

**Dated:** 19 September 2025

**Circular No:** 2025/00024

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

**Notice:** DISCONTINUATION OF EMAIL PROVIDENT FUND SUBMISSION

In line with our ongoing commitment to improving operation services, the Council has, in past years, particularly during the COVID-19 period, introduced alternative submission methods, including email-based channels, to facilitate the processing of provident fund claims.

However, following a thorough assessment of current practices and the identification of audit and compliance risks, it has become necessary to revise our claim submission procedures.

MIBCO has subsequently conducted thorough assessments and analysis of its provident fund claims processes and deemed it necessary to revise our claim submission procedures.

**Please be advised that effective 1<sup>st</sup> December 2025, MIBCO will NO LONGER accept Provident Fund application forms submitted via email and post.**

All claims are to be submitted exclusively through – Customer Service Application (CSA) on the MIBCO Self-Service Portal (SSP), which can be accessed via the MIBCO website, [www.mibco.org.za](http://www.mibco.org.za) or, visiting any of the MIBCO offices and submitting claims via MIBCO officials.

The Self-service Portal has been enhanced to support faster processing, secure document management, and improved tracking capabilities.

We strongly encourage and urge all **employers/employee** who have not yet registered for their SSP profiles to do so without delay.

The employers and employee's registration manuals and registration forms can be obtained on the MIBCO website from the Self-service, Documents section.

Registration for employers (liable owner) can be done online or by submitting the fully completed and signed registration form: [liablepersonreg@mibco.org.za](mailto:liablepersonreg@mibco.org.za).

Employers are encouraged to submit Provident fund claims on behalf of their employees.

Your cooperation in implementing this updated process is essential in maintaining high standards of administrative integrity and ensuring that MIBCO can provide the best possible service to our members.

The MIBCO Team

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