

DATED: 22 AUGUST 2024

TO: ALL EMPLOYER PARTICIPANTS IN THE MOTOR INDUSTRY

NOTICE: STEP-BY-STEP PROCESS TO REGISTER ON THE MIFA MOBILE APP.

In preparation for the impending Retirement Fund Two-Pot system that will be effective on 01 September 2024, the Motor Industry Fund Administrator (MIFA) launched mobile software applications for members of the Autoworkers Provident Fund and Motor Industry Provident fund, to register and request services. The MIFA Mobile App is now live and available at the App Stores, both for Android and IOS (Apple).

Below is a video link and a step-by-step guide on how to register on the MIFA App and make claim applications, among other things:

1. Registration video:

[Click here to view the registration video.](#)

2. Step-by-step guide:

Refer to the brochure below for the step-by-step process to register on the MIFA App.

- An email and mobile SMS message will be sent to the liable person to sign-up and login.

A user guide on how to maintain employer information on the Employer Portal can be viewed or downloaded from the MIBCO website, www.mibco.org.za ⇒ [Quick Links](#) ⇒ [MIBCO Bulletins](#), or by clicking [here](#). The user guide is also available in the menu of the **Employer Portal**.

Related circulars will follow for the liable person to use the **Employer Portal**.

STEP BY STEP MIFA App Member Journey

No smartphone?

If you are a South Africa citizen, visit MIBCO (Motor Industry Bargaining Council)



Foreign National?

If you are a Non-South African, with or without a smartphone, please visit MIBCO

To register:

1. ID/Passport
2. Tax number
3. Bank details

HOW TO REGISTER

- 1  **Download** the app from your App store
- 2  **Home Page:** Once downloaded, open the app
- 3  **Welcome & Register:**
South African: Enter you ID
Non South African: Enter your Passport Number
Complete the Registration
- 4  **Identity Verification:**
Capture selfie
- 5  **Contact Details:**
Enter your details
- 6  **Capture Bank Details:**
Enter your bank details
(Bank account where your salary is paid into)
- 7  **Enter your Tax Number**
- 8  **Password Creation:** Create your unique password
- 9  **Confirmation of Registration:**
Received via the App
- 10  **Dashboard View:** Overview of your Fund Portfolio

HOW TO ACCESS YOUR FUNDS

Once registered, you can view your statement and access your funds by logging into the app

- 1  **Log In:**
Enter your details
- 2  **Dashboard:**
An overview of your financial portfolio
- 3  **Savings Withdrawal:** Click on the button at the bottom of the page, in the centre
- 4  **Withdraw button:**
Click on this button and view the total amount available to withdraw
- 5  **Enter the amount** you would like to withdraw and press Next
- 6  **Benefit counselling:**
Accept the Terms & Conditions to make the transfer
- 7  **Bank Details:**
Confirm your bank details
- 8  **Successful Withdrawal:**
Receive confirmation via the app that your withdrawal is complete

You can reach out to the following institutes should you require more information:

MIFA:	
275 Kent Avenue, Ferndale, Randburg, 2125 Private Bag X10095, Randburg 2194 (011) 561-9300	
Email: query@mifa.org.za . www.mifa.org.za .	
MIBCO:	
EASTERN CAPE REGION P.O. BOX 7270 PORT ELIZABETH 6055 TEL: (041) 393-3600 Enquiries: Mr L. Palmer Mibco.EC@mibco.org.za	KWA-ZULU NATAL REGION P.O. BOX 10230 ASHWOOD 3605 TEL: (031) 274 0644 Enquiries: Mr S. Nyuswa Mibco.KZN@mibco.org.za
FREE STATE / NORTHERN CAPE REGION P.O.BOX 910 BLOEMFONTEIN 9300 TEL: (051) 409-4000 Enquiries: Mr Q. Ndukuya Mibco.FSNC@mibco.org.za	HIGHVELD REGION P.O.BOX 2578 RANDBURG 2125 TEL: (011) 369-7750 Enquiries: Mr S. Nyuswa highveldregion@mibco.org.za
NORTHERN REGION P.O.BOX 13970 HATFIELD 0028 TEL: (012) 362-4801 Enquiries: Mr N. Sotsaka Mibco.NR@mibco.org.za	WESTERN PROVINCE REGION P.O.BOX 17 BELLVILLE 7535 TEL: (021) 941-7300 Enquiries: Mr B. Jacobs Mibco.WP@mibco.org.za