UIF Connect is a registered online Agency here to assist you through your UIF Claim process and make it as easy as possible.

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 due to 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 75% or more of your salary while on maternity leave.
* If you have not been employed for at least 13 weeks, in the 52 weeks immediately preceding your date of application for a maternity claim.
* 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.
* If you are currently working (part-time, contract, or full time)
* If you are still active on any type of payroll.

**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.
* 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 cannot be held responsible for any system errors or backlogs at the Department of Labour.
* UIF Connect is an online Agency.
* 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. No photos will be accepted
* All correspondence is done via email.
* All documents and my bank account must be in my legal married name, if applicable to me.
* After consultation, and once the claim has been submitted, the applicant must submit supporting documents to UIF themselves, via email. UIF Connect will provide templates and support.
* **Clients will need to follow up on their submitted claims directly with the Department of Labour – unfortunately, due to new legislation, we cannot do that for you and all communication with Labour would need to be done by the applicant themselves. This can be done via email or telephonically to their call center.** UIF Connect will provide templates and support.

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

* We will supply you with the forms pertaining to your claim
* We will register your claim online via U filing on your behalf (This is a **FREE** service that we provide as part of our consultation package)
* We will check all forms you completed for any errors and gaps to avoid delays with submission at the Department of Labour.
* We will advise if any additional forms are required for your specific claim. This can be related to older employers or anything else you might not be aware of.
* We will answer all your questions as they arise.
* We will support and guide you through the entire process.
* Once the claim is submitted, we cannot provide continuous feedback on your claim status, as you would need to follow up with Labour directly. We can provide support and advice.
* We will file the continuation of payments monthly once your claim has been approved by the UIF Department, until the value of your claim has been paid in full, if 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 consultation 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 realize that you are not eligible to claim.
* No refunds will be made for delays on your claim due to delays or backlogs 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 and forms for my UIF claim to the Department of Labour
* Access my employment history in order to provide accurate information.
* Access my online profile in order to provide consultation in relation to my application.

SIGNED and EXECUTED at \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (place) on \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (date)

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Signature of applicant