



**ELECTRICAL INDUSTRY KWA-ZULU NATAL PENSION FUND**

**MEMBER BOOKLET**

**OCTOBER 2024**



## ELECTRICAL INDUSTRY KWA-ZULU NATAL PENSION FUND

Registration No: 12/08/14479

23 Lennox Road, Greyville, Durban, 4001

Member Booklet ( Issued as at 30 June 2024)

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### **1. INTRODUCTION**

The Trustees communicate annually with members, by issuing annual benefit statements advising members of the benefits held in the Electrical Industry Kwa-Zulu Natal Pension Fund ("*The Fund*"), accompanied by a Trustee Report providing information about the Fund, any developments in the Fund in particular and in the Retirement Fund Industry in general.

Some of the information in this booklet has already been included in the Trustee Report but has been included again for completeness.

### **2. FUND OBJECTIVE**

The Electrical Industry Kwa-Zulu Natal Pension Fund is a defined contribution pension fund established on 04 April 1977 by the National Bargaining Council for the Electrical Industry of South Africa, originally established in terms of the Labour Relations Act, No. 28 of 1956 (as amended) and continued in terms of the Act No. 66 of 1995 (as amended). The Fund is an umbrella fund which has been extended to all employees within the jurisdiction of the Council.

The name of the Fund changed to the Electrical Industry Kwa-Zulu Natal Pension Fund with effect from 01 January 1996 and was required to be registered under the Pension Funds Act, No. 24 of 1956 (as amended) with effect from 01 January 2008. The Fund became a privately administered fund with effect from 01 January 2003.

The contributions paid to the Fund and the assets of the Fund are held in the Fund's name. The Fund is managed by a Board of Trustees and a Principal Officer, who ensure that the Fund operates in a sound manner, independently from the Employer. The Trustees and Principal Officer are bound by the Rules of the Fund.

The Electrical Industry Kwa-Zulu Natal Pension Fund is registered by the Financial Sector Conduct Authority ('FSCA'), previously known as the Financial Services Board ('FSB') in terms of the requirements of the Pension Funds Act, No. 24 of 1956 (as amended) and has been approved by the South African Revenue Services ('SARS') in terms of the Income Tax Act No. 58 of 1962 (as amended).

The Fund's approval numbers are:

FSCA registration number: 12/08/14479

SARS approval number: 18/20/4/10815

### **3. ELIGIBLE MEMBERS**

Any person in the Electrical Industry, in respect of whom the Council Agreement is applicable.



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### 4. CONTRIBUTIONS

Member contributions : 7.5% effective 1 July 2024 (previously 6%)  
Employer contributions : 7.5% effective 1 July 2024 (previously 9%)

The following deductions are made from the above contributions:

- Death Benefit premiums
- Disability Benefit premiums
- Funeral Cover Benefit premiums
- Fund Expenses refer to FSCA Levies, Audit Fees, Administration Fees, etc.

### 5. ADDITIONAL VOLUNTARY CONTRIBUTIONS

Members may make additional voluntary contributions.

### 6. BOARD OF TRUSTEES

The Board of Trustees of the Fund are as follows and hold office for a period of three (3) years up to 30 June 2025 and for the Independent Trustee (21 May 2024 – 20 May 2027):

FULL NAME		POSITION
Mr Sipho	Mayisela	Member Trustee*
Mr Deon	van Deventer	Member Trustee*
Mr Innocent	Nkabinde	Member Trustee*
Mr Amos	Madonda	Member Trustee*
Mr Dave	Alcock	Employer Trustee
Mr Scott	Adams	Employer Trustee
Vacant		Employer Trustee
Mr Paolo	Miniciello	Employer Trustee
Ms Zanele	Shongwe	Independent Trustee

*\*The Fund has been granted a Pension Funds Act, Section 7B exemption in terms of the requirements of Section 7A which requires members of the Fund to elect Member Trustees. The Employee Parties to the NBCEISA therefore appoint the Member Trustees.*

All Board members are required to hold a Trustee Toolkit Certificate after completing an online course with the Financial Sector Conduct Authority (FSCA), who have prescribed this as a qualification to be held by all retirement fund trustees.

