

POLICYHOLDER NEWSLETTER

EMPLOYERS RETURN OF EARNINGS (ROE) DUE

31 March 2024

Dear Policyholder

Please note that all Employers, including subcontractors and SMEs, are required to complete their Employers Return of Earnings (ROE) by the 31st of March which can be submitted online or manually.

Submitting the Return Online

FEM has a revamped website for policyholders and it is still possible to submit the return online.

The old website <https://roe.fem.co.za/> is no longer available and will redirect to the new website <https://online.fem.co.za/>

If you have not registered on the new website you will need to do so first with a very quick guided registration.

Note that you must be registered with FEM to access the website to submit your ROE online.

Employers not registered for online access yet can register using the link <https://online.fem.co.za/sign-up> to create their username and password.

Forgot your password? Click on 'forgot password' and a link will be emailed to you to reset your password.

Once registered, go to the website, and select 'Login'. Then type in your 'Username', 'Password' and click on 'Login'.

You will now be able to capture the ROE and upload the required documents before submitting.

Submitting the Return Manually

You can request the ROE form and email the completed form to the following email address:

- **Email: hounderwriting@fema.co.za**

Confirmations of Earnings

The documents required to be uploaded as a confirmation of earnings could be a payroll printout; Emp05; a financial statement; or letter from the accountant, auditor or bookkeeper.

Failure to Submit

Failure to submit the ROE in the prescribed time could result in the cancellation of any Merit Rebate due. To qualify for a possible Merit Rebate the full premium must be received on or before 30 June.

Employee Definition

According to Compensation for Occupational Injuries and Diseases Act (COIDA), an "Employee" means a person who has entered into or works under a contract of service or of apprenticeship or learnership, with an employer, whether the contract is expressed or implied, oral or in writing.

This basically means that any employee, irrespective of earnings, including all working directors of a company or members of a close corporation; site personnel, including casual labour; and all clerical and/or administration staff are considered employees and their earnings should be included in the Return of Earnings. A person provided by a labour broker, against payment to a client for the rendering of a service or the performance of work and for which service or work such person is paid by the labour broker is an employee of the labour broker. The earnings of such a person should not be included in the client's Return of Earnings document.

Sole Proprietors (SP) are not deemed an employee as defined by the COIDA. Therefore, they are not allowed to declare their earnings on the ROE.

This definition applies irrespective of age, race, gender, whether employed permanently or temporarily, and whether the wages/salaries are calculated to 'time worked' or 'work done' or is in cash or in kind.

Enforced Assessment

Failure to submit ROEs is against the law and missing the deadline will result in penalties which will be imposed in the form of an enforced assessment. This will be sent to the employer for payment.

The enforced assessment will be reversed on receipt of the ROE. Please note that FEM has auditors to audit return of earnings if and when required.

Change of Loading Process And Percentages: Sections 85 (2) of the COLD Act States:

If the accident record of an employer during a particular period is less favourable than those of employers in comparable businesses, FEM may assess such employer at a higher tariff of assessment than the tariff of assessment for employers in the similar businesses.

The loading model by default is now applied one-year retrospectively to align with the new rebate methodology.

The loading for 2024 takes into account the policy performance of 2023. The Actual Premium is calculated for 2023, as declared in the 2024 Return of Earnings and is compared to the claims costs associated with accidents that occurred in 2023.

The FEM Board approved the new loading percentages table in Annexure 1 which caps the maximum loading at 100%.

It should be noted that the previous maximum loading was 365%.

The loadings increase on a sliding scale from 10% to 100% as the loss ratio increases.

The ratio of claims costs incurred by FEM for the period in question, to premiums paid for the same period will determine the loss ratio.

For example, an unfavourable loss ratio of 73% results in a loading (increase) of the standard tariff rate by 10%.

FRAUD / SCAM ALERT

PLEASE be alert that there are people posing as FEM employees/ representatives offering to assist with fast tracking FEM claims for a fee. FEM employees and/or representatives will never ask you for money in order to assist you with processing your claim.

