

THE 8-STEP CLAIMS PROCESS

The Tshiamiso Trust was established to pay benefits to all current and former mineworkers who worked at any of 82 qualifying gold mines between 12 March 1965 and 10 December 2019, and who contracted silicosis or TB due to their work.

This is the step-by-step process on how to claim a benefit. Each claim can take up to 180 days to be finalised from date of lodgement.

Step 1



CHECK YOUR DETAILS

- Check if you may have a potentially valid claim:
 - <https://www.tshiamisotruster.com/status-check/>
 - call the call centre: 080 1000 240
- If you may potentially have a valid claim you will be guided to the next step.

The Trust has measures in place to identify claimants to prevent fraud.

IMPORTANT:

If possible, try to make sure that you are the person doing the checking instead of asking someone else to do it for you.

Step 2



BOOK AN APPOINTMENT

- To book your appointment to visit your nearest Tshiamiso lodgement office call the call centre. 56 TEBA offices in five countries will be set up to assist with the claims lodgement for the Trust.
- Call centre numbers:
 - South Africa – 0801 000 240
 - Outside South Africa: 00 27 10 500 6186 (Please note: when calling this number it will sound like the number is busy and the call will then drop. Once the call has dropped you will receive a call back within the next few seconds and you will be connected to the call centre.)

IMPORTANT:

Due to COVID-19 risks please do not go to a TEBA office without making an appointment through the call centre. Appointments help us ensure that staff are available. Anyone arriving at a lodgement office without an appointment will not be able to be attended to.

Step 3



WHAT YOU WILL NEED TO BRING TO YOUR APPOINTMENT

- A valid national ID document or passport
 - Service records from the mines you worked at
 - Any available medical records
- If you are a dependant of a deceased mineworker you will need:
- Your valid national ID document or passport
 - National ID document or passport of the deceased mineworker
 - Service records from the mines that the deceased mineworker worked at
 - The deceased mineworker's death certificate and, if available, an autopsy report
 - Any available medical records of the deceased mineworker

Make sure to bring all the documents you have with you to avoid having to make another appointment to come back to bring missing documents.

The Trust has measures in place to identify claimants to prevent fraud.

IMPORTANT:

If you do not have some of documents mentioned above the Tshiamiso will do its best to help find them.

Step 4



BENEFIT MEDICAL EXAMINATIONS

If needed, the Trust will help you make an appointment for a benefit medical examination.

The Trust has measures in place to identify claimants to prevent fraud.

IMPORTANT:

The Trust will let you know what medical clinic to go to for your appointment. Please be patient. There may be a waiting period due to the limited availability of medical facilities.

Step 5



DOCUMENT REVIEW BY THE TRUST'S MEDICAL CERTIFICATION PANEL

All your medical documents will be reviewed by the Trust's Medical Certification Panel. They will issue a Certificate of Medical Findings. If all is in order your claim will move to step 6 (this can take up to 30 days).

- The panel's decision can be taken on review within 30 days.

IMPORTANT:

If you are found not to have a compensable disease, you will not be eligible for compensation from the Tshiamiso Trust.

Step 6



REVIEW BY TRUST CERTIFICATION COMMITTEE

If you are diagnosed with a compensable disease under Step 5, all your documents will be reviewed by the Trust Certification Committee. They will decide whether to certify the claim.

A negative decision may be reviewed within 30 days.

IMPORTANT:

If positive, the committee will issue a final Certificate after Step 7 is complete.

Step 7



REVIEW BY THE AGENT WHO REPRESENTS THE FOUNDING COMPANIES

If the Trust Certification Committee's review is positive, the agent who represents the founding companies needs to confirm whether service information provided is complete.

IMPORTANT:

Only once this step is complete will the certification committee issue a final certificate.

Step 8



APPROVAL AND PAYMENT

Now that all your documents have been reviewed and approved, the Trust will validate your banking information and make a payment into your bank account.

IMPORTANT:

The Trust will also provide you with personal financial advice.



Nobody else, especially people who ask you to pay them for assistance, will be able to speed up the process for you.

Do not give your original documents and information to anybody. Please keep these safe.