

Members of the Joint Forum


Find below information on the New WhatsApp communication platform available to members.

Kindly distribute this information to members.








What if members can access their retirement fund information as easy as chatting to their friends?

We are pleased to let you know that Sanlam's retirement fund self-service WhatsApp channel is now available to members.



Members can use WhatsApp to:

-  Check their claim status
-  Check their retirement fund value
-  Register to see their retirement fund information online
-  Get assistance with registration or a password
-  Get information on Covid-19

Using Sanlam's WhatsApp self-service channel is easy:

Members are encouraged to add Sanlam's retirement fund Client Care Centre as a contact by using this number - **0861 223 646**. Once they open WhatsApp and say "Hi", they start the conversation with a Sanlam agent who will assist with their request.

Is it safe?

We take members' privacy very seriously and their personal information is dealt with in terms of our Sanlam Privacy Policy. This means that our channel is completely secure and that any personal information provided or that we already have on record, will not be shared in any manner without their expressed consent.

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