



**DATED: 20 March 2020**

**TO: ALL PARTICIPANTS IN THE MOTOR INDUSTRY**

**NOTICE: MIBCO URGENT BUSINESS CONTINUITY PLAN DIRECTIVE IN DEALING WITH COVID 19**

The President of South Africa in his speech dated the 15th March 2020 has declared COVID-19 a Global pandemic and a state of disaster. This was followed by an increasing news and concern regarding the COVID-19 and saw huge increase in numbers of South African's testing positive.

MIBCO would like to ensure its Employees, Clients and Stakeholder that it is closely monitoring the developing situation.

As part of our plans to protect our staff, our clients and ensure continuity of service, we are informing you that we have instituted the following measures with immediate effect:

- Client Services departments will not allow walk-in clients effective immediately.
- Members may submit their request via email or telephone.
- Walk in members who visit the respective client service offices, will be required to deposit their documentation in a repository bin/ box provided.
- MIBCO has suspended all none essential travel or visits by its staff. This includes routine inspections at employer establishments.
- MIBCO will not allow any confirmed, infected staff members in its premises.

What is crucial, is that we recognize the dynamic nature of COVID-19 as well as the uniqueness in every client situation.

Good to Great Together

MIBCO will continue monitoring the news and other reliable sources of information closely and will adapt its protocols as required to ensure that we provide service whilst considering the well-being for our clients, employees and stakeholders.

## **CONTACT WITH MIBCO**

In order to aid efficient provision of service, the following requirements when submitting various claims to MIBCO client services will apply:

### **1. Form & documents for Pension Withdrawal/ Retrenchment/Retirement**

- ID copy certified by commissioner of oath.
- Tax number
- Bank confirmation stamped by the bank.
- Retrenchment letter from employer.
- When you want to transfer your funds, page 6 - 8 to be completed by the new receiving fund. (e.g. Old Mutual, Liberty etc.)
- Forms from page 3-4 by member.
- Page 5 (certificate of service) by employer.

### **2. Form & documents for ill health**

- Page 1, 2, and 7 to be completed and signed by member.
- Pages 8 – 12 to be completed by Employer.
- Page 4 – 6 to be completed when transferring to a new receiving fund (e.g. Old Mutual, Liberty etc.)
- Page 13 and 14 to be completed and signed by the attending doctors.

- All medical reports to be submitted with the claim.
- ID copy certified by commissioner of oath.
- Tax number
- Confirmation of banking account details, stamped by the bank.

### **3. Form and documents for death claim**

- Death certificate and copy of ID Document of the deceased, certified by commissioner of oath.
- Copy of ID Document of the claimant and birth certificate of the children if applicable, certified by commissioner of oath
- Dependants over 18 years of age must submit their own claims.
- Marriage certificate certified by commissioner of oath or court.
- When you are divorced, divorce order or settlement agreement.
- Tax number of the deceased.
- Letter of authority from court.
- Customary marriage - page 9 of the claim forms to be completed and signed by the family of the deceased, an affidavit to confirm the relationship and a copy of ID Document certified by commissioner of oath.
- Bank statement of the claimant.
- Page 1 - 3 to be completed and signed by the employer.

- Page 4 - 9 to be completed and signed by the claimant e.g.: wife, children, and / or beneficiaries mentioned on the beneficiary nomination form from the employer and any supporting documents.

## **ROUTINE INSPECTIONS**

- Visits and routine inspections of employer establishments are suspended with immediate effect.
- Telephone contact is advised and recommended.

**YOU MAY CONTACT MIBCO AT ON 0861 664 226 or Email [Prov@mibco.org.za](mailto:Prov@mibco.org.za)**

The MIBCO Team

