



Unclaimed Pension Benefits

You could be entitled to unclaimed benefits!



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1. You could be entitled to unclaimed benefits!

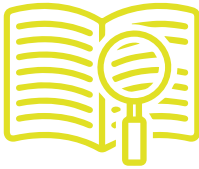


Have you been retrenched, laid off or did you resign from your employer?

“Were you named as a beneficiary or were you dependent on a former member of a retirement fund who died before retirement?”

Did you receive your pension or provident fund benefits?

If not, you could be entitled to unclaimed benefits.



2. Definitions

Member/former member

A person who belongs or belonged to and contributed money into a retirement fund.

Beneficiary

A person or group of people who receives money as a result of a deceased member who contributed to a retirement fund, or who qualifies for surplus benefits.

Nominated beneficiary

As a member of a retirement fund, you will be asked to choose or nominate one or more beneficiaries to receive what you have saved should you die before retirement.

Benefit

A benefit is the money that gets paid from a retirement fund to a member or former member.

Surplus benefit

Surplus refers to any retirement fund benefits owed to an individual which was not paid or claimed after a person resigned, is dismissed, retrenched or retired. Even if you have claimed and received your benefits when you left a fund, you may not have received all the benefits due to you.

Pension fund

A pension fund provides benefits for its members when they retire from employment. The fund will also pay benefits when a member dies whilst they were still employed, is unable to work because of illness/disability in some cases or is retrenched. You can only join a pension fund through the company that employs you. When you retire from a pension fund you can only take up to a third of your benefit in cash and the remainder must be used to purchase an annuity.

Provident fund

A provident fund provides benefits for its members when they retire. The fund will also pay benefits when a member dies whilst they were still employed, is unable to work because of illness/disability in some cases or is retrenched. You can only join a provident fund through the company that employs you. When you retire from a provident fund you can take the entire benefit as a cash lump sum.

Retirement annuity fund

A retirement annuity is completely independent of your employer. You make monthly contributions and you can choose where to invest this money, in line with the fund regulations.

Dependant

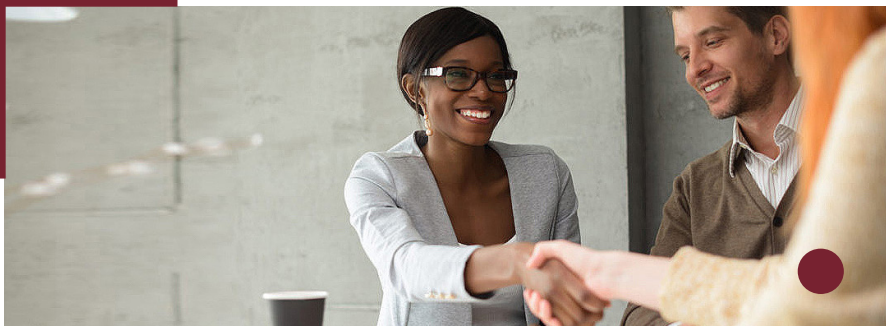
A person who was, at the date of the death of a member whilst still employed, dependent on the member for financial support. This can be a child (including an adopted child), parent, spouse, relative or a person whom the member was legally liable for maintenance.

Legal guardian

A person or persons who have been legally appointed to protect and take care of a child/ children and/or incapacitated persons.

Caregiver

A caregiver is someone who aids another person who cannot live fully independently due to physical, psychological or mental disability.



3. What is an unclaimed benefit?

An unclaimed benefit is money that has not been paid to a former employee or a beneficiary by a retirement fund within 24 months of the date on which the money became payable, as stipulated in the fund rules and the Pension Funds Act of 1956.

4. Do I qualify for an unclaimed benefit?

- Have you been retrenched, laid off or did you resign/retire from your employer?
- Did you contribute to a retirement fund on a monthly basis while you were employed?
- Did you receive your retirement fund benefits? If not, you can still claim your unclaimed retirement fund benefits.
- Were you named as a beneficiary or were you dependent on a former member of a retirement fund who died before retirement? If you are unsure you can also make a general enquiry.



5. Who can claim unclaimed benefits?

If you have not already received your retirement fund benefits you can claim if you;

- Were a former member of a retirement fund.
- Were a beneficiary of a former member of a retirement fund who died before retirement or is unable to claim the money for whatever reason.

6. What documents do I need to find out if a valid unclaimed benefit is due to me or another person?



The documents listed in the table below will help you find out if there are any unclaimed benefits that are due to you or another person. These documents are important because the retirement fund will need them to see whether there are any valid unclaimed benefits.