Should anyone demand money from you claiming to assist with fast tracking your claim with FEM, please immediately report this to the nearest police station (South African Police Services) and the below anonymous tip- off contact details:

Toll Free: 0801 516 173

Email address: femcomplaints@ethics-line.com

Website: www.tip-offs.com

Free fax: 0800 0077 88

Free post: KZN 138, Umhlanga Rocks, 4320

If you require an update on your pending claim or have a query on your pension or finalised claim, please contact us directly on **011 359 4300** or request a call back on <https://www.fem.co.za/contact-us/>

ANNEXURE 1

Loss Ratio	Previous Loading %	New Loading % Reduced to	Percentage Reduction
0	0		
65	1		
66	2		
67	3		
68	4		
69	5		
70	6		
71	8		
72	10		
73	12	10	16,67%
74	14	10	28,57%
75	16	10	37,50%
76	18	10	44,44%
78	20	10	50,00%
80	25	15	40,00%
82	30	15	50,00%
84	35	15	57,14%
86	40	20	50,00%
88	45	20	55,56%
90	50	20	60,00%
92	55	25	54,55%
94	60	25	58,33%
96	65	25	61,54%
98	70	25	64,29%
100	75	25	66,67%
110	85	30	64,71%
120	95	30	68,42%
130	105	30	71,43%
140	115	35	69,57%
150	125	35	72,00%
160	135	35	74,07%
170	145	35	75,86%
180	155	35	77,42%
190	165	40	75,76%
200	175	40	77,14%
225	190	40	78,95%
250	205	40	80,49%
275	220	50	77,27%
300	235	50	78,72%
400	250	50	80,00%
500	265	75	71,70%
600	285	75	73,68%
700	305	75	75,41%
800+	325	100	69,23%



EMPLOYER'S REPORT OF ACCIDENT

Some Employers are still using the old Employer's Report of Accident Form when they submit their claims. FEM has updated the form to include the designation of the person completing the form. The updated form is available [here](#).

Please see below for the updated section.

DECLARATION BY EMPLOYER OR AUTHORISED PERSON		
I hereby declare that the particulars, shown in items <u>1 to 56</u> of this report of an alleged injury on duty are to the best of my knowledge and belief true and accurate.		
SIGNATURE		
PRINT NAME	POSITION / DESIGNATION.....	
SIGNED ON THIS	DAY OF	IN THIS YEAR

The manual submission process of the Employer's Report of Accident Form is still permitted, however, Employers are encouraged to use the **FEM Online** portal that was launched last year.

FEM Online is a digital platform that can be used to easily manage a policy, claim, wage returns and allows for access to industry statistics. It's accessible from your desktop or mobile device which means you can log a claim on the website!

Signup to
FEM Online
HERE

Online Claims Submission Training

Requesting training:

- Policyholder can send a training request to Enquiries@fema.co.za with policy and contact person details.
- The session takes approximately 45-60 minutes. The trainee will be taken through the following topics: how to create a profile, registering a new claim and navigating the portal.

CSI UPDATE

HOPE SCHOOLS - BUILDING FUTURE LEADERS

Hope Schools is situated in Summerpride, East London. They provide holistic education to children from underprivileged communities from the townships and informal settlements of East London whose parents are affected by unemployment and other social ills. The objective is that the children should become future leaders in their communities and the country at large and hopefully, healthy, economically active citizens.

Hope Schools started with 3 children from the Sophumelela Anti-Retroviral Clinic in 2005.



In 2009 a corporate company donated a building to use for the Little Sparklers Educare and in 2011 additional land was donated by the same company for development. Through further generous donations they have been able to build the Preparatory School and 2 classes in the College which accommodates 304 students from Grade 00 (3-year-olds) to Grade 12.

Not only do they provide an excellent quality education for their students, but they also provide 2 cooked meals and 2 snacks each day. They pack a food parcel for each student to take home for the long holiday in December. In addition, they also provide transport to and from school to help maintain a high attendance rate at school.

Since 2019, FEM has been one of the official sponsors of Hope Schools, and has contributed close to three million towards the schools needs.

With the money received from FEM they were able to purchase a new bus and fuel to run the buses. The College also has funds to spend on stationery supplies.

Hope wishes to thank FEM for their partnership over the last few years. FEM's generous donations have made a huge impact on the lives of their learners.

To get in touch with Hope School, please email info@hopeschools.co.za or call +27 (43) 745-0430