

28 October 2019

REQUEST TO PLAINTIFF ATTORNEYS TO ADD SEPARATOR PAGES TO CLAIM DOCUMENTS

The Road Accident Fund scans incoming claim documents as part of the claims process.

The document management team unbundles the lodgement documents to add separator pages, to allow the scanning solution software to pick up individual document types for indexing purposes.

The time taken to process claim documents for scanning can be significantly reduced if claim documents can be lodged with the separator pages inserted. This will support reduced turnaround times to register claims.

Please assist by adding separator pages to all claim lodgements. A separator page must please be added after every individual document like the FORM1, affidavit, medical voucher etc.

The separator page template is attached to this directive, please note that the template must be printed, not photocopied.

In order to reduce the cost of printing, the document management team will retrieve the separator pages for the firms to collect and re-use.

Any queries regarding this directive may be directed to the Regional Documents Manager or Senior Manager Support Services.

We thank you for your continued understanding and support in this regard.

Kind regards.

Lindelwa Xingwana-Jabavu



Chief Operations Officer

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