

fundtalk

1st Edition 2022

The quarterly newsletter for members of the Government Employees Pension Fund



The importance of discussing your pension benefits with your family



How does Enhanced Spouse Pension work?



Do you know of any potential GEPF beneficiaries who have not claimed their pension benefit?

I am 59 years old.

Will I qualify for a SASSA grant when I retire?

It is the responsibility of the Government Employees Pension Fund (GEPF) to pay pension benefits to its qualifying members upon retirement. These benefits include the retirement monthly annuity.

Government Employees Pension Ombud
+27 12 110 4950 enquiries@gepo.co.za gepo.co.za

For more information contact us at:
Government Employees Pension Fund
0800 117 669 enquiries@gepf.co.za gepf.co.za
Government Employees Pension Fund @GEPF_SA


GEPFTM
your investment. your future

Download
GEPF App on

GET IT ON
Google Play

Available on the
App Store

Available on the
AppGallery

As a member you are generally allowed to retire at the normal retirement age of **60-65** or at the early retirement age of **55 years (50 for teachers)**, depending on the retirement age regulation at the department where you are employed. You may also retire early in cases where you are no longer able to continue working due to a deteriorating health condition. This means you may retire even earlier than the stipulated ages due to illness (medical boarding).

While the GEPF is responsible for paying these pension benefits for which you would have contributed, we are not able to determine whether or not you qualify to receive the South African Social Security Agency (SASSA) grant. It is the prerogative of SASSA to determine if a GEPF pensioner qualifies for their social grant.

You are advised to visit your nearest SASSA office to enquire on how to apply for the social grant. If you meet the requirements they have set out, they will advise you on the process to follow.

What GEPF can guarantee you is that it will continue to pay the pension benefits due to you, whether or not you qualify to receive the SASSA grant because GEPF pension benefits are guaranteed for the rest of your life.





The importance of discussing your pension benefits with your family

One of the challenges the Government Employees Pension Fund (GEPF) has been grappling with is Unclaimed Benefits.

Unfortunately, the cases continue to increase as potential members or beneficiaries either cannot be found, or do not come forward to claim their benefits. There are several reasons that contribute to this challenge but the main factor is that employer departments and the Fund do not have sufficient personal information of members and beneficiaries.

We encourage all members to talk about their pension benefits with their families. This approach will undoubtedly make the claiming process easier in the case of the death of a member as it will empower beneficiaries on the process they need to follow to claim their benefits.

More often than not, the reasons families fail to come forward and claim pension benefits in the event of a member's death, is due to the lack of a completed and updated Nomination Form

(WP1002). As a result, the GEPF does not know who the possible beneficiaries are. The problem is compounded if the family is also not aware of the benefits due to them.

We understand that many members may find it difficult to discuss their pension benefits with their families while they are still alive. Nevertheless, the Fund believes that it is very important to share this information as it will assist in having a seamless claiming process in the event that you pass on. We urge you to inform your family members that you are a member of the GEPF. Explain to them the benefits due to you should you pass on, as well as the processes they need to follow to claim those benefits.

Here is another important aspect: **DO NOT** forget to nominate your beneficiaries and regularly **update your Personal Details Form (Z864)** and **Nomination of Beneficiaries Form (WP1002)** each time your circumstances change e.g if you have a newborn baby or change contact number, change address, etc.



Together we can stop fraud & corruption.

As part of our continued commitment to zero tolerance towards fraud, corruption and unethical behaviour, the GEPF is urging members to join the fight against fraud today by reporting any fraudulent activities.

What is fraud?

Fraud is an illegal act or a series of illegal acts committed through non-physical means through hiding information or changing information to obtain money.

What are the types of fraud encountered by the GEPF?

Fraudulent activities include but are not limited to:

- Fraudulent exits
- Fraudulent bank forms
- Fraudulent beneficiaries
- Fraudulent payments.

What can you do?

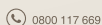
Speak up against fraud by calling the FREE and CONFIDENTIAL Whistle Blower Line.

Tel: 0800 203 900 | SMS: 30916 | Email: gepf@thehotline.co.za |

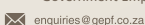
Website: www.thehotline.co.za

For more information contact us at:

Government Employees Pension Fund



0800 117 669



enquiries@gepf.co.za



gepf.co.za

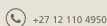


Government Employees Pension Fund

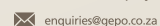


@GEPF_SA

Government Employees Pension Ombud



+27 12 110 4950



enquiries@gepo.co.za



gepo.co.za



GEPF™

your investment, your future

How is my pensionable service determined?

A photograph of a person from behind, with their right hand raised in the air. They are wearing a green long-sleeved shirt. The background is a blurred crowd of people at what appears to be a conference or event, with warm, bokeh-style lighting. A large screen is visible in the background, displaying some text that is out of focus.

You may have heard about pensionable service in the corridors of your workplace or maybe discussed it with other fellow colleagues only to find yourself still confused and uncertain at the end of the day. In this edition, we hope to clarify this matter and address any existing concerns you may have.

