

10 August 2016

CIRCULAR TO THE INDUSTRY

PAYCARD SOLUTION IMPLEMENTATION AND DELIVERY FOR ALL FOREIGN EMPLOYEES

The NBCRFLI is proud to introduce the Paycard Solution for all industry employee members. While the Paycard is optional for South African citizens, the Council has approved the compulsory implementation for all foreign employees.

Due to high volumes of rejected and invalid banking details submitted by employers and employees, the NBCRFLI has undertaken to look into the prospect of implementing a solution that will assist employees in obtaining payments from NBCRFLI timeously.

Benefits for implementation of the Paycard Solution are:

- Faster turnaround times of payments to the industry
- Members payment details will never change
- No rejections of payments due to incorrect banking details or closed accounts
- Assist in the prevention of payments to fraudulent banking details
- Not reliant on employer to provide us with banking details

Currently, no institution including Bankserv can verify foreign employee's banking details. The onus is placed on the administration staff to perform manual verification which makes the NBCRFLI susceptible to fraud.

The Paycard which will be issued on behalf of the NBCRFLI, is a value add service where all benefits (sick leave, annual leave, sick bonus and 13th cheque payments) are paid into an employee NBCRFLI account which can be accessed through the Paycard.

Roll out and distribution of the Paycard to employers who employ foreign employees is scheduled to start 15 August 2016. The initial cost of the card will be covered by NBCRFLI, however should the member lose his/her card and require a new card he/she would be liable for the payment of the replacement card.

Please Take Note of the Following Important Information

- All Paycards for foreign employees will be delivered to the employer address on NBCRFLI's data base.
- Paycards must be handed over to employees by the employer.
- Once the Paycard is delivered the NBCRFLI's system will be updated and all future employee payments will be made to the allocated Paycard
- The Paycard will be delivered by RAM couriers within the next 10 days
- Keketso Setoaba a consultant from FND3000 will contact employers confirming delivery date.

Should employees have any queries relating to their Paycard they may contact the call center on the following number **0861 111 300**. **All queries relating to applications submitted must be directed to the NBCRFLI.**

- Changing their PIN
- Card statement
- Card replacement
- Report their card lost/stolen
- Add/load a cell number

Employees will be asked security questions and confirmation of the employer address by the call centre agents in order to be assisted further.

Should you require further assistance please send an e-mail to paycard@nbcffi.co.za

Yours Faithfully

National Secretary

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