



02.08.2021

Dear Employer / Statutory Body / Bargaining Council / Organisation

RE: VULNERABLE EMPLOYEE & SELF-ISOLATION/QUARANTINE TERS CLAIMS

The UIF has become aware of technical challenges relating to the synchronization of data between that received from NIOH and the TERS portal. This has resulted in employers experiencing difficulties in lodging claims for individuals who are identified as vulnerable (suffering from co-morbidities), and those who have had to self-isolate or quarantine due to exposure to Covid-19.

We recognize the frustration this has likely caused and are committed to resolving the technical issues as soon as possible. Meetings have been held between the NIOH and UIF and we are working on resolving data transfer, synchronization, and verification challenges.

The NIOH has confirmed that they have all the data of vulnerable employees and those who have had to isolate or quarantine, and this information will be shared with the UIF again, to enable qualified employees to receive TERS benefits for applicable periods (as per directives) from 16 October 2020 to 25 July 2021.

Should it be necessary to amend this process, employers who have registered following the prescribed instructions, will be duly informed.

Queries:

Should you have any further queries, or require assistance, please contact Call Centre on 0800 030 007. Your understanding and co-operation is highly appreciated.

Regards
Unemployment Insurance Commissioner