <p>Applied in Woodstock on 6 December 2016.</p>	<p>Please contact the individual directly.</p>	<p>There is no record of application on Siyaya or VO. The last working day was 4 January 2015. There is no contact number for the client</p>

42	Claimant 42	[REDACTED]	<p>Non-TERS but UIF related claim:</p> <p>Date when claim was made: 4 June 2021</p> <p>Applied online.</p> <p>Claim reference number: [REDACTED]</p>	Please contact the individual directly.	The claim has been approved on 30 July 2021 and payment has been requested on 30 July 2021. The payment can be captured on Monday 2 August 2021 since the application was only approved today 30 July 2021
43	Claimant 43	[REDACTED]	<p>I submitted my UIF claim on the 15th March 2021 and am still waiting for my claim to be paid. I have phoned many times only to be put on hold and then the phone dies.</p> <p>Date when claim was made: 15 March 2021</p> <p>Applied via UIF Online Application</p> <p>Claim Reference number: [REDACTED]</p>	Please contact the individual directly.	<p>The claim has been approved on 26 July 2021 and payment captured 28 July 2021 for the period 17 March to 27 July 2021</p> <p>Payment collected 28 July 2021</p>
44	Claimant 44	[REDACTED]	<p>Date when claim was made: 31 January 2021</p> <p>Applied online.</p> <p>Claim reference number: [REDACTED]</p>	Please contact the individual directly.	<p>The claim has been approved on 28 July 2021 and payment captured on 29 July 2021 for the 1 January 2021 to 26 May 2021.</p> <p>Payment collected 02/08/2021</p>
45	Claimant 45	[REDACTED]	<p>Date when claim was made: 15 April 2021</p>	Please contact the individual directly.	The claim has been approved and payment captured on 18 June 2021 for the period 14 May to 17 June 2021. The client started working on 1 June 2021
46	Claimant 46	[REDACTED]	<p>Date when claim was made: 5 June 2021</p>	Please contact the individual directly.	The employment history has not been updated on Siyaya. An



			Applied in Bredasdorp		updated ui 19 has been requested from the client
47	Claimant 47		Date when claim was made: 15 January 2021 Applied in Goodwood.	Please contact the individual directly.	The claim has been rejected because the client did not provide copy of an id when applying. The client was contacted on number provided numerous occasions but without success
48	Claimant 48		Date when claim was made: 1 June 2021 Applied in Paarl.	Please contact the individual directly.	There is no application on the system and the employment history has not been updated. The documents has been requested from Paarl LC. An email was sent through to the DD:LCO to assist with this application
49	Claimant 49		Date when claim was made: 30 June 2021	Please contact the individual directly.	Claim processed and approved. Payment to be made on the 03 August 2021
50	Claimant 50		Date when claim was made: 1 June 2021 Applied in Fort Beaufort.	Please contact the individual directly.	Payment has been reversed due to failed bank verification. Remit is on hold. Client to submit UI.49 and UI.2.8 at his nearest labour centre in Eastern Cape, as this is not a Western Cape Client.
51	Claimant 51		Date when claim was made: 1 June 2021	Please contact the individual directly.	There is no application on the system and the employment history has not been updated. We are unable to contact the

					client as there is no contact details provided
<b>52</b>	<b>Claimant 52</b> (Submitted twice)	██████████	No other information available.	Please contact the individual directly.	The last payment was captured on 10 May 2021 for the period 9 April to 30 April 2021. The claim has been paid in full and marked finalised
<b>53</b>	<b>Claimant 53</b>	██████████	Date when claim was made: 9 March 2021  Applied online.  Claim reference number: ██████████	Please contact the individual directly.	The last payment was captured 14 July 2021 for the period 4 February to 1 June 2021. The claim has been paid in full and marked finalised