Please bear in mind that joining the public service does not automatically make you a member of the Government Employees Pension Fund (GEPF). In some instances, you can be a government employee and still not be a GEPF member. Hence there is a critical need to regularly explain what pensionable service is and the impact that it has on your pension. This point will be explained further in this article.

Pensionable service refers to the period that you contributed to the GEPF as an active member of the Fund until the date of your exit from the public service, whether through retirement, resignation, death or dismissal. The date that your pensionable service commences may not necessarily be the same as the date when you started working.

Both you and your employer contribute towards your pension from the time you are admitted to the GEPF until the day you exit the public service. All GEPF members contribute 7.5% towards the Fund while the employer department makes a 13% contribution.

The value of your benefits is calculated based on three key factors:

- The period of your pensionable service (meaning the period as an active member of the GEPF when both you

and your employer paid monthly pension contributions);

- Your final salary.
- Your exit age (used in downscaling for early retirement).

With the above in mind, it is important to make a clear distinction between the date on which you started working in the public service (employment date) and the date on which you joined the GEPF (pension service date). Confusion may arise if, for instance, you started working in the public service on a contract basis (during which time you did not qualify for GEPF membership and were not contributing towards your pension benefits) and the time when you later became a permanent employee and started making monthly contributions towards your pension benefits. These two dates are not the same thing.

To continually keep you updated, the GEPF annually sends an Estimation of Benefits statement to members although you can request for it from us whenever you need it. This can also be accessed via the GEPF Self-Service Web or Mobile App.

UNCLAIMED

Do you know of any potential GEPF beneficiaries who have not claimed their pension benefit?

Unclaimed Benefits are defined as benefits that have not been paid to the member or their beneficiaries within 24 months of the last day of service. This happens because the Fund would have not received any pension claim from the member's employer as per the GEP Law requirements.

The Government Employees Pension Fund (GEPF) is working tirelessly to find eligible beneficiaries of Unclaimed Benefits. It is in the best interest of

the Fund to have all cases of Unclaimed Benefits processed and paid. The Fund remains concerned when pension benefits cannot be processed due to untraceable members and potential beneficiaries who are not coming forth to claim their pension benefits.

You are encouraged to assist the Fund to trace any potential beneficiaries of Unclaimed Benefits by advising those who could be qualifying to contact the GEPF or former employer departments for assistance. The GEPF can be reached through the Call Centre, mobile offices or by visiting any of the GEPF offices countrywide.

Here are some of the reasons contributing towards cases of Unclaimed Benefits.

- The employer department did not submit the relevant exit documents (Z102 forms etc.) to the GEPF.
- The documents submitted contain errors that have not been rectified.
- The GEPF is unable to get a tax directive from South African Revenue Service (SARS) because the member or beneficiary has either not registered for tax or they have not filed their tax returns.
- The benefit pay-outs are returned to the GEPF due to incorrect banking details, a frozen or closed bank account, or incorrect pay points etc.
- The GEPF has insufficient information about the spouse or beneficiary of the deceased member. This results in delays and GEPF unable to pay benefits to the rightful beneficiaries.

The Fund encourages all the stakeholders to reach out and assist in our efforts to locate potential beneficiaries who might be in dire need of the money that could help change their lives for the better. This appeal for assistance is based on the fact that the majority of citizens in our country have limited access to information and news.

Who qualifies for Unclaimed Benefits?

- GEPF members who exited without claiming for their pension benefits or those who claimed but were not

successful for various reasons such errors or incomplete requisite documents.

- Beneficiaries of GEPF members who are no longer in service and died before their benefits were paid or are alive but incapacitated due to e.g illnesses, etc.

Guidelines on how you can claim Unclaimed Benefits successfully.

1. In cases where the applicant is a member or a spouse, the following documents are required:

- A fully completed Z894 form (Banking Details)
- A certified copy of the applicant's Identity Document or Card (not older than six months)

2. In cases where the applicant is a beneficiary, the following documents are required:

- The death certificate of a member
- A certified copy of the beneficiary's Identity Documents or Card (not older than six months)
- A correctly completed Z894 form (Banking Details)
- A guardian letter in the case of a minor beneficiary
- A certified copy of the guardian's Identity Document or Card (not older than six months).
- Proof of the relationship to the deceased.



How does Enhanced Spouse Pension work?

When a Government Employees Pension Fund (GEPF) pensioner passes on, their lawful spouse/s or approved life partner/s may be entitled to 50% (if it is one spouse/ life-partner) of what the deceased's monthly income was at the time of death (Spouse Pension). If there is more than one lawful spouse, the Spouse Pension will be shared equally amongst all lawful spouses.

A member going on pension has the option to choose to receive a reduced gratuity or a reduced annuity to allow for the surviving spouse/s or approved life partner/s to receive the Enhanced Spouse Pension which is equivalent to seventy-five percent (75%) of the deceased's monthly annuity.

If you choose to retire with less than ten (10) years of pensionable service, you will not qualify for a monthly pension, therefore in the unfortunate event that you die, your surviving spouse/s or life partner/s will not receive a Spouse Pension.