### 7. BOARD OF TRUSTEES DUTIES

The legislated duties of Trustees include the following:

- Ensure that the interests of members are protected.
- Act with due care, diligence, and good faith
- Avoid conflict of interests
- Act with impartiality in respect of all members and beneficiaries
- Ensure that proper control systems are in place
- Communicate with members



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- Ensure that contributions are paid timeously and in accordance with the Pension Funds Act
- Obtain expert advice where applicable
- Ensure that the Rules of the Fund as well as the operation and administration of the Fund comply with the Pension Funds Act
- Ensure that the assets are invested for the benefit of the members of the Fund and in a manner that is appropriate for the membership profile.

The Fund carries Fidelity Insurance that provides cover against losses caused by wrongful acts (i.e. theft, fraud, dishonesty) of officials in carrying out their duties.

All expert advisors are required to carry Professional Indemnity Insurance that protects the Fund against losses arising out of errors, omissions, or negligence.

### **8. PRINCIPAL OFFICER**

The Board of Trustees appoint the Principal Officer (subject to the approval of the FSCA). The Principal Officer of the Fund is Ms Lizané van der Merwe effective from 01 June 2020. The Principal Officer's term of office has been extended to 31 December 2025.

### **9. INFORMATION OFFICER**

#### **9.1 Protection of Personal Information Act ('POPIA')**

The Protection of Personal Information Act, 4 of 2013 ('POPIA') was enacted to give effect to the constitutional right of privacy by safeguarding personal information processed by a Responsible Party ('Fund').

#### **9.2 Personal Information Collected**

Personal information is collected and processed pertaining to its purpose which may include financial reporting (audit and valuation purposes); risk benefits insurance; maintaining member details; historical purposes; in connection with any legal proceedings and providing industry and/or regulatory requirements updates.

The type of personal information will depend on the need for which it is collected and will be processed for that purpose. Personal information collected may include (but is not limited to);

- Member's identity number, name, surname, marital status, age, physical address,
- postal code, email, contact number; spouse, beneficiaries and/or dependents details.
- Any other information required by operators to execute its mandate and/or for the purpose of reinsuring benefits described in terms of the Rules of the Fund;
- All operators (including any third-party operators) are required to adhere to the lawful processing of personal information.



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### **9.3 Disclosure**

Personal information may be disclosed to service providers who are involved in the delivery of services and agreements are in place to ensure compliance with the lawful processing of information.

### **9.4 PAIA Manual**

The Fund is required to compile a manual to provide a reference as to the records held and the process which needs to be followed to access such records. Requests for access to records, corrections or deletion may be submitted as per the manual and the Protection of Personal Information Act Policy ('POPIA').

### **9.5 Complaints Management**

In the event of a complaint, members may lodge an appeal with the Fund through the internal appeal procedure described in the POPIA Policy.

Should the complaint remain unresolved after the internal appeal procedure has been exhausted, members may lodge a complaint with the Information Regulator as per the details noted below.

### **9.6 Information Regulator**

The Information Regulator has taken over the responsibilities for the protection and promotion of personal information on 30 June 2021 and the Information Regulator can be contacted at;

Physical address:	JD House, 27 Stiemens Street, Braamfontein, Johannesburg, 2001
Postal address:	PO Box 31533, Braamfontein, Johannesburg, 2017
Tel:	010 023 5200
Fax:	086 500 3351
Website:	<a href="https://justice.gov.za/infoereg/">https://justice.gov.za/infoereg/</a>
General enquiries:	<a href="mailto:infoereg@justice.gov.za">infoereg@justice.gov.za</a>
Complaints:	<a href="mailto:complaints.IR@justice.gov.za">complaints.IR@justice.gov.za</a>

