



NJMPF

KwaZulu-Natal Joint Municipal
Pension/Provident Funds

05 March 2026

Update on processing of Two-Pot withdrawal applications

Dear NJMPF Member

The Fund has experienced a significant increase in Two-Pot withdrawal applications since the beginning of March 2026. This follows the start of the commencement of the new tax year on 1 March 2026, which has resulted in a high volume of submissions from members.

To ensure that all payments are processed correctly and in accordance with regulatory requirements, each application must go through a detailed verification process. This includes verifying that all required supporting documentation has been submitted and is complete. Where documentation is outstanding or incomplete, additional follow-up may be required, which can contribute to processing delays.

In addition, the high volume of applications has led to a large number of tax directive requests being submitted to the South African Revenue Service (SARS). As tax directives must be obtained before payments can be made, any delays in the SARS process may also affect our Two-Pot payment timelines.

Please be assured that the Fund's administration team is working diligently to review and process all applications as efficiently as possible. We remain committed to ensuring that eligible Two-Pot withdrawal payments are made as soon as reasonably possible.

Members are kindly requested to allow between four (4) to six (6) weeks for the processing of their applications. In most cases, payments are completed sooner, depending on the completeness of the documentation submitted and the turnaround time for tax directives from SARS.

We appreciate your patience and understanding during this period of increased application volumes.

Your sincerely

B Mkhize
CEO/ Principal Officer

Your Anchor in Uncertain Storms