

External Communication

Subject: Supplier Claims – Compulsory Supporting Documents for Lodging Claims with the Road Accident Fund
Date: Wednesday, 19 May 2021

1. Background

The Road Accident Fund (“the Fund”) issued a Minimum Requirements Directive on **8 March 2021**, informing plaintiff attorneys and claimants of the list of compulsory documents required as part of the lodgment process, as determined by the Fund in terms of section 4(1)(a) of the Road Accident Fund Act 56 of 1996 as amended (“the RAF Act”). Please refer to **Annexure 1 (Directive copy)**. This Directive is aligned with the purpose and the Fund’s strategic objective of settling claims within 120 days as it embarks on its transformation journey.

2. Definition of a Claim

Section **4 (1) (a)** of the RAF Act empowers the Fund to determine terms and conditions of processing claims. Furthermore, section **24 (4) (a)** states that any form referred to in this section which is not completed in all its particulars shall not be acceptable as a claim under this Act. Therefore, a claim lodged with the Fund must comply with the statutory requirements of section 24 read together with the Minimum Requirements Directive as determined in terms of section 4(1)(a) of the RAF Act. Any purported lodgment without the compulsory required documents will not constitute an acceptable claim and will therefore not be accepted.

3. Engagements to Implement the Directive

As per Annexure 1 referred to above, engagements on the implementation of this Directive are ongoing to take our stakeholders with us on this journey. To this end, the Fund, through its Stakeholder Relations Department, will be engaging with all our valued stakeholders face to face or through available virtual platforms.

In an effort to make the lodgment process smoother, we have attached a revised **Supplier Process (Annexure 2)** and a Claims Lodgment Pre-Assessment Checklist (**Annexure 3**). Furthermore, we are introducing scheduling of appointments to ensure that bulk lodgments are efficiently and effectively pre-assessed for compliance with all requirements for lodgment.

Lastly and most importantly, this new approach will ensure that as the Fund we continue to execute our constitutional mandate of administering claims in the interest of the claimants through a streamlined and efficient process.

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These engagements will therefore mark a key milestone as part of our efforts to transform the Fund and we continue to count on your commitment and involvement as we partner to ensure speedy settlement of claims.

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Yours sincerely



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