



HELP US NOT TO PAY YOUR  
MONEY INTO THE UNCLAIMED  
BENEFIT ACCOUNT

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CLAIM YOUR FUNERAL BENEFIT

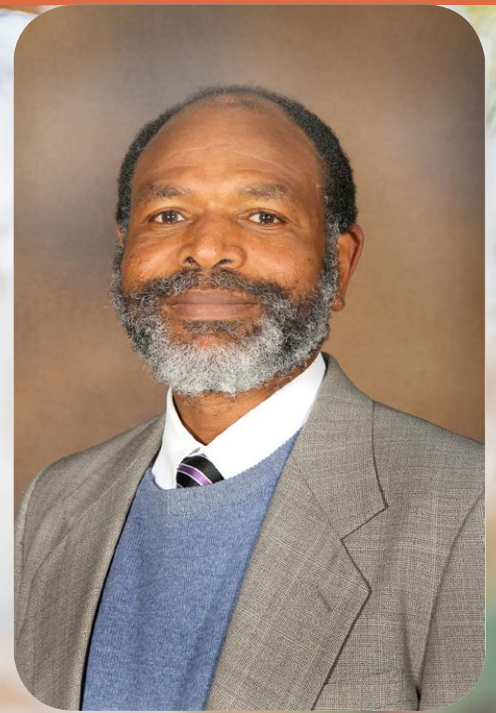
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## Principal Executive Officer's Festive Message



### Dear Members

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 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



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

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)**

## 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;



# How can you assist?

- 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.

Current members can assist by ensuring that their personal information and contact details are regularly updated with the Fund. In addition, members need to ensure that they submit the necessary Nomination of Beneficiaries form (WP1002) to their employers and to the Fund, and ensure that this form is updated as and when required.

Members must also ensure that their tax affairs with SARS are in order at all times. Failing to do so will result in GEPF not being able to obtain a tax directive to effect payment when a benefit is claimed.

Members are also advised to educate their dependant(s) about the benefits they may become entitled to in the event of the member passing away, as well as how to go about claiming such benefits. Former members or dependants of former members who suspect that there is a potential benefit payable to them are urged to contact GEPF.

## CLAIM YOUR FUNERAL BENEFIT

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

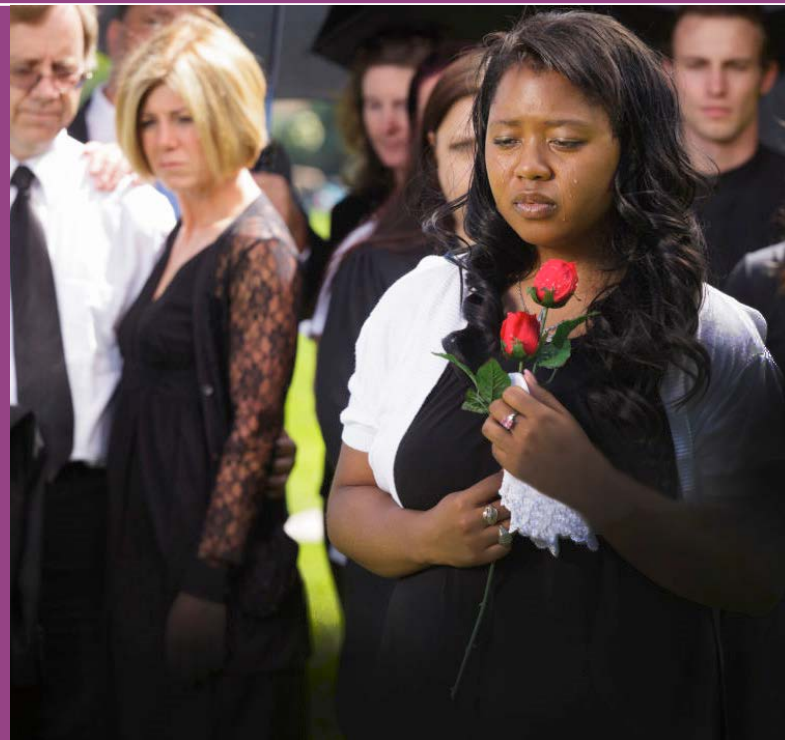
We are pleased to inform you that the GEPF Board of Trustees has decided to increase the funeral benefit amount payable for a member or pensioner to **R15000 (Fifteen Thousand Rand)**. The same amount is also payable for the funeral of a member or pensioner's spouse or life partner. For the funeral of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

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.



