



18.07.2021

Dear Employer / Statutory Body / Bargaining Council / Organisation

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

Following the announcement that Covid19 TERS will be extended to 25.07.2021 for certain sectors that have not been able to operate and employees that remain affected by regulatory restrictions. The gazetting of the confirms that Covid19 TERS benefits have been extended for certain categories of employees. However, coverage will not be identical for all sectors. The period of coverage will thus be as follows:

- Annexure A: Establishments listed in this annexure to the Direction will be able to claim from 16.03.2021 to 25.07.2021 or any period between the two dates depending on loss of income suffered by the employees.
- Annexure B: Establishments listed in this annexure to the Direction will be able to claim from 28.06.2021 to 25.07.2021 or any period between the two dates depending on loss of income suffered by the employees.

Please see attachments for Annexure A and B listing.

[A qualifying employer, may claim Covid-19 TERS benefits, on behalf of affected employees, for the extension period as stated above.](#) The UIF will communicate to all employers on the opening of the online portal for Covid19 TERS claim for the new payment iteration period.

The new direction covers the following categories of employees:

- [Employees who are on temporary lay-off or Reduced Work Time within *those sectors* that have not been able to operate due to regulatory restrictions as per direction issued.](#) Annexure A and B of the attached Direction lists the businesses / business activities within the major economic sector that qualify for relief under the extension of Covid19 TERS. (*Employer will be required to provide their business' Sector Industry Classification (SIC) to allow UIF to verify eligibility*) as was done for iteration 7 and 8.
- [Who were Employees \(in all sectors\):](#)
 - [required to self-isolate or quarantine to prevent the spread of Covid19](#)
 - [Age of 60 and above and who could not be reasonably accommodated in the workplace \(Certified copy of identification showing date of birth to determine eligibility is required to be uploaded and provided only for Foreign Nationals\)](#)
 - [With co-morbidities and who could not be reasonably accommodated in the workplace](#)

Note:

Affected employees who do not fall into the above categories and are therefore *not eligible* to receive TERS benefits under the extension conditions, are able to access relief under the UI Act section 12 (1B), should they have credits available. The Direction makes provision for the UIF to determine benefits payable in the same way that TERS was calculated, i.e. benefits (calculated utilising the sliding scale) will be payable in full providing that, when added to what an employee earned in the period, the two together do not exceed their normal salary. [Employees who claim will however require credits to be eligible and will utilise their credits by claiming under](#)



this process. Further, please note UI Act Claims are not subjected to the minimum wage check, thus employees can be paid below the minimum wage, based on their normal earnings. Employers can apply, on behalf of their employees, utilising the bulk application spreadsheets and processes as previously communicated. Benefits will be paid directly to employees in line with the UI Act.

HOW TO APPLY FOR THE TERS EXTENSION BENEFITS

The application process remains the same for the previous period and all claims must be lodged via the online portal. As with previous claim processes, to apply for the extension period, employers are required to upload the following documentation:

- Signed approval / acceptance letter
- Bank Confirmation Letter (current)
- Proof of payment to employees for previous benefits claimed & received for the prior period (e.g. EFT, payroll report, pay recon)
- Refund to the UIF (if applicable).
- Letter of authority

First time applicants

If you have not yet claimed for Covid19 TERS benefits, then you need to urgently activate your profile online, following the instructions to electronically sign the MOA and Letter of Undertaking, and upload bank confirmation letter.

NEW CATEGORY APPLICATION PROCESS

To effectively assess and process the claims under the conditions stipulated by the TERS Extension Direction, the UIF has had to make some adjustments to the online portal and the associated application processes. Please take careful note of the details below, including **method of capturing claims** and supporting information and documentation required to be provided.

The 4 categories of eligible employees are given claims codes, which are:

Claim Code 1	Business establishment in Annexure B from 28. 06.2021 to 25.07.2021.
Claim Code 2	Business establishment in Annexure A from 16.03.2021 to 25.07.2021.
Claim Code 3	Employees aged 60 and above, and who cannot be reasonably accommodated at work
Claim Code 4	Employees in isolation and quarantine to prevent the spread of Covid19
Claim Code 5	Employees with co-morbidities and who cannot be reasonably accommodated at work



Development of the online portal continues, and we request your patience as we phase in application processes for some of the more complex claim codes which require the addition of supporting information and documentation. We draw your attention to the following:

CLAIM CODE	CAPTURE METHOD	CLAIM WINDOW OPENS (Employees with SA ID)	CLAIM WINDOW OPENS (Foreign Nationals)
Claim Code 1	Revised CSV template (upload) Direct/manual capture on portal	19.07.2021	19.07.2021
Claim Code 2	Revised CSV template (upload) Direct/manual capture on portal	To be communicated	To be communicated
Claim Code 3	Direct/manual capture on portal	To be communicated	To be communicated
Claim Code 4	Direct/manual capture on portal	To be communicated	To be communicated
Claim Code 5	Direct/manual capture on portal	To be communicated	To be communicated

EMPLOYEES QUALIFYING FOR BOTH CLAIM PERIOD (Annexure A and Annexure B)

An employee in employment with certain business establishments, such as hotels which operate large conferences for example, could be entitled to receive Covid19ters under annexure A and B periods. Therefore, if this applies to your establishment, kindly lodge the claim for these specific employees under annexure A (16.03.2021 to 25.07.2021). The date for lodging these claims under code 2 will be communicated as soon as possible.

