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How and where to check if you have **Unclaimed Benefit?**

An unclaimed Benefit is a benefit that has not been paid to the member or eligible beneficiary for a period of 24 months (two years) of the benefit becoming legally due and payable. The Fund is concerned about the number of untraceable members and potential beneficiaries who never come forth to claim their pension benefits.

The GEPF has a variety of platforms for members to use in order to enquire about pension-related matters. The following platforms are available for members to make contact with the Fund nationally:

- GEPF Call Centre
- Regional Offices/Walk-in Centres in every province.
- Satellite Offices in some provinces
- GEPF enquiries email address and website
- GEPF social media platforms(twitter and Facebook)

GEPF CONTACT DETAILS FOR UNCLAIMED BENEFITS

Province	Surname and Initials	Contact No.
Eastern Cape	Elizabeth Diale	012 - 399 2464
Free State	Patience Sejane	012 - 319 1286
Gauteng	Rachel Breytenbach	012 - 319 1472
	Keamogetswe Kgomongwe	012 - 399 3460
Kwa Zulu Natal	Thandeka Mhlongo	012 - 319 1378
	Masobela Khaalo	012 - 399 2768
Limpopo	Kgaogelo Lekgau	012 - 399 2561
	Mulalo Ndou	012 - 399 2297
Mpumalanga	Samukele Mzimba	012 - 399 2582
North West / Northern Cape	Maggie Monaheng	012 - 399 2519
Western Cape	Justin Mothapo	012 - 399 2758



How to claim for a Funeral Benefit?



In 2017, the GEPF Board of Trustees announced the improvement on the funeral benefit effective from 1 October 2017. This improvement means that the amount payable for Funeral Benefit is dependent on the date of death and any other conditions stipulated in terms of the GEPF rules.

Prior to 1 October 2017:

- An amount of R7 500 is payable upon death of the member/pensioner as well as upon death of a spouse of the member/pensioner.
- An amount of R3 000 is payable upon death of an eligible child of the member/pensioner.

From 1 October 2017 onwards:

- An amount of R15 000 is payable upon death of the member/pensioner as well as upon death of a spouse of the member/pensioner.
- An amount of R6 000 is payable upon death of an eligible child/Still born of the member/pensioner

Members and pensioners are encouraged to advise their family members about the availability of the Funeral Benefit and to apply for it at the time of death. The Funeral Benefit is intended to assist the family with funeral preparations of a member, pensioner or beneficiary.

To process and pay this benefit, GEPF needs the following documents from the claimants:

- A fully completed Z300 form (Funeral Benefit Claim Form); A certified copy of the death certificate (issued by the Department of Home Affairs);

- An originally certified copy of the bar-coded ID, ID Card (both sides), Passport or Birth Certificate (in case of a minor child) of the deceased and applicant.
- In the case of a still-born (a child born after 26 weeks of pregnancy and shows no life), the GEPF requires a written confirmation of the duration of pregnancy and death certification as issued by the attending physician and hospital; a certified copy of the death certificate(issued by the Department of Home Affairs)
- For payment into a bank account – the Z894 form (Banking Particulars Form);
- When a claim is submitted by fax, the Z894 must be accompanied by a certified bank statement showing the bank’s e-mail and landline contact details (these contact details will be used to confirm the bank account details provided);
- For payment via the Post Office – details of the online Post Office must be provided on the Z300 form. Applicants must confirm with the Post Office in question that it is an online Post Office. The original application and attachments must be handed in at the Post Office when claiming the benefit. If the original documents are not handed to the Post Office, payment will not take place.

Where applicable, the following additional documents must accompany the funeral benefits claim:

- If the spouse is the deceased or the applicant: an originally certified copy of the marriage certificate, proof of marriage according to religious tenet, certificate of customary marriage, lobola letter with two affidavits from each

family confirming the customary union. Lobola letters and affidavits confirming customary marriage must specify the place, date and parties to the customary union, and the lobola paid.

- Cases involving adopted children will require legal proof for such adoptive parenting.
- If the benefit is payable to the estate: an originally certified copy of the letter of executorship and the Z894 (Banking Particulars Form) reflecting the estate’s banking details. When submitted by fax, the banking details form must be accompanied by a certified bank statement that shows the e-mail and landline contact particulars of the bank (these contact details will be used to confirm the account details provided). A certified copy of the ID of the executor of the estate is also required.
- If the deceased is a biological or legally adopted child and the child was a full-time student over 18 years but under 22 years: the originally certified proof of full-time registration from a recognized educational institution.
- In the case of a still-born((a child born after 26 weeks of pregnancy and shows no life), written confirmation of the duration of pregnancy and death certification as issued by the attending physician and hospital; A certified copy of

the death certificate(issued by the Department of Home Affairs),

- If the deceased is a biological or legally adopted child who was over the age of 18 and was disabled and factually dependent on the member or pensioner: the originally certified medical proof of disability along with proof of factual dependency.
- If the surname of the applicant is different from that of the member or pensioner, an affidavit explaining the relationship, for example, that the applicant is the married daughter of a deceased member.
- Where the applicant or the deceased is a life partner, the life partnership must be approved by the GEPF before the claim can be processed. If the life partnership had not yet been approved at the time of death, a completed Life Partner Application form to be attached to the funeral benefit claim, along with all the prescribed attachments for both documents.

