



# UNDERSTANDING THE COVID-19 TEMPORARY EMPLOYEE SCHEME (TERS)

The COVID-19 Temporary Employee / Employer Scheme (C19 TERS) assists employers in paying a portion of employees' salaries for five months (April, May, June, July, and August 2020) in cases where the employer had to close operations (completely or partially) due to the national lockdown. This fund is ultimately for employees who were employed but not working during the national lockdown. The most important thing to ensure is that your employer confirms they applied for TERS on your behalf.



## WHO CAN APPLY FOR C19 TERS, AND HOW CAN I CHECK THE APPLICATION?

Employers should make applications on behalf of their employees online at [uifecc.labour.gov.za/covid19/](http://uifecc.labour.gov.za/covid19/). These employers have to show that had to close operations (completely or partially) due to the Covid-19. This means you continue to be employer, but are not working. This is not the same as being unemployed. Employers should apply as soon as possible.

You can check the status of your employer's application online with the Payment Status tool: [uifecc.labour.gov.za/covid19/paymentStatusJsp](http://uifecc.labour.gov.za/covid19/paymentStatusJsp). You will need the exact identity number your employer applied with (they should write it out for you) . Once you check online, you may encounter one of these three messages:

1

**"NO EMPLOYEE FOUND"**

This could mean you entered the wrong identity number, there was an error with the application, or your employer did not apply. Confirm with your employer that you entered the correct number and that they applied. They should follow-up with the Department by contacting the UIF Call Centre. If you believe your employer did not apply on your behalf, contact the UIF Call Centre (0800 030 007) or go to the nearest Labour Centre.

2

**"PAYMENT PROCESSED"**

Payment has been made, most likely to your employer. They may only receive payment 7 to 10 days after the initial payment. Thereafter, employers should pay the employee within 48 hours of receiving the payment. If you have not received the benefits you should speak to your employer. Contact the UIF Call Centre with concerns (0800 030 007).

3

**"APPLICATION NOT PROCESSED YET"**

The application has been received and it is still being processed. If this does not change, your employer should follow-up with the UIF Call Centre (0800 030 007).



## WHAT IF MY EMPLOYER DID NOT APPLY ON MY BEHALF?

If your employer did not apply on your behalf, contact the contact UIF Call Centre for assistance as soon as possible. You may need to lodge an individual application for C19 TERS benefits online at [www.ufiling.co.za/ufif/](http://www.ufiling.co.za/ufif/). Select “Employee Applications”. The Employee Application User Guide is available online at: [www.ufiling.co.za](http://www.ufiling.co.za).



## WHAT IF MY EMPLOYER IS NOT FOLLOWING UP ON MY APPLICATION?

An application may be delayed for various reasons but if you employer fails to follow-up on the application, contact the UIF Call Centre (0800 030 007) or approach the nearest Labour Centre for assistance.



## CAN NON-SOUTH AFRICAN EMPLOYEES BENEFIT?

Yes, as long as you have the right to work in South Africa. Your employer should apply on your behalf using the identity document that gives you the right to work in South Africa (passport + relevant visa, asylum seeker visa, refugee status, refugee ID). They may need to submit additional documents, and should make sure you are registered online with uFiling. Employers can contact the UIF Call Centre for help with applications made on behalf of non-South African employees.



## I AM A NON-SOUTH AFRICAN. MY SOUTH AFRICAN COLLEAGUES HAVE BEEN PAID BUT I AM STILL WAITING. WHY?

Applications may encounter delays for various reasons. The most important thing is that your employer confirms they have applied on your behalf, and they are following up on the application.



## I DID NOT PAY UIF. CAN I STILL BENEFIT FROM C19 TERS?

Yes. Even if you your employer did not deduct UIF from your paycheck, they can and should still apply on your behalf.



## I HAVE MORE QUESTIONS. WHO CAN I ASK?

Call the UIF Contact Centre (0800 030 007) or visit the nearest Labour Centre.