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GENERAL NOTICES • ALGEMENE KENNISGEWINGS

DEPARTMENT OF EMPLOYMENT AND LABOUR

NOTICE 3093 OF 2025

COMPENSATION FOR OCCUPATIONAL INJURIES AND DISEASES ACT, 1993
(ACT No. 130 OF 1993), AS AMENDED

NOTICE ON THE IMPLEMENTATION OF THE AUTOMATED VERIFICATION SYSTEM FOR BANKING DETAILS

I, Farzana Fakir, the Acting Compensation Fund Commissioner, hereby issue this notice informing all beneficiaries of the Compensation Fund's (the Fund) implementation of the Automated Verification System (AVS) on all banking details submitted to the Fund for the purposes of payments of compensation, medical and pension benefits.

With effect from 1 July 2025, the Fund will only accept banking details from banks that are active AVS participants. This is applicable to all the beneficiaries who are currently or may be entitled to compensation benefits. Beneficiaries of the Fund are, therefore, requested to confirm with their banks if their accounts are AVS verifiable.

The attached provides guidance to Fund beneficiaries on the requirements to comply with this Notice. Medical Service Providers, employees and employers whose existing bank accounts are AVS verifiable are not required to resubmit their banking details.

Compensation Fund beneficiaries, employers, employees and medical service providers are requested to adhere to this notice.

MS FARZANA FAKIR
ACTING COMPENSATION FUND COMMISSIONER
DATE: 2025/03/24

employment & labour
Department:
Employment and Labour
REPUBLIC OF SOUTH AFRICA

Compensation Fund, Delta Heights Building 167 Thabo Sehume Street, Pretoria 0001
Tel: 0860105350 Email address: cfcallcentre@labour.gov.za www.labour.gov.za

NOTICE FOR SUBMISSION OF AVS PARTICIPATING BANKING ACCOUNTS FOR OCCUPATIONAL INJURIES AND DISEASES RELATED CLAIMS

The Compensation Fund implemented an Automated Verification Service (AVS) in 2021 for Medical Service Providers (MSP's), Employers and Employees/Beneficiaries. AVS ensures that all financial transactions for compensation benefits are processed efficiently and securely. However, the Fund has noticed that some **employers, employees, and MSPs** still use banks or have bank accounts that are not participating in AVS and thus cannot be verified posing a risk to The Fund and its beneficiaries.

From the date of the publication of this notice, The Compensation Fund will only accept banking details from banks that are active AVS participants. Bank accounts that are not verifiable through AVS will not be accepted by the Fund. MSPs, employees and employers are advised to comply with this notice by updating their banking details and submit the required documentation by 30 June 2025.

MSPs, employees and employers whose bank accounts are AVS verified are not required to resubmit their banking details.

1. MEDICAL PAYMENTS

Failure to comply with this requirement as set out, will result in non-payment for services rendered by MSPs to injured or diseased beneficiaries. MSP's are advised to comply by submitting the below documents by email or to their nearest labour centre:

1. Original WAC. 33 form
2. Stamped bank statements or bank letter not older than 3 months
3. Certified copy of Doctor's ID or of one doctor for group practices
4. Board of Healthcare Funders certificate.
5. Proof of address of practice on its official letter head.
6. Tax clearance certificate if the practice is VAT registered.
7. Power of attorney form if practice is administered through a third-party agent.
8. Proof of old banking details if the MSP/ Healthcare organisation is changing bank accounts.

PROVINCE	EMAIL ADDRESS
Gauteng	MSPbankingdetailsGP@labour.gov.za
Western Cape	MSPbankingdetailsWC@labour.gov.za
KwaZulu Natal	MSPbankingdetailsKZN@labour.gov.za
Eastern Cape	MSPbankingdetailsEC@labour.gov.za
Northern Cape	MSPbankingdetailsNC@labour.gov.za
Free State	MSPbankingdetailsFS@labour.gov.za
Mpumalanga	MSPbankingdetailsLP@labour.gov.za
Limpopo	MSPbankingdetailsMP@labour.gov.za
North West	MSPbankingdetailsNW@labour.gov.za

Compensation Fund

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2. COMPENSATION BENEFITS (PENSIONS, TTD and PD)

All injured or diseased beneficiaries who qualify for the payment of benefits and active COID pensioners in terms of the COID Act, are advised to comply. By using participating banks when submitting new banking details and/ or changing existing banking details.

The following documents should be submitted to the Fund via email or at the nearest Labour Centre:

1. Original WAC.33 form.
2. Stamped bank statement or bank letter not older than 3 months.
3. Certified copy of beneficiary ID.
4. Proof of address.
5. Proof of old banking details if the Employee/ Beneficiary is changing bank accounts.

PROVINCE	EMAIL ADDRESS
Gauteng	CompBenefitsbankingdetailsGP@labour.gov.za
Western Cape	CompBenefitsbankingdetailsWC@labour.gov.za
KwaZulu Natal	CompBenefitsbankingdetailsKZN@labour.gov.za
Eastern Cape	CompBenefitsbankingdetailsEC@labour.gov.za
Northern Cape	CompBenefitsbankingdetailsNC@labour.gov.za
Free State	CompBenefitsbankingdetailsFS@labour.gov.za
Mpumalanga	CompBenefitsbankingdetailsMP.labour.gov.za
Limpopo	CompBenefitsbankingdetailsLP@labour.gov.za
North West	CompBenefitsbankingdetailsNW@labour.gov.za
Polokwane	CompBenefitsbankingdetailsLP@labour.gov.za

This notice **IS NOT** applicable for monthly pensions paid through the Department of International Relations and other foreign offices in respect of claimants residing outside of South Africa.

3. EMPLOYERS

Employers are requested to forward confirmation of banking details and supporting documents to cfcallcentre@labour.gov.za

4. AVS PARTICIPATING BANKS

The following banks are participating in the AVS service:

- ABSA Bank
- Access Bank
- African Bank
- Bidvest Bank
- Capitec Bank
- Capitec Business (previously Mercantile Bank)
- Discovery Bank
- First National Bank
- Standard Bank
- Gridrod Bank
- Investec Bank
- Nedbank

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- Tyme Bank
- Any other bank that participates in the AVS services

Non-compliance with the requirements above will result in delays and/or rejection by the Fund of benefits, until the correct AVS-compliant banking details are submitted. The Fund will not be liable for payment of claims/medical invoices that have been delayed/rejected due to non-compliance.

Please note that the Compensation Fund reserves the right to request for additional supporting information for the verification of banking details.

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ACTING CF COMMISSIONER: F FAKIR
DATE: 2025/08/24

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