### **9.7 Information Officer and Deputy Information Officer**

Legislation requires all public and private bodies to appoint an Information Officer and allows for the designation of one (1) or more Deputy Information Officers, depending on the size, structure, and the complexity of the operations of a specific body. The contact details of the Officers have been noted below:

#### Information Officer

Full Name	Ms. Lizané van der Merwe
Contact number	073 350 8064
E-mail address	<a href="mailto:lizane@lvdmcconsulting.co.za">lizane@lvdmcconsulting.co.za</a>



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The Fund is committed to protecting member's privacy and all reasonable measures shall be taken to adequately protect the personal information the Fund holds and to avoid unauthorised access and use thereof. Members are reminded that the Fund's PAIA (*Promotion of Access to Information Act*) Manual and POPIA (*Protection of Personal Information Act*) Policy is available on the Fund's website (<https://eifunds.co.za/kzn/>) and/or upon request from the Fund's registered address (23 Lennox Road, Greyville, Durban, 4001) which provides guidance on how to access records and the manner in which the Fund deals with personal information respectively.

### 10. INVESTMENT STRATEGY

The Fund makes use of separate Pensioner and Active/Former members portfolios and makes use of the Lifestage model for members who are within 5 years of Normal Retirement Age (65).

- If a member is 60 months and further away from retirement, they will be 100% invested in the Younger Member portfolio
- If a member is less than 60 months away and more than 12 months away from retirement, they will be transitioned on a monthly basis by moving 1/48<sup>th</sup> of the assets from the Younger Member portfolio to the Older member portfolio.
- The member will be fully invested in the Younger Member portfolio 1 year (12 months) away from retirement.

The Fund's investment objective is to realise that a members' risk tolerance is mainly dependent on his/her Life-Stage Model. The Fund invests a member's contributions into a default Portfolio, based on the following Life-Stage Model:

Time to Normal Retirement Age	Younger Member Portfolio	Monthly Transitioning	Older Member Portfolio
Up to 5 years (60 months and further away)	100%		
Next 48 months (less than 60 months away and more than 12 months)		Over the next 48 months: Switch 1/48 <sup>th</sup> from the Younger Member portfolio to the Older member portfolio.	
12 months (1 year)			100%

### 11. HOW YOUR BENEFIT IN THE FUND IS STRUCTURED

If your employment terminates, for example you resign, are retrenched, or dismissed, you will need to make some choices. Firstly, it's important for you to understand how your benefit is structured. With effect from 1 September 2024, your benefit is made up of different pots:





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	Vested Pot	Savings Pot	Retirement Pot
What is it?	This pot hold net contributions to the fund to 1 September 2024 and net investment returns earned.	On 1 September, a portion of your retirement savings, specifically 10% of what you've saved by 31 August 2024, went into the savings pot, up to a maximum of R30 000.  This pot also holds 1/3 of the net contributions made to the fund for you from 1 September 2024 and investment returns earned.  If you have taken savings withdrawals from your savings pot while you were in employment, it would have been paid from this pot.	This pot holds 2/3 of the net contributions made to the fund for you from 1 September 2024 and investment returns earned.
How does it get paid out?	The benefit in the vested pot can pay out in cash if you resign, are retrenched or dismissed.  On retirement, the benefit in the vested pot will pay out in cash and as a pension income.	This pot can pay out in cash on withdrawal <b>IF:</b> a) You have not taken money from your savings pot in the same tax year as you are withdrawing from the Fund <b>OR</b> b) If you have taken money from your savings pot in that tax year, but the amount in the savings pot is less than R2 000.	This pot may only pay out as income when you retire. It will never pay out when your employment is terminated.  You can't use the money in this pot until you reach your normal retirement age. When you retire, all the money in your retirement pot must be used to buy a pension. This pension will provide you with a monthly income during retirement.