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.**

## EARLY RETIREMENT: WHAT ARE APPLICABLE PENALTIES?

All GEPF members qualify to go on retirement from the age of 60 until 65 years. But there are situations when a member may want to go on early retirement. This may be allowed if the member is over the age of 55. Various reasons contribute to members opting for early retirement, but in the main, the conditions of service play a major role in employers allowing members to retire earlier than normal.

Early retirement is when a member decides to retire after reaching the age of 55 years, and before the age of 60 years, with or without the approval of his or her employer.

Members should be aware that choosing to go on early retirement has its conditions and the benefits depend on the number of years the member has contributed to the GEPF. The most important condition is the approval of the employer for the member to go on early retirement, with



the understanding that the employer is also agreeing to pay the additional liability based on the number of years left for the member to reach the age of 60. That means, the employer would agree to pay the difference between the member's age at early retirement date and normal retirement age/date, which is 60 years. This would then mean the member will receive full benefits as if they retire at the prescribed or normal retirement age.

In the event the employer refuses to pay for the number of remaining years, then the member will have his or her benefits reduced according to the number of years left from 55 until the age of 60.

The member's benefits are also determined by the number of years they have been contributing to the GEPF.

## EARLY RETIREMENT: WHAT ARE APPLICABLE PENALTIES? (Cont...)

- Less than 10 years of contribution/service, the member only receives a once off lump sum and no monthly pension .
  - More than 10 years of contribution/service, the member receives a once off lump sum as well as a monthly pension.
- Members should remember that in order to apply for early retirement benefits, the Human Resources (HR) department needs the following documents:
- A correct and completed Z102 form;
  - A correct and completed Z894 form;
  - A correct and completed Z583 form if the member has more than 10 years' service and is a member of a medical aid scheme;
- A letter of approval for early retirement, signed by the member's Head of Department;
  - A certified copy (not older than six months) of the member's green bar-coded identity document; and
  - A correct and completed Retirement Choice form

## WHAT YOU WILL LOSE WHEN YOU RESIGN



The primary role of GEPF is to protect the wealth of our members and pensioners by proper administration and prudent investment. There are a number of benefits that our members enjoy if they stay with us until retirement age. Most notable are non-contributory benefits such as funeral benefit, orphan's and spouse's / lifetime partner's pensions, etc.

GEPF has different benefits that you will lose if you resign instead of retiring. If you have more than 10 years of service and you decide to resign

instead of working until retirement age, your GEPF benefits will be affected in the following manner:

### 1. Monthly pension

**Resignation:** You will receive a once-off lump sum payment. You lose monthly pension, (the monthly pension payments are for life). Your spouse or life partner will also not receive anything from GEPF after you pass away.

**Retirement:** You will receive a once-off lump sum, monthly pension for life and when you die your spouse/ life partner will receive 50% or 75% of your monthly pension, (based on your choice on retirement, for life. These benefits increases every year.

### 2. Medical aid subsidy

**Resignation:** You will not receive any medical aid subsidy from the state if you resign.

**Retirement:** if you have 15 or more years of service you will be eligible to receive monthly medical aid subsidy from the state for the rest of your life.

### 3. Funeral

**Resignation:** You, your spouse or child will not receive any funeral benefit from the GEPF if you resign.

**Retirement:** GEPF pays a funeral benefit to help its members and pensioners pay for the funeral costs when a member or pensioner dies. These benefits are also paid when a spouse, life partner or eligible child of a member or pensioner dies.



# 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**.



**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 Meintjies 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:** 3<sup>rd</sup> 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), 2<sup>nd</sup> 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

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