



SOUTH AFRICAN  
**ECONOMIC  
RECONSTRUCTION  
AND RECOVERY**  
BUILDING A NEW ECONOMY

# BUSINESS LOSS REGISTRATION PORTAL



SCAN ME

## FACT SHEET

### Q: WHAT IS THE PORTAL ABOUT?

**A:** The portal is for the registration of businesses that were affected by the unrest which took place during 9-19 July 2021 in KwaZulu-Natal, Gauteng and other affected areas in the country. Businesses should register regardless of whether they have already responded to other government surveys or requested government support, claimed through their insurer or have applied or received support from elsewhere.

### Q: WHY IS THERE A NEED FOR THIS PORTAL?

**A:** So that there is a single governmental entry point for businesses to indicate the extent of losses they have suffered, and to access available facilities.

### Q: WHAT IS THE GOVERNMENT CALLING FOR THROUGH THE PORTAL?

**A:** Government calls on all business owners who were affected by the unrest between 9 and 19 July 2021 to register on the portal, which can be accessed via this link: <https://www.relief4sa.co.za>

### Q: HOW DO I ACCESS THE PORTAL?

**A:** Yes. The portal is also accessible via scanning the QR code and business owners who experience problems accessing the portal may also make use of the toll-free call centre contact number below.

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### **Q: WHAT DO I NEED TO REGISTER ON THE PORTAL?**

**A:** The portal will ask registrants for various information. However if a registrant does not have information relating to a specific question, the portal will allow you to continue on. The portal will not stop registration because of lack of information.

### **Q: WHAT ARE THE CALL CENTRE OPERATING HOURS?**

**A:** The call centre operating hours are 08:00 to 17:00 on weekdays (but closed on public holidays). The call centre number is 080 006 00850. If you have trouble accessing the portal, a call centre operator will assist you.

### **Q: HOW WILL THE PORTAL WORK?**

**A:** The registration portal will collect data from affected businesses to better coordinate relief measures as well as to inform future interventions.

### **Q: HOW LONG WILL THE LOSS REGISTRATION PORTAL BE OPEN FOR AFFECTED BUSINESSES TO REGISTER?**

**A:** The portal and call centre will remain open until Thursday 30 September 2021 at 17:00

### **Q: WILL THE PORTAL CONSUME A LOT OF MY DATA?**

**A:** The portal does not require the uploading of documents or pictures and therefore uses little data.

### **Q: DOES THE PORTAL WORK FOR BUSINESSES CLAIMING FROM SASRIA?**

**A:** The portal is a data collection tool to assess the damage caused by the July unrest. The Portal is not a facilitation tool for the payment of insurance claims, including SASRIA claims. All insurance claims must be sent to the insurer directly.

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### **Q: WHAT WILL THE INFORMATION COLLECTED THROUGH THE PORTAL BE USED FOR?**

**A:** The information collected will enable Government to better calibrate and deliver existing support programmes (mainly under the departments of Trade, Industry and Competition, Small Business Development, public entities like IDC, and provincial or local government support programmes). The information will also help the government design and deliver possible future support.

### **Q: HOW SAFE AND SECURE IS THE INFORMATION COLLECTED THROUGH THE PORTAL?**

**A:** Information collected through the portal will be kept secure and will only be used to improve the delivery of support measures being administered through various national and provincial government entities. All businesses affected by the unrest are encouraged to register.

### **Q: FOR HOW LONG WILL THE PORTAL BE OPERATIONAL?**

**A:** The portal and call centre will remain open for affected businesses to register until Thursday, 30 September at 17:00.

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Access to the portal is via the following link: <https://www.relief4sa.co.za> also accessible via scanning the QR code. To scan the QR code, simply use the camera on your smart phone to view the QR code, and you will be directed to the portal via the link above. The portal doesn't require the uploading of documents or pictures and therefore uses little data. If you have trouble accessing the portal, a call centre operator will assist you. The call centre number is 080 006 0085 and is available from 08:00 to 17:00 weekdays (but not on public holidays).

***<https://www.relief4sa.co.za>*** to access Business Loss Registration Portal.

**Call centre number: 080 006 0085**

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