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Departement van  
Gemeenskapsveiligheid,  
Sekuriteit en Skakeling

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## Media Statement

**31 March 2016**

### **MEC Shongwe opens new Road Accident Fund offices**

Today [31 March 2016], Mpumalanga Community Safety, Security and Liaison MEC Vusi Shongwe has officially opened the new Road Accident Fund (RAF) Customer Service Centre in Mbombela. The centre is one of its kind in the province and is situated at the new Canary Walk Mall in Mbombela Central Business District.

RAF Chief Strategy Officer Ms Mantiti Kola said that the new service centre will fast-track the claims processes and promote efficient payments of claims.

"We have strategically placed these offices in this building so that claimants can easily access our services. Through the services, we want to empower people with information that they can make their claims directly with us.

We have realized that a lot of money is being spent on legal fees; that is why we want to encourage claimants to use our services so that we can also save money to process other claims," she said.

She emphasized that RAF is not only concentrating on aftercare services but they are also involved in road safety and fully support road safety initiatives by the department.

On the same note, MEC Vusi Shongwe said that improved service delivery and quicker turnaround time to claims is expected, adding also that all claimants must benefit equally from the service RAF renders.

"These claimants who are families of victims of road crashes, most of them were bread winners; that is why we need to ensure that there are no more delays in payouts. We also hope that the changes contained in the Road Accident Benefit Scheme Bill of 2014, which will enable victims of road accidents to claim directly without using lawyers will come in handy to distressed victims and our poor people in particular," said Shongwe.

He added that as an MEC responsible for community safety in the province, he has made a personal commitment to convert all the killer roads into holly roads.

According to Shongwe, the reduction of road crashes in the province could contribute positively in the economy of the country as a lot of money is being spent on RAF claims payout.

"The contribution can only be made through preventative measures on crashes which is to win the battle of changing driver behavior on the road. To change bad driver behavior, it will be required that we hit on irresponsible driving and unbecoming habits very hard without any mercy. We cannot continue to lose innocent lives and witness the increase of people living with disabilities in our community caused by unnecessary road crashes," he said.

Ends.

**Issued by Mpumalanga Department of Community Safety, Security and Liaison**

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