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Please note the following important information:

- If you started saving for retirement after 1 September 2024, you may not have a vested pot.
- You cannot leave some of your 'pots' in the Fund and move the others out of the Fund. You must either leave all your 'pots' in the Fund or move all your pots out of the Fund.

It is important to understand that the Two-Pot legislation has significantly changed the benefit payment options available to you. The Fund will make an explanatory booklet available addressing the benefit payment options available to you but strongly recommend that you contact the Fund's Retirement Benefit Councillors that will also be able to explain these options to you. This will allow you to make an informed decision about your retirement benefit payment.

## **12. OPTIONS AT RETIREMENT**

In terms of the Rules of the Fund a member may retire from the Fund either at Early Retirement Age (55 years), Normal Retirement Age (65 years) or Late Retirement Age (70 years). Late Retirement is subject to an agreement between the Employer and Member. Membership of the Fund can continue until 70 years. Following the attainment of age 70, you can no longer contribute to the Fund.

The options available to you at retirement as how much cash you can take versus how much pension income you must buy depends on how much of your benefit is in your savings pot, retirement pot and how much is "vested" and how much is "non-vested" in your vested pot.

### **12.1 Late Retirement**

- Late Retirement is subject to an agreement between the Employer and Member. Membership and contributions can continue until you attain the age of 70 years should it be agreed that your retirement can be deferred;

### **12.2 Elect to become a Deferred (Postponed) Retiree**

- When a member reaches the age of 65 and retires from employment at their Employer, they can leave their Fund Credit in the Fund until the election date. No further contributions are payable and no insured benefits apply (i.e. Death Benefit, Disability Benefit or Funeral Benefit will cease).
- The election date is the date on which the member retires or advises the Fund that he/she elects to retire from the Fund.
- Members will remain invested in the portfolio in which they were before the retirement date. Alternative measures may have to be considered regarding an income should the member leave employment and defer receipt of their pension benefit.



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### 12.3 ***Elect to become an In-Fund Pensioner***

- The Fund adopted an In-Fund With-Profit Annuity Strategy, guaranteed for five years and thereafter for life. This will be a pension calculated based on your accumulated share of fund. Attached to this letter is an indicative estimate of the In-Fund pension that you would be entitled to, if you elect this option.

### 12.4 ***Purchase an annuity from this Fund or another provider***

- You may transfer your benefit to your Retirement Annuity Fund or purchase an annuity from any accredited financial services provider.

### 12.5 ***Limited Cash Portion Available***

- You may take everything in your savings pot in cash PLUS a maximum of the vested portion of your vested pot.
- If 2/3rds of the Non-vested Fund Credit PLUS the Retirement Pot is less than R165 000, the total amount can be taken in cash.

Please speak to one of the Fund's Retirement Benefit Councillors to assist you in making an informed decision when selecting your payment option.

## 13. INSURED BENEFITS

The following benefits are offered to Employees who are Members of the Fund:

- Group Life Assurance ('GLA') – Death Benefit
- Permanent Health Insurance ('PHI') – Disability Benefit
- Funeral Benefit

### 13.1 ***Death Benefit***

The benefit is an approved benefit which means that the Fund is the policyholder, and the Trustees will decide on the distribution of the benefits in accordance with Section 37C of the Pension Funds Act (as amended) and the Rules of the Fund. The benefit will be taxed as per the tax scales noted below and the monthly premiums are not taxed (tax deductible).

Pays a multiple of two (2) times the annual pensionable salary. Upon the death of a member the benefit plus the Fund Credit is payable to the beneficiaries of the deceased member.

