

To: Members of the Media

19 October 2026

MEDIA RELEASE

RAF EXTENDS CLAIMANT-CENTRED SERVICES TO POLOKWANE ON 31 OCTOBER 2026

The Road Accident Fund (RAF) will bring its Extended Reach and Accessibility Programme to residents of Polokwane and surrounding local municipalities at the Jack Botes Hall on **Saturday, 31 October 2026**. The visit forms part of Government's commitment to taking essential services closer to communities, particularly claimants who face financial and logistical challenges 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, settlement of direct claims, 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, 31 October 2026
- **Venue:** Jack Botes Hall, Polokwane
- **Time:** 08h00 - 16h00
- **Media RSVPs / Interviews:** BoniswaM@raf.co.za / 060 989 9757

Leading up to the event, a Caregiver Training programme will be conducted as a structured capacity-building initiative to equip caregivers with the skills, knowledge, and competencies required to provide adequate and compassionate care to persons living with disabilities. Caregivers who receive adequate training play a critical role in the effective and efficient care of motor vehicle accident survivors. Their support helps prevent hospital readmissions and reduces the risk of avoidable disabilities resulting from inadequate care. The training is designed for individuals who provide ongoing care to loved ones after a motor vehicle accident but do not have a formal healthcare background.

Meanwhile, on 27 and 28 October, the RAF will extend its impactful Defensive Driver Training programme to bus drivers from Kopano and Greater North Transport. These theory-based workshops equip drivers with essential knowledge and skills in speed management, vehicle roadworthiness, tyre maintenance, hazard

identification, distraction avoidance, overloading prevention, risk anticipation, and taking the safest corrective action in potentially hazardous situations.

Furthermore, the Fund will provide road safety education to learners from four schools in Seshego and Mankweng through the Child in Traffic programme. The RAF is committed to promoting road safety across South Africa, to reduce motor vehicle accidents, save lives, and minimise the socio-economic costs associated with road crashes.

Unable to attend the outreach on Saturday, 31 October? 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