

Claim Requirements

- Completed Online claim form

To gain access to these online facilities, including the submission of claims online, the following is required;

1. A senior person within the employer such as Head of Human Resources and/or Head of Payroll or Head of Finance, etc. to complete the “Employer Access Authorisation Form” thereby appointing personnel that are to be provided with access to the website and all the online facilities or selected online facilities.
2. For access to the Administration Services Kiosk (“ASK”), i.e. for access to member personal and financial information, the appointed employer personnel must complete the “Digital Product Access Form–Administration Services Kiosk –ASK”
3. For access to Electronic Claim Forms, i.e. the submission of benefit claims online the appointed employer personnel must complete the “Digital Product Access Form–Online Claim Forms” and the excel template containing the user details.
4. The documents detailed in points 1, 2 and 3 must be emailed to NaidooNa@nbc.co.za

Once you have registered onto the online portal you will be provided with a username and system generated pin/password. Kindly change the system generated pin/password immediately to one of your choice. We always implore you to keep your online credentials confidential.

Once you have been granted access, you are ready to access the online portal. To access the various online functionalities, please follow the process detailed below:

1. Go to www.nbc.co.za
2. Click on NBC–LAND (top right corner of the web page)
3. Logon using the username and pin/password provided to you
4. The system will prompt you to change your pin/password the first time you logon
5. For access to member personal information click on Administration Services Kiosk (ASK) and to submit benefit claims click on Electronic Claim Forms and complete the required fields and submit.

Once you have submitted the benefit claim online, you will receive a PDF copy of the benefit claim form via e–mail for your own records and safekeeping.