An employee ID / FOREIGN number cannot be repeated in Claim 1 and 2. Both PAYMENT periods must have unique Employee ID / Foreign numbers. This could cause delays in your processing AND will have to be managed manually.

An example of such establishment, could be accommodation having both venues for hire and bed and breakfast services. Therefore, in this instance, please manage the process and apply UNDER annexure A, if these employees qualify for a longer period (16.03.2021 to 25.07.2021)



APPLICATION INFORMATION

To accurately calculate benefits, the UIF relies on the Employer to capture the claim details correctly. To guide you in this process, please take careful note of the following critical data fields which have significant impact on benefit value paid out. It is the Employer's responsibility to capture the claim accurately and to reconcile the benefits paid, once received, to ensure that any overpayment is determined and such overpayment monies refunded to the UIF, in line with the requirements of the MOA.

Lockdown Period

The lockdown period is from 16 March 2021 to 25 July 2021 for sectors listed in Annexure A and for non-sector based claims (vulnerable employees) and 28.06 2021 TO 25.07.2021 for sectors listed in Annexure B. Therefore, a date NOT earlier than start date or later than the end date will be accepted on the system. However, any dates within that range will be accepted. For example, loss of earning was restricted to a 14-day quarantine period, then insert start and end date of quarantine, i.e.: 16.03.2021 – 31.03.2021. Or, where the individual's temporary lay-off or reduced work time was limited to a specific month, e.g.: 1 - 31 May 2021.

Ensure accurate selection when capturing the lockdown period dates as benefits will be calculated on the selected number of days.

Monthly Salary

Regardless of the lockdown period being claimed (even if for the full two-and-a-half months' extension lockdown period) you must only enter the **normal monthly salary** for the employee. DO NOT alter/extrapolate this value to meet the cumulative lockdown period.

Where a difference exists between the monthly salary provided with the claim, and what is recorded as an average salary in the Siyaya system, the calculation will be based on the lower of the two values. However, the UIF will for the purposes of the TERS extension period calculate an "average" salary of the contributor by looking at the six months' period 1 Oct 2019 – 31 March 2020, rather than only March 2020 as was previously utilised.

Remuneration earned for hours worked (excluding leave income and advance)

Unlike monthly salary, this column **must reflect the full lockdown period's cumulative remuneration**. The remuneration earned **for the entire period** must be stated. For example, employee earned R3000 in last two weeks of March plus R10000 earned in April and R0 remuneration in May then the total amount to be entered into this column is R13 000. If employee did not work, then the value entered should be zero (0).

Users are reminded that advances, ex gratia payments, or income related to annual or other leave, should be excluded.

PAYMENT MODE:

The UIF has taken a decision to Covid19Ters benefits directly into bank accounts of employees. Therefore, employers are requested to state payment medium as 1 (on the CSV and the direct capturing process) and insert the correct banking details of each employee. The banking details will be subjected to verification and if a perfect match of employee's details to banking details is received then payment can be made. If no match



employment & labour

Department:
Employment and Labour
REPUBLIC OF SOUTH AFRICA



can be made, the verification process will indicate as rejected and no payments will be transferred until banking details are corrected by the employer.

However, if the employer has given the employee an advance or utilised leave income to pay employees during the lockdown period, the employer can request payment to employer and state payment medium as 2 on the CSV file and on direct capturing process.

The portal will require you to make a selection from one of the following:

	QUESTION_ID	QUESTION_DESC	CREATEDBY
▶ 1	1	Employer has paid Advance payments to Employees during this period of lockdown	TERS 3.0
2	2	No Payments are made to Employees during this period of lockdown	TERS 3.0

If the employer ticks 1, then the employer is expected to Upload Proof of Advance Payment made to employees. This is mandatory. Failure to submit such proof will render claim unpayable.

APPEAL PROCESS

All Sector appeals approved for iteration 7 and 8 will be carried over to 28.06.2021. No need to lodge a new claim. 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
- 28.03.2021 to 25.07.2021 (Annexure B) depending which period you wish to claim for depending on the loss of income suffered by the employees.

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 for consideration by UIF. The process for submission, including required documentation will be communicated once the TERS portal is open for that iteration period (Annexure A)

NON – SECTORS CLAIMS

The application process for non–sectors claims, i.e. those for vulnerable employees or those who've had to quarantine or self-isolate due to C19, remains the same as for the previous iteration periods, which is:

When you select to apply for non–sector based claims (TERS claims for 60 and above, comorbidities and isolation / quarantine.)

- **There will be a dropdown box on the on –line portal for non-sector claims and employer must select:**
 - **Yes --- employer registered with NIOH and declared their employees**
 - **No -- employer NOT registered with NIOH and THUS their employees are not declared (therefore kindly visit <https://ohss.nioh.ac.za> for registration and declaration)**
 - **Thus, system will not accept if not registered with NIOH**
- **Further, when the ID is captured and no record is found, then that ID is not accepted with an error message (NO record can be found on NIOH)**



employment & labour

Department:
Employment and Labour
REPUBLIC OF SOUTH AFRICA



- *Thus, system will not accept if not registered with NIOH*
- *Thus, employers are requested to declare their employees per identification (SA IDs and Foreign national number)*
- *Further, copy of asylum seeker document to be uploaded per foreign nationals --- to prove date of birth*

Queries:

Should you have any further queries, or require assistance, please contact Call Centre on 0800 030 007. Your understanding and co- operation is highly appreciated.

Regards
Unemployment Insurance Commissioner