



Frequently Asked Questions:: COVID-19 Support To Licensees UIF and SARS



Question 1: Who is eligible to claim?

Answer

- Contributors, i.e. employers and employees who contribute to the UIF.
- The employer must have closed its operations, or part of its operations, as a direct result of the Covid-19 pandemic, for a period of three (3) months or less.
- The size of the employer's workforce does not matter. Special provisions of the memorandum of agreement apply to employers with fewer than 10 employees.
- The employee must have been in the employer's employ on 27 March 2020, and must have suffered, or will suffer, a loss of income as a result of the closure.
- The benefit may only cover the cost of salaries during the closure – it may not be used for other purposes.

Question 2: How much can you claim ?

Answer

- The benefit is determined according to sliding scales
- Employees may get a percentage of their salary but not the full salary amount
- For example For purposes of this calculation, the relevant salary amount is the maximum of R17,712 per month, per employee. Therefore: If an employee's salary is more than the maximum threshold amount of R17,712 – for example, R20,000 – the employee would not receive a percentage of R20,000, but would receive 38% of the threshold amount of R17,712. The maximum amount of the C-19 TERS monthly payment will therefore be the amount of R6,730.

Question 3 How Long will it take for the UIF to pay out

Answer: On a normal setup the payment usually happen within 2 to 4 days after successful submission of all the required documents and everything approved. During COVID-19 the period might be longer due to the volumes that will be experienced.

Question 4: How much do I pay for the services offered by the consultancy

Answer: The services that are offered by the consultancy are free of charge

Question 5: If have already submit a UIF claim, would the Consultancy be able to assist?

Answer : Yes they will be able to assist

Question 6 If have already opened a case with the SARS, would the consultancy be able to assist?

Answer : Yes they will be able to assist

Question 7: How would it differ, if I submit UIF and SARS matters by myself in relation to engaging the consultants to do it for me?

Answer : The consultants simplify the collation of documentation for complicated UIF and SARS matters. The consultants will be able to follow up on your matters with greater frequency. The consultancy would also have designated officials that they would be dealing with at the Department of Labour and SARS thereby the communications would be greatly facilitated in this regard.

Question 8: What if I have temporary employees, would I be able to submit a UIF claim on their behalf?

Answer: If temporary employees are not registered with the Department of Labour, they will not be able to access UIF benefits.

Question 9: What if I have already let my staff go at the commencement of the National Lock-Down, would I still be able to file a UIF application for them

Answer: You may submit an application for these employees, as the National Labour Department has not issued a directive on this matter as yet.

Question 10: What if my Head Office is based in KwaZulu-Natal and I have branches that are located outside the province, would I be able to claim for these employees in my KZN Submission?

Answer: You may include your staff that are based in other provinces in your KZN application as long as your license is held in KZN

Question 11: What if I hold a Liquor License and a Gambling Licence, how do I file my UIF applications in this regard

Answer: You will submit copies of your Liquor Licence as well as your Gambling licence and indicate which employees are to be processed in accordance to the licence that they are employed.