The Life Partner Application form can be downloaded from the GEPF website or a copy can be requested from the Call Centre (0800 117 669).

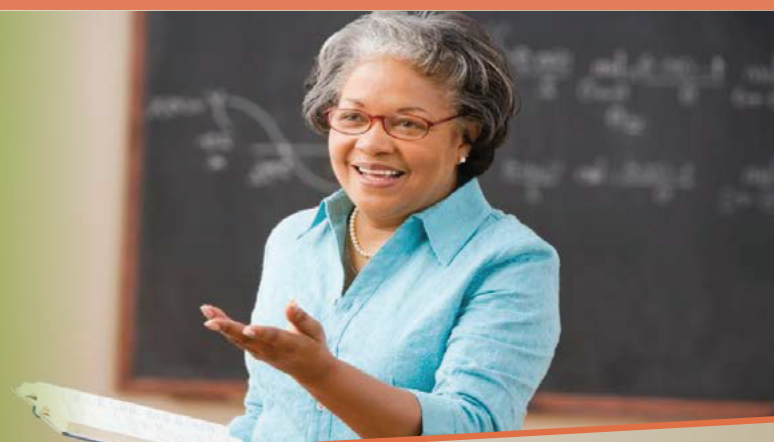
Member security authentication when making contact with the GEPF's Call Centre

It is important for members, pensioners and beneficiaries to provide their correct identity information to the GEPF Call Centre agents. This will ensure that the GEPF Call Centre agents assist the clients quicker.

Remember this is not a face-to-face interaction hence it is important for the Call Centre agent to ensure that they have the correct information of the caller. When contacting the GEPF's Call Centre please ensure that you have your pension, salary and identity numbers ready.


THE REWARDS OF REMAINING WITH THE GEPF

- Your GEPF pension benefits are guaranteed.
- The GEPF also offers non-contributory benefits such as funeral benefits, spouse pension and child's pension.
- If you become a pensioner of the GEPF your benefits are protected against inflation as pension increases have been at or above inflation rate for the last five years.



For more information contact us at:  0800 117 669

 @GEPF_SA

 enquiries@gepf.co.za

 gepf.co.za


GEPF
your investment. your future



Implementation of Past Discriminatory Practices (PDP)

The GEPF continues to receive enquiries and complains about the implementation of the past discriminatory practices (PDP) project. We would like to reiterate that the project is managed by the Public Service Coordinating Bargaining Council (PSCBC) and not by the GEPF. It is important to note that such applications for members closed in 2012.

The GEPF is not responsible or able to assist any member or pensioner who was not able to apply on time or whose applications were declined. Anyone

who wishes to make an enquiry on this matter should do so with the PSCBC or the employer department.

The parties (government and organised labour) also agreed on the compensation methodology and close out of the PDP project. The PSCBC undertook a national road show at which they reported back to members and all stakeholders regarding the decisions taken regarding implementation of PDP.

The GEPF's role on this project is to pay those whose applications were approved and were in retirement,

resigned or deceased and enhance pensionable service periods (years) for those who are still in employment. This part of the project is still in progress.

Both the GEPF and PSCBC are aware that there are third parties that mislead people by presenting them with application forms, charging them exorbitant fees and making false promises regarding the redress process. These people do not represent the GEPF or PSCBC. We urge our members and pensioners not to get involved because it is waste of their money and third parties can use their personal documents for illegal activities.

UNCLAIMED PENSION

Do you know of any public servant who **did not claim his or her GEPF pension?**

Are you a dependent of a deceased person who **worked for government and contributed to the GEPF and their GEPF pension was not claimed?**

Are you a former government employee and you **have not claimed your GEPF pension?**

LOST YOUR PENSIONER CARD?

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If you have not received your pensioner card or if you have misplaced the one you had, do not despair. **Please** visit your nearest GEPF regional office or contact the GEPF using our toll free number to request a re-issue.



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:** Brandwag Centre, 20 Stapelberg Street, Brandwag, 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: 2nd Floor, UCB House, 78-74 Marshall Street, Marshalltown **Port Elizabeth:** Ground Floor, Kwantu Towers, Sivuyile Mini-Square, next to City Hall **Mthatha:** Ground floor, Madeira Plaza, Cnr Sutherland & Maderia 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:** 149 Leyds Street

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