



EDUCATIONAL PUBLICITY
CAMPAIGN

PAGE 2



AS A SINGLE PARENT, WHAT
WILL HAPPEN IF I DIE

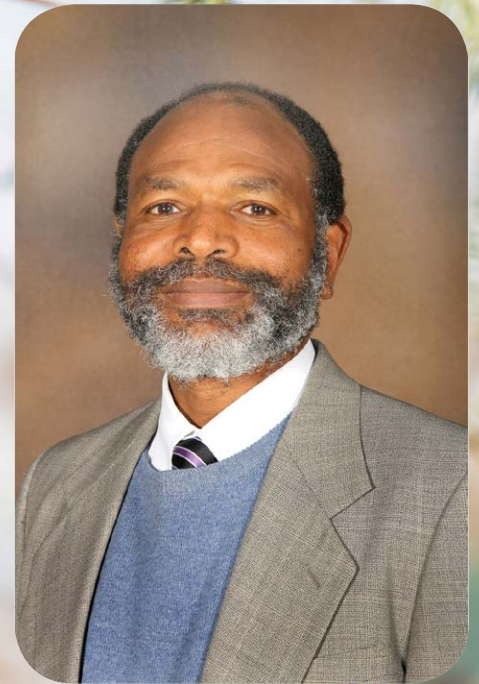
PAGE 4



CLAIM YOUR FUNERAL BENEFIT

PAGE 5

Principal Executive Officer's Festive Message



Dear Pensioners

Thank you for the continued support and engagement. This encourages the Fund to continue on its journey to improve in delivering on its purpose despite the challenges.

The Fund currently has more than 1.27 million members and 437 000 pensioners and beneficiaries. The GEPF's focus since its establishment 20 years ago remains to be a customer-service oriented organisation.

It endeavours to improve its services to members and pensioners through administration, communication, outreach and education.

GEPF's on-going member and pensioner outreach campaign is aimed at improving service delivery and educating members. I encourage you to attend these outreach campaigns whenever they are in your area as they are informative and of potential benefit to you.

The Fund hosted 14 member and pensioner outreach campaigns this year and 11 HR Forum campaigns focusing on improving the interactions with employer departments to educate them about processes to follow when assisting you with your claims and with other matters related to the Fund.

During this financial year, the focus is on improving communication to members, pensioners and



Principal Executive Officer's Festive Message (Cont...)

beneficiaries through various communication channels like outreach campaigns, advertorials in various media platforms and our newsletters. This focus will remain to ensure that the Fund effectively informs and empowers you with beneficial information to assist you to make informed and sound decisions about your retirement benefits.

The Fund is also focusing on establishing appropriate processes and systems that strengthen the administration into a service-oriented operation through developments such as automated claim processes and self-service portals for employer departments and members. These developments take time, however significant progress has been made to date.

There have been significant achievements in initiatives such as the development of communication mailers that are sent to inform you about your benefits and related claim processes, and the development of the GEPF's social media presence through Facebook and LinkedIn pages to communicate with members directly and proactively. Another achievement

was the approval of amending some GEPF benefits and the creation of others which will be communicated to you in due course together with implementation dates.

The biggest challenge facing the Fund is dealing with the speculation that GEPF through the Public Investment Corporation (PIC) is making inappropriate investments, especially in State Owned Enterprises with the focus being South African Airways (SAA) and ESKOM, as well as other private companies such as Independent Media and African Bank. Be assured that the GEPF has robust governance structures and processes, and adheres to strict regulations governing its financial liability to members, beneficiaries and pensioners, as well as its financial soundness. Through this, the Fund ensures that it relates its liabilities to its assets, to safeguard members, pensioners and beneficiaries' benefits. The GEPF has confidence in the PIC's ability to prudently invest funds on its behalf in terms of the agreed investment mandate, and constantly monitors and evaluates the PIC's performance in accordance with its investment policy and mandates.

The GEPF remains committed to protecting the benefits of members and pensioners, while contributing meaningfully to the development of the country and the continent. The Fund's investment philosophy is rooted in seeking financial returns and broader economic development in its investment decisions.

It is important to appreciate that as a defined benefit fund, the GEPF's benefits and pensions are determined and paid in accordance with GEP Law and Rules. Members and pensioners' benefits are not directly impacted by contributions and return on investments. The Fund is currently fully funded.

Despite the challenges facing the country and global economy, the Fund is looking to the future with confidence.

On behalf of GEPF's Board, the Fund's sponsors, the Executive Management team and all staff, I take this opportunity to wish you and your loved ones a happy festive season.

Yours sincerely,

Abel Sithole
Principal Executive Officer (PEO)

EDUCATIONAL PUBLICITY CAMPAIGN



The GEPF has embarked on a national educational media campaign to empower and educate members about its benefits and processes. The campaign targets national

newspapers like Sowetan, Daily Sun and Rapport. We also have television inserts on popular SABC TV programmes like Skeem Saam and Khumbul'ekhaya which were targeted to engage and educate GEPF members. Magazines like Drum and Move also form part of the campaign. Over and above these, more than 700 taxis across the country were used to reach members through online taxi screens.

