

26 March 2020

CIRCULAR TO THE ROAD FREIGHT AND LOGISTICS INDUSTRY
RESPONSE TO QUERIES DURING THE LOCKDOWN PERIOD

The President has issued a directive for a 21 days national lockdown from Thursday 26 March until midnight on Thursday 16 April 202 as a containment measure for the COVID-19. Council arranged for staff members to work from home.

Kindly be advised should you need to liaise with your local Designated Agent telephonically or electronically during the lockdown period, their contact details are available on our website ([click here for the contact details](#)).

All queries related to Pay-outs, should be directed to the National Call Centre via email on callcentre@nbcffi.co.za also note that the Call Centre staff are reachable via cellphones as indicated below:

Linda Mathebula	076 201 5965
Nomsa Msane	072 808 9929
Tebogo Tshidi	072 805 1352
Maidi Motsei	072 816 0871
Tebogo Komane	072 817 1881
Lerato Sefuthi	072 812 6934
Clement Tshabalala	072 804 9539

Our online query-logging platforms will still be accessible on the website www.nbcffi.org.za and mobile application: download our mobile app at www.nbcffi.mobi. install or visit the app home page at <http://www.nbcffi.mobi/>

All queries pertaining to the **Paycard Solution** should still be directed to Flexpay Support who are contactable both via telephone and email on **0861 111 300** and support@flexpay.co.za

Affinity Health will also be operational and contactable for all **Integrated Health Services** queries, they are reachable on **0861 00 11 31** and info@nbcrlfihealth.co.za or you can send a “**please call me**” to **079 409 1834**.

The Council will endeavor to attend all queries received within 72 hours, however we appeal to industry members to be patient should they not get a response within the stipulated time.

Yours Faithfully

Musa Ndlovu

National Secretary

(This document has been sent electronically and is therefore not signed)