

Dated: 20 OCTOBER 2025

Circular Number: 2025/00030

To: EMPLOYERS

Notice: EMPLOYEE UPDATE SUBMISSION – ONLINE RETURNS

In our ongoing efforts to maintain credible and accurate data across MIBCO systems, we remain committed to ensuring full alignment with the FSCA requirements. A key part of this responsibility involves safeguarding the integrity of member information captured on our platforms.

One of the established methods for updating member personal details involves employers initiating the update process from their end on the Online Return system. However, we have identified a gap in this process, specifically the absence of required supporting documentation accompanying these requests. Without the necessary documents, MIBCO is unable to successfully process the updates, resulting in member records remaining unchanged.

This poses significant risks at the point of claim submission and may lead to delays or complications that negatively impact the member's experience. To prevent such issues and ensure timely processing, we kindly request that employers who have recently submitted member update requests send follow-up emails with the relevant supporting documents.

Please note that any requests received without the required attachments will regrettably be rejected if the documentation is not received within **30 days** from the date of the initial submission.

Supporting documents are to be emailed to registrations@mibco.org.za with the member's **ID number** and/or **council number** clearly referenced in the subject line.

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.

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

The MIBCO Team

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