To: Members of the Media

06 October 2026

MEDIA RELEASE

RAF EXTENDS CLAIMANT-CENTRED SERVICES TO BLOEMFONTEIN ON 10 OCTOBER 2026

The Road Accident Fund (RAF) will bring its Extended Reach and Accessibility Programme to residents of Bloemfontein and surrounding local municipalities at the Kagisanong Community Centre in Rocklands on **Saturday, 10 October 2026**. The visit advances Government's commitment to take essential services closer to communities, particularly claimants who face financial and logistical barriers in accessing permanent RAF offices.

During the outreach, residents will have direct access to a variety of RAF services, including help with registering new claims, consolidating necessary compliance documents, checking claim statuses, and reporting unscrupulous attorneys and touts. Claimants with a Medical Undertaking Certificate who need assistance with caregiving services, case management, medical treatment, or invoices can also consult RAF employees for guidance and essential information.

Community members are encouraged to bring their identity documents. Those lodging new claims should also bring any available case numbers, accident reports, medical reports, vehicle registration numbers, and details of other parties involved in the accident.

The outreach reflects the Deputy Minister of Transport's emphasis on a more accessible, responsive and claimant-centred RAF service model. It supports strengthened oversight of service delivery, direct engagement with the people behind claims, and practical measures to rebuild public confidence in the Fund.

The programme also reinforces the Deputy Minister's call for collaboration among national government, the RAF, municipalities, provincial structures and community stakeholders. Experienced RAF employees will assist claimants and their families with care, professionalism and clear guidance, while gathering practical feedback to improve claims processing, communication and service delivery.

The event will take place as follows:

- **Date:** Saturday, 10 October 2026
- **Venue**: Kagisanong Community Centre, Rocklands
- **Time:** 08h00 - 16h00
- **Media RSVPs / Interviews:** Aphiwec@raf.co.za / 064 870 0042

Unable to attend the event? For assistance with the claims process, or in the unfortunate event of being involved in a motor vehicle accident, contact the **RAF Contact Centre** on **087 820 1 111** from **Monday to Friday**, **07h45 to 16h00**. Claimants may also contact the RAF via WhatsApp on 071 605 4707, SMS on 44930, or email at contactcentre@raf.co.za. The RAF can also be reached through its nationwide offices, with details available at www.raf.co.za.

For additional information and updates, follow the RAF on social media:
@RAF_SA or Facebook@Road Accident Fund

Issued by the Road Accident Fund