



MORE INFORMATION WHEN USING THE ELECTRONIC CONTRIBUTION PROCESS

1. NEW MEMBERS JOINING

Which members qualify for membership to the fund?

Membership is compulsory for all new qualifying employees according to legislation. When an employer joins the fund / a new fund starts, all existing eligible, permanent employees must be given the opportunity to join the fund on the commencement date. This option must be exercised within 12 months of such date. All new eligible employees who enter service on or after the commencement date must be registered as members of the fund with the Administrator.

On what date does membership of the fund start?

If an employee joined the Company before the 15th of the month, the **Date Joined** the fund will be the first of the current month. If an employee joined the Company after the 15th, the **Date Joined** the fund will be the 1st of the next month.

2. MEMBERS LEAVING

When does membership of the fund terminated?

A member leaves the fund when he resigns, retires, is retrenched or dismissed, deserts from his employment, is disabled or dies. This member must be exited from the fund on the administration system. The relevant benefit claim must also be processed and submitted.

When should a member be exited from the fund?

Ideally the exit should be captured during the last month of the member's employment. For example, if the member is leaving on 30 June, the member should be exited with the June **Payroll Month** process, using an **Exit Date** of 30 June. Using the effective date, the system will include the member in the June contribution total. Should an employer omit to exit the member with the June **Payroll Month**; the exit may be done with the July **Payroll Month** process. The **Exit Date** must be indicated as 30 June. The system will then exclude the member for the July contribution calculation.

What other actions are needed when a member is exited from the fund?

Once a member has been exited on the system, the full benefit claim process must be completed on Retirement Fund Web. To complete the full benefit claim process, select **Retirement Fund Web** on the top menu bar. The member's exit will be registered under pending claims and need to continue the exit process here. The member's benefit claim cannot be processed by Sanlam until the benefit claim form on the **Pending Exit** menu on Retirement Fund Web has been fully completed and submitted.

In case of death claims, the Trustees of the fund require additional information. An explanation of the death claims process to follow as well as the information on the documents that will need to be completed is available.

Why is the exit date always at the end of a month?

This is in compliance with the rules of the fund and simplifies the calculations required to process the exit (no pro-rata calculations are performed).

- If a member leaves the fund before the 15th of the month, his **Exit Date** will be the last day of the previous month. If a member leaves the fund after the 15th, his **Exit Date** will be the end of the current month.
- In the case of a member who died, enter the actual date of death as the **Exit Date**.
- Members who retire must be older than 55 years.

Can exits be back-dated?

The system does not allow backdating of more than one month. If backdating for more than one month is required, please contact the Administrator for assistance.

If applicable, contributions will be disinvested from the affected member's record and refunded to the employer.

3. CHANGES TO MEMBERS' DETAILS

Any changes to a single member's details (i.e. salary changes, category changes and changes to other personal details), are done on the **Members** tab, under the relevant areas.

If changes to multiple members' salaries are required this can be done on the **Bulk Salary Update** tab.

4. PAYMENT OF CONTRIBUTIONS

When can payments be processed?

A payment can only be processed once the data has been confirmed on the **Confirmation** tab. Once the data has been confirmed, the **Payment** tab will become active. The authorised payment approver will then be able to update the payment details and authorise the payment.

Can the payment date be changed?

The web process will reflect a default date for the monthly payment. This date can be changed manually each month and the payment authorised for another date. If the contribution payment is not reflected in the fund's bank account by the 7th of the month, late payment interest will be levied on the late payment according to legislation.

When are contributions due?

In accordance with the Pension Funds Act, the total contributions for a month must be paid over to the fund within seven days of the end of the period in respect of which the contributions are payable. If the contributions are received after the period of grace, interest is payable at rates prescribed in the Usury Act from the first day of the month up to the date on which the contributions are received. Interest will also be charged on the administration fees and insurance premiums.

What are the cut-off dates for payment to avoid late payment interest?

As a contingency measure, it is preferable that employers process payment of contributions by the 5th of the month to ensure it is reflected in the fund's bank account by the 7th of the month.

Payments processed after 12H00 on the 6th of the month will not reflect in the fund's bank account by the 7th and would thus be liable for late payment interest. (Where the 6th of the month is on a Sunday or Public Holiday, 12h00 on the first working day after the Sunday or Public Holiday applies).

Will the employer's bank accounts be debited automatically monthly?

Employers' bank accounts will not be debited automatically. The employer must confirm that all data is correct every month and authorise the payment.

How will an employer know the amount of monthly contributions due every month?

Once an employer has processed all changes applicable for the month, the system automatically recalculates the expected contributions due and reflects this amount on the screen. This ensures that the total expected contribution amount due will balance to the total amounts deducted from the employees on the payroll system.

5. TEMPORARY ABSENCE

How should members who are absent from their employment with full remuneration (i.e. maternity or unpaid leave) be treated on the system?

If a member is absent from the employer's service with full remuneration, his/her membership, benefits and contributions will continue unchanged. The employer may regard this as approved temporary absence - the member does not leave the fund. Such temporary absence is subject to a maximum period as stipulated in the rules of the fund. The employer must update the member details on the **Members** tab under **Temporary Absence** to reflect the period of absence.

All operational costs MUST BE PAID for a member who is on temporary absence.

6. PAYMENT OF CONTRIBUTIONS DURING A DISABILITY WAITING PERIOD

Should premiums continued to be paid for members who are being assessed with a disability claim?

During the waiting period, while a member is absent from the employer's service with a disability, his/her membership, benefits and contributions will continue unchanged. That means all operational costs for the member must be paid during this period. (The waiting period is that period during which the Insurer assesses the member's claim, before it is approved or declined).

7. BONUS AND VOLUNTARY CONTRIBUTIONS

Voluntary contributions

Members are allowed to make additional voluntary contributions to enhance their retirement benefit. On the **Members** tab, capture this information on the **Voluntary Contributions** tab.

Bonus contributions

If members' bonuses are pensionable, the employer has to indicate this on the system in the month the bonuses will be paid. Enter the relevant bonus contributions for a new member on the **Members** tab under **Bonus Contributions** tab and indicate the member and employer contributions.

8. MEMBERS WHO TRANSFER TO ANOTHER EMPLOYER

Should a member transfers from one participating employer to another employer who also participates in the umbrella fund, the Administrator can process a transfer between the two employers without exiting the member from the fund. For example: one employer buys over the business from another employer and takes over the staff.

The member is not entitled to a withdrawal benefit and no benefit claim must be processed. (Nor is this a transfer as contemplated in sec 14 of the Act). Please contact the Administrator for assistance in such cases.

9. SEGREGATION OF DUTIES

Various levels of access are available to employers when using the electronic contribution process. These are:

Type of access roles		Suitable for	Functionality available
1	Viewer	HR officer who needs information only	<ul style="list-style-type: none"> View information on all members of the employer, including salaries, contribution amounts and reports. No authorization to process or edit any transactions on member records.
		Contracted Benefit, Consultant / Financial Adviser	
2	Administrator: Processor	Payroll administrator, Salaries administrator, HR officer/administrator	<ul style="list-style-type: none"> Full Access to view information of all members. Authorised to process member movements, edit member details and contribution amounts, but cannot approve these.
3	Financial Authorizer	Financial Manager / Director, Payroll administrator, Salaries administrator, HR officer/administrator	<ul style="list-style-type: none"> All functions as per role no. 2, plus, Authorization of premium payments.

10. GET QUICK HELP:

You may contact the support call centre for telephonic assistance on number: 0860 727 867.