



UIF Connect is here to assist you through your entire claim, and to make it as easy as possible. We are an online Agency that handles everything online via the Ufiling portal.

UIF Connect is not affiliated with the Department of Labour and cannot be held liable for any decisions made by the Department of Labour regarding your claim, we cannot be held liable for any payment amounts or non-payments made by the Department of Labour as a result of incomplete information supplied by you or any other persons.

Before you sign up for our services and make any payments to UIF Connect please ensure that you are eligible to claim and that the following does not apply to you. You cannot claim:

- ✓ If you have not been contributing to UIF.
- ✓ If you are the Sole Proprietor of a company.
- ✓ If you still receive 100% of your salary whilst on maternity leave.
- ✓ If you have claimed other UIF benefits in the last 4 years (excluding maternity)
- ✓ If your baby is older than 12 months.
- ✓ If your illness termination date is older than 6 months.
- ✓ If you do not have a South African barcoded ID

SERVICE AGREEMENT

I understand that:

- ✓ Once a claim has been submitted to the Department of Labour the processing of the application is up to their discretion.
- ✓ UIF Connect has no control over approval and payments and can only give feedback as received by the Department of Labour. Feedback is provided bi weekly.
- ✓ The Department of Labour cannot accept applications later than 12 months after the birth of a baby, the date of retrenchment or retirement, or if your illness start date is over 6 months.
- ✓ It is the responsibility of my current and past employers and not that of UIF Connect to update my employment records with the Department of Labour.
- ✓ UIF Connect cannot be held responsible for any delays due to incomplete employment records.
- ✓ UIF Connect can only start with the follow up process once your employment records are up to date at the Department of Labour and four follow ups will be done. It is my responsibility to continue with the follow ups thereafter.
- ✓ UIF Connect cannot be held responsible for any system errors or back logs at the Department of labour.
- ✓ UIF Connect is an online Agency, follow ups are done telephonically and all feedback is sent via email to the email address provided by yourself.
- ✓ UIF Connect will only liaise with the applicant and no 3rd party parties whatsoever. This is to protect our client's confidentiality.
- ✓ Our office hours are from 9am to 3pm.
- ✓ All forms must be scanned and emailed through to UIF Connect.
- ✓ All correspondence is done via email.

UIF Connect will charge a once off fee of R850 and we will do the following:

- ✓ We will supply you with the forms that you need for your claim

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- ✓ We will register your claim online via U filing on your behalf and assist with the process
- ✓ We will check all forms which you completed for any errors and gaps to avoid any delays with submission at the Department of Labour.
- ✓ We will follow up with the Department of Labour regarding the progress of your claim.
- ✓ We will answer all your questions as they arise.
- ✓ We will file the continuation of payments on a monthly basis to the Department of Labour until the value of your claim has been paid in full, as long as payment dates and amounts are communicated to us

Banking Details

A once off fee is payable for the full service.

We do not charge commission on the value of your claim and claims are paid directly into your own Bank Account. No claim can be processed without receipt of full payment of our service fee.

UIF Connect

First National Bank (Gold Business Account)

Branch Code: 250655

Account number: 62676556510

REF: Your ID Number

Refund Policy

Please ensure that you take note of the following:

- ✓ No refunds will be made if your documents were sent to us after the 12 month cut off for Maternity and Unemployment and 6 months for Illness.
- ✓ If you decide not to claim anymore for any reason whatsoever or if you realize that you are not eligible to claim.
- ✓ No refunds will be made for delays on your claim due to delays or back logs at the Department of Labour.

I hereby agree to the terms and conditions contained in this agreement:

SIGNED and EXECUTED at _____ (Place)

on _____ (Date)

_____ (Signature of Applicant)

POWER OF ATTORNEY

I, the undersigned

Name and Surname: _____

ID number: _____

hereby appoints UIF Connect, as my lawful agent, in managing and transacting my UIF claim.

This is in terms of Section 25 of the Unemployment Insurance Act 63, of 2001.

I hereby authorise UIF Connect to:

- ✓ Assist with all paperwork for my UIF forms to the Department of Labour
- ✓ Make all necessary enquiries in relation to my application.
- ✓ Assist with sending any outstanding documentation on my behalf.
- ✓ Request the Department of Labour to reset my password and/or username on my Ufiling account
- ✓ Request the Department of Labour to change the email address on my Ufiling account to one requested by UIF Connect.
- ✓ Request my ID to be unlocked by the Department of Labour

SIGNED and EXECUTED at _____ (place) on _____ (date)

Signature of applicant