The second leg of the campaign will start around November this year and will target other publicity platforms.

HELP US NOT TO HOLD YOUR BENEFIT IN THE UNCLAIMED BENEFIT ACCOUNT

The Pension Fund Act defines an unclaimed benefit as a benefit from a retirement fund that has become legally due and payable, but has not been paid for a period exceeding 24 months. Although GEPF has its own law (the Government Employees Pension Law), the Fund uses the same definition as the best practice guideline.

Benefits may be unpaid for a number of reasons, for example:

- No claim is received to pay such benefits;
- A tax directive is declined by SARS due to the member's tax affairs not being in order;
- Benefits paid are returned to GEPF due to incorrect banking details, dormant or frozen bank accounts, or other bank errors; and
- GEPF does not have sufficient information, for example, about the member, existing spouse(s) or beneficiaries, to facilitate a claim to such a benefit.

Although GEPF does everything in its power to pay benefits to the rightful member or beneficiary, it cannot always do so in the absence of the necessary information. The GEPF uses its outreach programme and a media publicity campaign to educate members and beneficiaries about unclaimed benefits. It also uses tracing agents to identify the rightful beneficiaries.



How can you assist?

Pensioners can assist by ensuring that their personal information and contact details are regularly updated with the Fund within the five years of retirement. In addition, Pensioners need to ensure that they submit the necessary Nomination of Beneficiaries form (WP1002) to the Fund, and ensure that this form is updated as and when required. There is no need for pensioners with more than five years on retirement to fill in or update the nomination form.

Pensioners are also advised to inform their dependant(s) about the benefits they may become entitled to in the event of the pensioner passing away within five years of retirement, as well as how to go about claiming such benefits.

Former members (or their dependants) who retired or resigned without claiming the benefits are urged to contact GEPF to check if they qualify.

AS A SINGLE PARENT, WHAT WILL HAPPEN IF I DIE WITHIN FIVE YEARS AFTER RETIREMENT?

If you are a single parent and you die within five years of after retirement, your lump sum benefit will be divided or paid out using your nomination form as a guide. In other words, the balance (what is left) of your benefits is not lost but fully paid (once-off) to your beneficiaries as per your nomination form.

There will be no monthly payment to your beneficiaries because all your benefit would have been paid. Monthly spousal pension or annuity after a pensioner's death is only paid to the pensioner's spouse or partner, not children. It is an additional benefit from GEPF for surviving spouses/partners. It is not for children or any other beneficiary.

The fact that a single pensioner's children do not get spousal pension after the pensioner's death does not mean that GEPF takes away or withhold a deceased pensioner's benefits/money.



MEMBER GUIDE IN BRAILLE FORMAT



In its attempt to ensure that GEPF information is accessible to all, the Fund has produced a member guide booklet in Braille format for members and pensioners with eyesight problems. The aim of this project is to empower our members and pensioners to better understand their Fund, especially with regard to its policies, products and benefits.

If you know any pensioner who might be in need of a Braille version of the member guide please get in touch with GEPF so that the copies can be delivered. Officials in old age homes are also advised to approach or call GEPF for the delivery of the member guide at **0800 117 669**.

IF A PENSIONER HAS FIVE OR MORE DEPENDENTS, WILL GEPF PAY ALL OF THEM WHEN THE PENSIONER DIES?



Yes, the GEPF will pay according to the nomination form irrespective of the total number of beneficiaries nominated. However, when all the allocated percentages are put together, they must add up to a 100 percent, not more. It remains the responsibility of the pensioner to guide the GEPF on who should receive their pension payment in the event of their death.

Pensioners are required, as per the GEP Law, to complete a nomination form and to regularly update it because it is the only document that dictates to the GEPF who should receive a share of the pensioner's benefits in the event of their death.

Irrespective of how many beneficiaries the pensioner might have, what is important is the availability of a valid

nomination form which helps the Fund to pay beneficiaries without unnecessary delays.

Pensioners are therefore encouraged to maintain their nomination forms by making sure that they are updated every time there are any changes in their personal and work environments. Anybody that is close to the pensioner's heart can be nominated and will be paid accordingly. Pensioners are advised not to exclude their underage dependants from the nomination because that could require the GEPF to use discretionary powers to overrule the nomination form and include the excluded minors in the payment.

Pensioners are advised to fill in a nomination form as long as they are on pension for a period of less than five years. There is no need for those with more than five years on retirement to fill in a nomination form.

CLAIM YOUR FUNERAL BENEFIT



The purpose of a funeral benefit is to help pay the funeral costs when a pensioner dies. The funeral benefit is also payable for the death of a spouse, life partner or eligible child of a member or pensioner.