#### **Example:**

R10, 000 (Monthly Pensionable Salary)

R100,000 (Fund Credit at date of death)

$R10, 000 \times 12 = R120,000$  (Annual Pensionable Salary)

$R120,000 \times 2 = R240,000$  (Insured Death Benefit payable – GLA)

R100,000 (Fund Credit) **plus** R240,000 (GLA)

**= R340,000** (Total benefit distributed according to Section 37C)



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Tax scales (1 March 2024 – 28 February 2025)

TAXABLE INCOME (R)	RATE OF TAX (R)
R1 – R550 000	0%
R550 001 – R770 000	18% of taxable income above R550 000
R770 001 – R1 155 000	R39 600 + 27% of taxable income above R770 000
R1 155 001 and above	R143 550 + 36% of taxable income above R1 155 000

### **Important Notes**

- The information illustrated should not be considered as advice as defined and contemplated in the Financial Advisory and Intermediary Services Act No 37 of 2002 ("FAIS Act") or the Financial Sector Regulation Act No 9 of 2017 ("FSR Act").
- The tax relief provided by the South African Revenue Services ("SARS") is provided once in a lifetime, when calculating the tax payable by the member the total value of all the lump sum benefits and tax relief received by the member, will be taken into account. If any tax-free benefits have been received previously, a reduced amount will now be available.
- The illustrations contained herein do not constitute tax advice, the actual amounts payable will be determined by SARS on application for a tax directive by the Fund Administrator.
- Benefits will be taxed in accordance with the Lump Sum Tax Table as detailed above. We strongly encourage you to contact your personal financial advisor to discuss or alternatively to contact your bank or the Financial Planning Institute of Southern Africa ("FPI") to obtain the services of an accredited Financial Advisor.

### **13.1.1. Beneficiary Nomination Form**

In terms of the provisions of the Pension Funds Act, benefits arising on the death of a fund member are excluded from the estate of such member. The member therefore does not have the right to determine how this amount will be dealt with. The Beneficiary Nomination Form, although a valuable tool to assist the Trustees in determining a fair distribution of the benefits, is not legally binding on the Fund or Trustees for purposes of benefits distribution. The Trustees will approve the final distribution of available benefits in accordance with the Rules of the Fund and the Pension Funds Act 1956 (Section 37C).

Members are encouraged to update and submit a beneficiary nomination form to the National Bargaining Council for the Electrical Industry of South Africa ('NBCEISA') for both the Death Benefit and Funeral Benefit at least annually but more importantly as/when personal circumstances change (for example, when a potential beneficiary pass away or are no longer a dependent, marriage, divorce, adoption, etc.). The information provided on the beneficiary nomination form must always be truthful and accurate.

Members must ensure that the details of all their children (including any child born outside of wedlock) are provided.

If a child is over the age of 18 years members must indicate whether they are being supported on a regular basis and indicate how they are supported.

### **13.2 Disability Benefit**

The benefit is an unapproved benefit, which means that the NBCEISA is the policyholder. The benefit will be paid out tax-free, however the monthly premiums are taxed as a



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fringe benefit in the hands of the employee and will increase annually by 5% (escalation rate). The Fund Credit will remain invested in the Fund and contributions to the Fund will continue until recovery, retirement (55yrs – Early; 65yrs – Normal) or death, whichever event occurs first.

Pays a monthly income of 55% of monthly remuneration after the waiting period in the event an employee is incapable of engaging in their own or in another occupation for which they are or could reasonably be expected to become qualified for in terms of their knowledge, training, education, ability or experience.

The monthly income benefit will be paid until recovery, retirement (55yrs – Early; 65yrs – Normal) or death, whichever event occurs first. You will be required to undergo annual (or more regular) medical reviews, to prove to the Insurer that you still qualify for the benefit.

The waiting period means the period that applies before the insurer is liable to start paying the benefit. The waiting period is six (6) months from the date the insured person is unable to perform the inherent job requirements or was accommodated at work due to illness or injury.

### **Example:**

R10, 000 (Monthly Remuneration)

R10, 000 x 55% = **R5, 500** (Insured Disability Benefit payable – PHI)

### **13.3 Funeral Benefit**

The benefit is an unapproved benefit, which means that the NBCEISA is the policyholder. The benefit will be paid out tax-free, however the monthly premiums are taxed as a fringe benefit in the hands of the employee.

