



Memo

To : All Stakeholders of the Compensation Fund

COMPEASY CLAIMS REGISTRATION FUNCTIONALITY RELEASE

The Compensation Fund's journey on implementing the new CompEasy claims management system is forging steadfastly ahead. The User Registration functionality was released early October 2019. Since then we have released new Claims Registration Functionality internally to the organization, in order to capture the claims received during the system shut-down period. This was released on the 14th of October 2019.

How do I know what has been captured?

System correspondence has been provided accordingly for claims which were received during the system shut-down period for claims that have been captured on the CompEasy system thus far.

If you have not received any feedback on the claims registered during the shut-down period, you may attempt to register the claims on the CompEasy system. The system will indicate if the claim has been captured or not.

When will I be able to self-register claims on CompEasy?

CompEasy access has been granted for you to be able to self-register **New Claims**. Confirmation that access has been granted to you is sent via an emailed system response. If the email details provided to the Compensation Fund as reflected on the CompEasy User Registration portal are incorrect or have changed, kindly send your query to



CompEasySupport@labour.gov.za and include your ID number, the old email address and the one to be replaced. A screenshot would assist.

What about my old claims submitted via uMehluko?

At this stage you will not be able to view claims previously lodged on the Umehluko system. However, this information is being incrementally added over the subsequent days in the month of October 2019.

I have submitted my application for user access on the CompEasy portal, and have not received feedback. What do I do?

Send an email to CompEasySupport@labour.gov.za with the details of your registration for feedback.



Yours faithfully,

Compensation Fund

21.10.2019