

**DATED: 04 APRIL 2025**

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

**NOTICE: USE OF THE MIBCO SELF-SERVICE PORTAL AND APPLICATIONS**

This notice aims to guide employers on how to register and use the MIBCO Self-service Portal (Portal) and the applications therein:

In 2024 MIBCO introduced a web-based portal with an application for employers to maintain employee information and be compliant with the Pension Fund Act and MIBCO Administrative Collective Agreement.

The portal has since been enhanced with advanced security features and the introduction of a new application for employers to use. Two applications are now available on the portal, namely:

1. The Employee Personal Information Application (EPIA).

Where employers can update their employee's information to comply with the Pension Fund Act and the MIBCO Administrative Collective Agreement.

This application was previously known as the Liable Person application.

2. The Customer Service Application (CSA).

Where employees and employers can –

- submit Provident Fund claims;
  - submit Sick Accident and Maternity Fund claims;
  - submit Additional Holiday Pay Claims; and
  - log enquiries and complaints
- as a convenient and efficient value add for employers and employees.

These applications and enhancements will be available from 07 April 2025.

**How it works:**

1. All Employers must first register a –

- a) Liable Person (*Compulsory*- an accounting official who is the owner, director, partner or governing board member) performs all functions on the self-service portal and applications;
- b) Delegated Liable Person (*Optional*- someone working for the employer delegated to perform the same functions as the Liable person); and/or
- c) 3<sup>rd</sup> Party Consultant (*Optional*- to whom the functions of the applications are outsourced).

**Notes:**

- i) The Liable Person and/or a Delegated Liable Person must use the branch list to indicate which branches the 3rd Party Consultant has got access to.
  - ii) The Liable Person and/or a Delegated Liable Person must indicate which applications the 3rd Party Consultants has access to (EPIA, or CSA, or both).
- 1.1. A user guide can be viewed or downloaded from the MIBCO website at [www.mibco.org.za](http://www.mibco.org.za) (go to → **Forms** → **Registration & Claims**, under **Liable Person**) or click [here](#) for a direct link to download.
- 1.2. Use the Self-service Portal Registration form to register the Liable person and/or a Delegated Liable person by going to the MIBCO website (go to → **Forms** → **Registration & Claims**, under **Liable Person**) or click [here](#) for a direct link to download.
- 1.3. Use the 3<sup>rd</sup> Party Self-service Portal Registration form to register a 3<sup>rd</sup> Party Consultant by going to the MIBCO website (go to → **Forms** → **Registration & Claims**, under **Liable Person**) or click [here](#) for a direct link to download.

**Note:** Registrations can only be done by completing a form and sending it to MIBCO.

- 1.4. After successfully registering, the registered Liable Person, Delegated Liable Person and 3<sup>rd</sup> Party Consultant can login to the EPIA or CSA with their username, password and One Time Pin (OTP) to assign users and start using the application.

**Note:** Operational user guides are available in the menus of the applications, with step-by-step processes and screenshots on how to use the respective applications.

- 1.5. Employers and users that have previously registered on the EPIA (the old Liable Person Application) are required to obtain the new registration forms and re-register with MIBCO.

**Note:** All information captured and maintained on the EPIA will be retained.

The MIBCO Team

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