BENEFICIARY	BENEFIT PAYABLE
Member	R20,000
Spouse	R15,000
Child: 14years – 21years*	R10,000
Child: 6years – 13years	R7,500
Child: 1year – 5years	R3,500
Child: Stillborn – 11months	R3,500

*\*Up to 21 years if the child is unmarried.*

*\*Up to 25 years if the child is studying full time at a recognised educational Institution.*

*\*Up to the date the membership ceases for the Principal Member or Spouse (if later) if the child is mentally handicapped or totally and permanently disabled.*

## **14. MEMBER WEBSITE (BENEFIT STATEMENT ACCESS)**

In terms of Pension Fund Circular Number 86, the Fund is required to provide a member benefit statement to all Members, at least annually. Members are provided with an Annual Benefit Statement to ensure amongst other things that they are satisfied that all the static information reflected is correct and current (i.e., Full Name, Date of Birth, Pensionable Salary, etc.).



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The Fund's Financial Year-End is 31 December annually, and Members can expect to receive their Annual Benefit Statements during October annually.

Members are encouraged to review their contact information available on the Fund records to ensure these are up to date for communication purposes especially relating to non-compliance with contribution payments. It is particularly useful if members can provide both a mobile phone number and personal email address.

The Member Website is Administered through AlexForbes and members may register on the Member Website to access more regular information as per the process noted below:

### **STEP 1:**

#### **TYPE THE FOLLOWING IN THE WEB BROWSER TO REGISTER**

- <https://Connect2AF.alexforbes.com>
- Type your ID Number and Surname.

### **STEP 2:**

#### **SELECT THE METHOD TO RECEIVE THE ONE-TIME PASSWORD ("OTP")**

- SMS or
- E-mail
- Click on "Send"

### **STEP 3:**

#### **ENTER THE OTP RECEIVED EITHER VIA SMS OR E-MAIL IN THE "ENTER OTP BLOCK"**

- Click on the "Next" button and proceed to the secure password information page.

### **STEP 4:**

#### **INCLUDE YOUR OWN PASSWORD AND PASSWORD REMINDERS FOR SECURITY PURPOSES.**

- Click on the "Next" button and proceed.

Important Note: Members need to ensure these details are kept safe for security purposes.

The system will finalise and confirm the successful registration process. Click on "Sign In" or "Done" to proceed.

In the event a member's cell phone number or E-mail details are incorrect or not updated, select the "Call back" option and a AlexForbes representative will contact you to assist.

Members may contact the AlexForbes Member Website call centre on the details noted below should they have any queries or require any assistance:

E-mail : [connect2af@alexforbes.com](mailto:connect2af@alexforbes.com)

Tel : 0860 109 092



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### **15. RETIREMENT BENEFIT COUNSELLING**

Deciding on what to do with your retirement savings is an important financial decision to make, it is the high point of a working lifetime of saving. Counselling gives members the best chance of making informed decisions.

Legislation requires all funds to offer members Retirement Benefit Counselling services. This service is provided free of charge by the Fund. To make use of this service please contact AlexForbes as per the details below:

Call the toll-free number : 0860 100 333, or  
Send an email to : [mymoneymatters@alexforbes.com](mailto:mymoneymatters@alexforbes.com)

It is important to note that a Retirement Benefit Counsellor may not provide advice as defined and contemplated in the Financial Advisory and Intermediary Services Act No 37 of 2002 ('FAIS Act') or the Financial Sector Regulation Act No 9 of 2017 ('FSR Act'), although they may be qualified/accredited. To obtain the services of an accredited Financial Advisor members are encouraged to request assistance from your bank or alternatively to contact the Financial Planning Institute of Southern Africa ('FPI').

To assist you with making financial decisions when you join, leave jobs or retire, you can contact Shivan Gopee ([gopees@alexforbes.com](mailto:gopees@alexforbes.com)) and Deon Spies ([spies@alexforbes.com](mailto:spies@alexforbes.com)).