Former members	Dependants/guardians/caregivers
Any document that will show which retirement fund the former member belonged to, such as a wage or salary advice (pay-slip) or a retirement fund benefit statement.	<ol style="list-style-type: none"> Any document that will show which retirement fund the former member belonged to. E.g. A wage or salary advice (pay-slip) or the retirement fund benefit statement. The most recent document or correspondence from the member's retirement fund, such as a letter. Any documentation that can prove that you are the dependant, legal guardian or caregiver of the former member. e.g. An unabridged birth certificate in cases of natural guardians (i.e. parent of the minor child on whose behalf the benefit is enquired). A death certificate of the former member if applicable.
Your identity document (ID).	<ol style="list-style-type: none"> Your own ID number and contact details, such as a cellphone number. The former member's ID number, address and cellphone number. The ID number, address and cellphone number of the minor child on whose behalf you are enquiring.

7. How to check if you have a valid unclaimed benefit due to you or another person

- Contact the retirement fund you/family member belonged to. The name of the fund may be different to the company name.
- If you do not know the name of the retirement fund you belonged to you can contact the Financial Sector Conduct Authority (FSCA) call centre on 0800 20 3722. The FSCA can help you complete the required enquiry form which will help you find the retirement fund you belonged to for free.
- You can also visit the FSCA's website at www.fsc.co.za and do an online search for any unclaimed benefits that may be due to you. You will need to fill out the enquiry form with the following information: name, surname, identification number, fund name, name of employer, etc. for the search engine to check if there is a match. On a possible match, you will be provided with the contact details of the fund and/or administrator.
- Other ways to check:

Search Channel	Link / Contact Details
E-mail enquiry - ID number	FSCA.PensionsUnclaimed@FSCA.co.za
E-mail enquiry – general request	Pension.Queries@FSCA.co.za
SMS enquiry – ID number	30913
SMS enquiry – general request	30766
Fax submissions	086 578 1183
Toll-free telephone enquiries	0800 20 3722 (FSCA)
Walk-in clients	Riverwalk Office Park, Block B, 41 Matroosberg Road, Ashlea Gardens, Pretoria
Written enquiries	P O Box 35655, Menlo Park, Pretoria 0102



Note: If you get a possible match on the online unclaimed benefits portal, it does not automatically mean that there is an unclaimed benefit due to you. The relevant retirement fund or its administrator must be contacted to confirm whether there is indeed a valid unclaimed benefit due to you, to the former member or another beneficiary.

Useful contacts

Financial Sector Conduct Authority (FSCA)

For more information or queries relating to unclaimed benefits or to report unlawful conduct or unfair treatment in relation to pension and provident funds benefits, contact the FSCA.

Call Centre: 0800 20 3722 (FSCA)

Switchboard: 012 428 8000

Fax number: 012 346 6941

E-mail: Info@fscs.co.za

Website: www.fscs.co.za

FSCA's Consumer Education Department (CED)

For more consumer financial education information contact the FSCA's CED:

E-mail: CED.Consumer@fscs.co.za

Website: www.FSCAmymoney.co.za

The Pension Funds Adjudicator (PFA)

If you have a complaint against your pension, provident, preservation or retirement annuity fund that you have not been able to resolve, you may lodge a complaint in writing to the PFA.

Telephone: 012 748 4000/ 012 346 1738

Call Centre: 086 066 2837

Fax: 086 693 7472

E-mail: enquiries@pfa.org.za

Postal address: PO Box 580, Menlyn, 0063

Physical address:

4th Floor, Riverwalk Office Park, Block A,
41 Matroosberg Road, Ashlea Gardens,
Pretoria 0181

Website: www.pfa.org.za

Ombudsman for Financial Services Providers (FAIS Ombud)

Do you have a complaint against a financial product provider or financial advisor?

Contact the FAIS Ombud.

Telephone: 012 762 5000

E-mail: info@faisombud.co.za

Complaints about our service:

hestie@faisombud.co.za

Enquiries on status of complaints:

enquiries@faisombud.co.za

Postal address:

P.O Box 74571, Lynnwood Ridge 0040

Physical address:

Kasteel Park Office Park, Orange Building,
2nd Floor, 546 Jochemus Street, Erasmus
Kloof, Pretoria, 0048

Website: www.faisombud.co.za

Government Employees Pension Fund (GEPF)

If you are a South African government employee and you have a complaint regarding your pension fund, contact the GEPF.

Telephone: 0800 117 669

or 012 319 1000/1911

Fax: 012 326 2507

E-mail: Enquiries@gepf.co.za

Postal address:

Private Bag X63, Pretoria, 0001

Physical address:

34 Hamilton Street, Arcadia

Website: www.gepf.co.za

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DISCLAIMER

Whilst every care and effort has been taken to ensure the information reflected in this booklet is accurate and complete, it must be noted that this booklet contains basic information regarding unlicensed tracers and unclaimed benefits. The booklet does not substitute the relevant provisions of the Pension Funds Act, 1956. The FSCA accepts no responsibility for, and the user indemnifies and holds harmless the FSCA from any loss, liability, damage or expense of whatsoever nature (including but not limited to direct, indirect and consequential loss), arising from reliance on information contained in this document, or otherwise connected with the information in this document. No part of this information booklet may be reproduced or transmitted or reused or made available in any manner or any media, unless the prior written consent has been obtained from the FSCA's Office of General Counsel.