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## Compensation Fund eases claims process with new online service

Dear Colleague

We would like to inform you of recent developments at the Compensation Fund, which have been developed to assist with the claims process:

In an effort to improve its service delivery, the Compensation Fund introduced a number of new online services available from September 2014.

This enables both employers and medical service providers to hand in COID related claims online in an attempt to get rid of the phenomenal backlog of current claims and shorten the time it takes for claims to be processed.

It allows users to request, print or determine the validity of "Good standing" letters; report injuries on duty; check on the status of their claims and upload medical reports and bills.

To gain access to these services, go to [www.labour.gov.za/DOL/services](http://www.labour.gov.za/DOL/services) and create a user account.

The claim forms can be accessed on the following website <http://www.labourguide.co.za/injuries-on-duty/1946-coid-downloads>

If you have difficulty accessing these services, phone 0860 105 350 or email [CFcaseinput@labour.gov.za](mailto:CFcaseinput@labour.gov.za).

The new systems have not been exhaustively tested and we are aware of many potential problems.

Please let us know if you have comments or experience problems with claims and/or payments.

Regards

**Surgicom Board of Directors**

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