### **16. FINANCIAL ADVISOR**

It is prudent to find an accredited Financial Advisor well in advance to assist you in taking a holistic view in selecting the appropriate savings/investment option.

Members are encouraged to first seek the services of an accredited Financial Advisor. It is important to remain vigilant against "Fly-by-night advisors" who may prejudice your retirement savings. Legislation has been put in place to protect the public from such individuals. Always request that the Financial Advisor confirms that he/she is accredited in terms of FAIS legislation. This is the first step to ensure that your interests are protected.

An accredited Financial Advisor must be registered with the Financial Sector Conduct Authority ("FSCA"), previously known as the Financial Services Board ("FSB") as an advisor. You can check if a person is registered as a financial planner at [https://www.fscs.co.za/Fais/Search\\_FSP.htm](https://www.fscs.co.za/Fais/Search_FSP.htm).

If you do not have an accredited Financial Advisor, you are welcome to request assistance from your bank or alternatively to contact the Financial Planning Institute of Southern Africa ("FPI") on the contact details stated below to obtain the details of an accredited Financial Advisor in your area:

Tel : (011) 470 6000  
Website : [www.fpi.co.za](http://www.fpi.co.za)





## **ELECTRICAL INDUSTRY KWA-ZULU NATAL PENSION FUND**

Registration No: 12/08/14479

23 Lennox Road, Greyville, Durban, 4001

Member Booklet ( Issued as at 30 June 2024)

### **17. PENSION FUNDS ADJUDICATOR (COMPLAINTS)**

#### **17.1 Internal Process**

Members are entitled to lodge a written complaint with the Fund, to which the Fund must reply to within 30 (thirty) days (internal process). In the event the member is not satisfied with the reply from the Fund, a written complaint may be submitted to the Office of the Pension Funds Adjudicator ('OPFA'), however all internal dispute resolution processes must be exhausted first before approaching the OPFA. Contact can always be made through the NBCEISA, by visiting their premises or contacting them telephonically.

The Office of the Pension Funds Adjudicator ('OPFA') is a statutory body established in terms of Section 30B of the Pension Funds Act, 24 of 1956. The OPFA was established to investigate and decide on complaints lodged in terms of the Pension Funds Act ("PFA") and in terms of the Financial Sector Regulation Act ("FSR Act").

The OPFA on 23 June 2020 published the OPFA Communication 2 of 2020 (Internal Dispute Resolution Procedures) which all retirement funds must adhere to effective from 01 August 2020 and is summarised as follows in terms of the PFA:

- Complainants must lodge their complaints with the Fund first and exhaust all internal dispute resolution processes first, before approaching the OPFA for resolution of their complaints.
- Complainants must first approach organisations approved by the FSCA for the purpose of resolving pension complaints, such as bargaining councils.
- Proceedings instituted at accredited Councils or the Labour Court, which would constitute the subject matter of a complaint to be investigated by the OPFA (i.e. non-payment of contributions by the employer), would prevent the OPFA from investigating the complaint if such proceedings have already commenced.

#### **17.2 Who can complain to the Adjudicator?**

- A member or former member of a fund,
- A beneficiary or former beneficiary of a fund,
- An employer who participates in a fund,
- The Board of Management of a fund, or any member of the board can also lodge a complaint.

#### **17.3 What must you do before you complain to the Adjudicator?**

Before you submit your complaint to the Adjudicator address your complaint with the party against whom you are complaining in writing and wait for a response. If after 30 days, you have not received a response, or you have received a response, but you are still not satisfied you can submit your complaint to the Adjudicator.

#### **17.4 How to submit a complaint to the Adjudicator?**

Any complaint to the Adjudicator must be in writing. The Pension Funds Adjudicator will not accept complaints on the telephone.

