



CIRCULAR NO: 04/2011

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NOTICE TO ALL EMPLOYERS

MIBCO SYSTEM CHANGES

As you are aware MIBCO had implemented certain system changes in order to ensure sustainability into the future. Unfortunately, like all similar system changes, we encountered certain challenges which impacted on the service delivery from MIBCO.

MIBCO is committed to improve and rectify this as a matter of urgency.

To this extent MIBCO has earmarked the following staff members in the respective regions in order to assist with the queries raised and it is **strongly recommended that all queries are forwarded to the contact persons below via email so that a complete audit trail can be kept of each and every query raised.**

Freestate Region

Chris Roodt
Tel: 051 409-4001
Email address: FS>ReturnsQueries@mibco.org.za

Northern Region

Casper Gelderblom
Tel: 012 362-2988
Email address: NP>ReturnsQueries@mibco.org.za

KZN Region

Marlene Small
Tel: 031 205-1266 / 031 205 6196
Email address: KZN>ReturnsQueries@mibco.org.za

OR

KZN Region

Ranjith Sewpersad
Tel: 031 205-1266 / 031 205-6196
Email address: KZN>ReturnsQueries@mibco.org.za

Western Province Region

Jacqui Howells – Regional Credit Control Officer
Tel: 021 948 6400
Email address: WP>ReturnsQueries@mibco.org.za

Highveld Region

Stoffel Nqokoane
Tel: 011 369-7775
Email address: HV>ReturnsQueries@mibco.org.za

Eastern Province Region

Sandra Robson
Tel: 041 364-0250
Email address: EP>ReturnsQueries@mibco.org.za

Should the query not be resolved in the region, the region will allocate a reference number and the matter will be escalated to MIBCO Shared Services Centre in Randburg for further attention and resolution.

Please note that you are kindly requested to contact the identified staff members for your region as only these individuals will be able to assist per region.

We would like to re-assure all concerned of our commitment in order to assist in returning all operations back to normal as a matter of urgency.

Yours sincerely

MR WF SCHRÖEDER
COO