We are pleased to inform you that the GEPF Board of Trustees has decided to increase the funeral benefit amount payable for a member or pensioner to **R15000 (Fifteen Thousand Rand)**. The same amount is also payable for the funeral of a member or pensioner's spouse or life partner. For the funeral of an eligible child of a member or pensioner, the

benefit has been increased to **R6000 (Six Thousand Rand)**.

An eligible child is considered to be:

1. A natural or legally adopted child under the age of 18 years
2. A natural or legally adopted child between the ages of 18 and 22 years, who is a full-time student
3. A still-born child. This is a child born after 26 weeks of pregnancy who shows no signs of life. The child must have died of natural causes (in a miscarriage) and not as a result of an abortion

CLAIM YOUR FUNERAL BENEFIT (Cont..)

Step children and children of other family members do not qualify for this benefit, unless the member or pensioner has legally adopted them. The funeral benefit is paid out as a taxable cash lump sum. The amount can be paid into a bank account or via the Post Office.

The person submitting the claim to GEPF must complete the following forms and make copies of the specified documents, as follows:

1. The Funeral Benefit Claim form (Z300 form)
2. If the payment must be made into a bank account, the Banking Details

- form (Z894) should be completed. If payment must be made via the Post Office, faxed or emailed copies of all the original documents must be presented at the Post Office
3. A certified copy of the ID document or valid passport of the applicant and the person who died
4. A certified copy of the death certificate
5. Proof of marriage

Please note that the following documents must also be submitted if the person who died was an eligible child:

1. A certified copy of the birth certificate

2. Medical proof of disability if the child was over 18 and disabled
3. Proof of student registration if the child was over 18 and a full-time student at a recognised institution
4. Medical proof from the hospital or doctor if the child died in a miscarriage after 26 weeks. This proof could be a letter from the hospital confirming the age and cause of death of the child, as well as the date and place of death
5. If the person claiming is a major child, he or she must provide proof of the relationship with the person who died



0800 33 72 83 / 0800 3 Fraud (37283)

LET GEPF KNOW WHEN YOU CHANGE YOUR CONTACT DETAILS



Please remember to send us your latest address and contact details, including your cell phone number, so that we can stay in touch with you. This will assist us in processing your pension benefits efficiently and effectively, and it will ensure that you receive your GEPF newsletter and other GEPF correspondence accordingly. GEPF relies on you to provide accurate personal details. If you know of any GEPF member who does not receive this newsletter, please urge them to contact GEPF to update their contact details.

DO YOU KNOW WHERE TO FIND US?

CLIENT SERVICE CENTRES

Gauteng: Trevenna Campus, Building 2A, corner of Meintjes and Francis Baard streets, Sunnyside, Pretoria **Eastern Cape:** No. 12 Global Life Centre, Circular Drive, Bhisho **Free State:** No. 2 President Brand Street, Bloemfontein **KwaZulu-Natal:** 3rd Floor, Brasfort House, 262 Langalibalele Street, Pietermaritzburg **Limpopo:** 87 (a) Bok Street, Polokwane **Mpumalanga:** Shop No. 5 Imbizo Place, Samora Machel Street, Mbombela **North West:** Mega City, Office No. 4/17, Ground Floor, Entrance 4, Mmabatho, Mahikeng **Northern Cape:** 11 Old Main Road, Kimberley **Western Cape:** 21st Floor, No. 1 Thibault Square, Standard Bank Building, Long Street, Cape Town

SATELLITE OFFICES

Johannesburg: 124 Marshall Street (corner Marshall and Eloff streets - Gandhi Square Precinct), 2nd Floor, Lunga House, Marshalltown **Port Elizabeth:** Ground Floor, Kwantu Towers, Sivuyile Mini-Square, next to City Hall **Mthatha:** 2nd Floor, PRD Building, Sutherland Street **Durban:** 12th Floor, Salmon Grove Chambers, 407 Anton Lembede Street **Phuthaditjhaba:** 712 Public Road, Mandela Park Shopping Centre **Thohoyandou:** 2010 Centre, next to Phalaphala FM (SABC) **Rustenburg:** Shop 1, Ground Floor, 68 Marais Street

Disclaimer

The information provided in this newsletter is protected by applicable intellectual property laws and cannot be copied, distributed or modified for commercial purposes. While every effort has been made to ensure that the information contained herein is current, fair and accurate, this cannot be guaranteed. The use of this information by any third party shall be entirely at the third party's discretion and is of a factual nature only. The information contained herein does not constitute financial advice as contemplated in terms of the Financial Advisory and Intermediary Service Act, 2002. GEPF does not expressly or by implication represent, recommend or propose that products or services referred to herein are appropriate to the particular needs of any third party. This newsletter is for information purposes only. Please note that if the content of the newsletter conflicts with the rules of the Fund, the rules shall prevail. GEPF does not accept any liability due to any loss, damages, costs and expenses, which may be sustained or incurred directly or indirectly as a result of any error or omission contained herein.