You can submit your written complaint to Adjudicator, either by:

- Post: P.O. Box 580, Menlyn, 0063
- Fax: 086 693 7472





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- E-mail: enquiries@pfa.org.za or
- In person: 4th Floor; Riverwalk Office Park, Block A, 41 Matroosberg Road, Ashlea Gardens, Pretoria, 0181

### **17.5 Where can I contact the Pension Funds Adjudicator?**

The Pension Funds Adjudicator can be reached telephonically on 012 346 1738, or on e-mail enquiries@pfa.org.za.

### **17.6 What can I do if I am not satisfied with the Pension Funds Adjudicator's ruling?**

Should you not be satisfied with the decision of the Pension Funds Adjudicator, you may, within six (6) weeks, apply to the High Court for relief.

## **18. FUND SUMMARY**

The following is a brief summary of the Fund and benefit:

<b>Name of the Fund</b>	Electrical Industry Kwa-Zulu Natal Pension Fund
<b>FSCA registration number</b>	12/08/14479
<b>Financial Year-end</b>	31 December
<b>Type of Fund</b>	Defined Contribution Pension Fund <i>Defined Contribution means that a fixed percentage of contributions as defined in terms of the Rules of the Fund are paid towards retirement savings and are subject to market returns.</i>
<b>Eligible Employee</b>	Any person in the Electrical Industry, in respect of whom the NBCEISA Agreement is applicable.
<b>Early Retirement Age</b>	55 years
<b>Normal Retirement Age</b>	65 years
<b>Late Retirement Age</b>	70 years <i>This is subject to an agreement between the Employer and Member. Membership and contributions will continue until 70 years. After 70 years the Member may elect to become a deferred (postponed) retiree.</i>
<b>Member Contribution Rate</b>	7.5% (effective 1 July 2024)
<b>Employer Contribution Rate</b>	7.5% (effective 1 July 2024)

### **Insured Benefit (Group Life Assurance Benefit)**

<b>Insurer</b>	Hollard
<b>Rate</b>	1.45% Monthly pensionable salary <i>Effective from 01-Nov-2023</i>
<b>Benefit Payable</b>	2x annual pensionable salary
<b>Benefit Type</b>	Approved <i>Approved means that the Fund is the policyholder and benefits are distributed in terms of Section 37C of the Pension Funds Act. The benefit will be taxed as per the lump sum tax table. The monthly premiums are not taxed (tax deductible).</i>



## **ELECTRICAL INDUSTRY KWA-ZULU NATAL PENSION FUND**

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### **19. MANAGEMENT OF THE FUND AND SERVICE PROVIDERS**

Trustees manage the Fund in accordance with the Pension Funds Act of 1956 (as amended) and in terms of the Rules of the Fund. The Board of Trustees are not obliged to have all the expert skills necessary for the day-to-day operations of the Fund. The Board of Trustees engages its Expert Advisors as noted below for support in managing the affairs of the Fund.

<b>PRINCIPAL OFFICER / INFORMATION OFFICER</b>	Ms. Lizané van der Merwe
<b>AUDITORS</b>	PricewaterhouseCoopers Incorporated ('PWC')
<b>ACTUARY</b>	Independent Actuaries and Consultants ('IAC')
<b>VALUATOR</b>	Mr. Asim Gani ('IAC')
<b>INVESTMENT CONSULTANT</b>	Simeka Consultants and Actuaries
<b>FUND CONSULTANT/SECRETARIAT</b>	NMG Employee Benefits (Pty) Ltd
<b>ADMINISTRATORS</b>	Alexander Forbes Financial Services Propriety Limited ('Alexforbes') and the National Bargaining Council for the Electrical Industry of South Africa ('NBCEISA')
<b>RISK BENEFITS INSURER</b>	Hollard Group Risk ('Hollard')

### **20. REGISTERED ADDRESS OF THE FUND**

All members are invited to contact the Fund if they have any queries regarding the Fund, investments, or benefits.

Address : 23 Lennox Road, Greyville, Durban

Tel : (031) 306 8100