LATEST UPDATE REGARDING EIP SYSTEM

DATE: 21 JULY 2014

Dear clients/consultants and stakeholders

Further to the previous website notice regarding the EIP IT system, this serves to inform you that the dti has experienced an EIP IT system failure resulting in a loss of data from 12 May to 9 July 2014. The following should be noted.

1. the dti is re-processing payments made in May and June 2014 to ensure that the EIP system reflects these payments. Information required to ensure completeness of records will be requested by the dti.

2. Applications and appeals adjudicated in May and June 2014 will be recaptured by the dti to ensure that the EIP system reflects these decisions. Information required to ensure completeness of records will be requested by the dti.

3. Once the above has been completed, the information will be audited to ensure data integrity.

4. Those claims, notifications, information requests, documentation or appeals that were captured from 12 May to 9 July 2014 may have to be recaptured. The claim tracking or the dti tracking page per application on the EIP live system will reflect which claims per application are submitted, the information against that claim and the appeals lodged to reflect the current status of the claim.

5. The above will lead to a delay in the processing of any further payments under the EIP live system. the dti will communicate via the website when the EIP system is ready to process payments.