The Spouse Pension is a lifelong benefit and does not cease even if the surviving spouse/s remarry following the death of a GEPF pensioner.

If you are planning to go on retirement, you are required to complete the ESP1 Choice form to select either the standard (50%) Spouse Pension retirement benefit or to request a quotation to elect to choose a reduced retirement gratuity or annuity in favour of an Enhanced Spouse Pension (ESP), which is 75% of the pensioner's monthly pension.

The ESP form can be downloaded from the GEPF website by browsing www.gepf.co.za and the same completed form can be submitted through your employer's Human Resource office.

How to use our mobile App and Self-service Web:

Step 1
Download our mobile App on Google play store, Huawei App Gallery, Apple App store or go to our website at www.gepf.co.za to access Self-service Web.

Step 2
Register with your South African ID number, e-mail address and cell phone number, and for non-South Africans citizens you need a passport number, date of birth, Country of origin, email address and cell phone number.

Step 2(b)
If you are South African Citizen with a valid ID number, cell phone number and email address entered does not match the information held by the GEPF, you will be re-directed to a self-registration questionnaire page. You are required to answer a set of questions in order to be authenticated, if all questions are answered correctly, you will be able to update your personal information and register successfully.

If you are a NON South African Citizen with a passport number, date of birth, country of origin, cell phone number and email address entered does not match the information held by the GEPF, you will be re-directed to a self-registration questionnaire page. Self-registration questionnaire requires you to provide your passport number that match information held by the GEPF and upon successful match you will be required to answer a set of questions in order to be authenticated. If all questions are answered correctly, you will be able to update personal information and register successfully.

Step 3
Once you are registered you will receive a temporary password and username via email or SMS, then after you login with the temporary password and username, you will be required to reset your password to your own and the username remains the same.

Step 4
Once you have logged in on the mobile App or Self-service Web you will have access to your benefit statements, be able to track your withdrawal claims, nominate beneficiaries and access other services.

Access your pension information anytime, anywhere.

CHILD'S PENSION.



The **Child's pension** is available to a child whose parent or guardian was a GEPF member or pensioner. The benefit only applies if the parent or guardian or pensioner is deceased from the 1st of June 2018.

BENEFITS

- The **Child's pension** is payable to a child up to the age of 18. It is only in instances where the child is at school and there is proof of such that they qualify until age 22 years.
- Disabled children are entitled to receive the Child's Pension beyond the age of 22 years, subject to approval by the **GEPF**.

WHAT THE APPLICANT MUST SUBMIT

A certified copy of the deceased ID (certified within the last 6 months)

- A banking details form (Z894)
- A certified copy of the death certificate
- A certified copy of your ID and confirmation of death by the Department of Home Affairs.

Securing their future.

Do you know where to find us?

GEPF has a national toll free Call Centre number, **0800 117 669**.
Calls to this number are free from any Telkom line.
We also have regional Client Service Centres in all nine provinces of South Africa.

Contact Details

Toll free number: **0800 117 669**

Email: enquiries@gepf.co.za

Website: www.gepf.co.za

Postal address:
GEPF Private Bag X63
Pretoria
0001

Twitter: @GEPF_SA

Client Service Centres

Eastern Cape

No. 12 Global Life Centre,
Circular Drive, Bhisho

Sunnyside, Pretoria

Kwa-Zulu Natal

Brasfort House, 3rd Floor,
262 Langelibalele Street,

North West

Mega City, Entrance 4,
Ground floor, Office no 4/17,
Mmabatho, Mahikeng

Free State

Brandwag Centre, 20 Stapelberg Street
Brandwag, Bloemfontein

Pietermaritzburg

Limpopo

87 (a) Bok Street,
Polokwane

Northern Cape

11 Old Main Road, Kimberley

Gauteng

Trevenna Campus, Building 2A,
Corner Meintjies and Francis Baard
Streets,

Mpumalanga

Imbizo Place, Shop no 5,
Samora Machel Street, Mbombela

Western Cape

Buitengracht Centre, 4th Floor
125 Buitengracht Street
Cape Town

Satellite Offices

Durban

Salmon Grove Chambers, 12th Floor,
407 Anton Lembede Street

Mthatha

Manpower Building, Ground Floor,
Corner Elliot & Madeira streets,

Gqeberha (Formerly Port Elizabeth)

1st Floor, Regus House
Fairview Office Park, 66 Ring Road
Greenacres

Johannesburg

UCB House, 2nd Floor,
78 - 74 Marshall Street, Marshalltown

Phuthaditjhaba

Mandela Park Shopping Centre,
712 Public Road

Rustenburg

149 Leyds Street

Tohoyandou

2010 Centre, next to Phalaphala FM (SABC)

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.

The GEPF respects privacy and personal information of its members and pensioners and therefore subscribes to the provisions of the Protection of Personal Information Act 4 of 2013. Visit www.gepf.co.za to view GEPF Privacy Policy.

Download GEPF App on

