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Mr Teboho Maruping
Commissioner: Unemployment Insurance Fund

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Dear Sir

SAICA REQUEST FOR URGENT ASSISTANCE

The South African Institute of Chartered Accountants (SAICA) is the home of chartered accountants in South Africa – we currently have over 44,000 members from various constituencies, including members in public practice ($\pm 30\%$), members in business ($\pm 50\%$), in the public sector ($\pm 5\%$), education ($\pm 2\%$) and other members ($\pm 13\%$). In meeting our objectives, our long-term professional interests are always in line with the public interest and responsible leadership.

SAICA has received numerous complaints with regards to the new UIF website. We have taken the liberty to raise this concerns via our letter.

The UIF website was unavailable from approximately 1 March 2019. The Communications Department provided feedback that the Fund was undergoing modernisation. When the website went live numerous problems were identified. It is of great concern to us as the employers who utilises the website are mainly smaller entities that do not file via SARS.

The UIF reached out to SAICA and we had a fruitful meeting on 4 April and again on 29 April but unfortunately, despite assurance that the data will be corrected, the website is still not working.

The practical problems experienced include the following:

- data from employees were not loaded on the new system,
- should an employer want to submit a return they need to capture all the information for the past five years from 1 January 2014. This is leading to immense frustration as smaller businesses does not always have this information on hand plus it is rework of data already submitted,
- accountants are charging their clients for this labour intensive re-work of data that was submitted, therefore it has a huge cost implication for these smaller businesses,
- employees / ex-employees that needs to claim against UIF cannot due to the fact that data is not uploaded and therefore it seems as if employers are not complying,

- employers that submit payment of UIF via SARS cannot update employee information on the system,
- employers want to comply but cannot and are scared of being charged interest and penalties for non-submission of returns.

We would appreciate your urgent response as well as communication to the employers on the way forward to ensure compliance with the legislation.

Please let us know whether you would like to engage and discuss further.

Yours sincerely,



Juanita Steenekamp (CA (SA))
Acting Senior Executive: Corporate Reporting