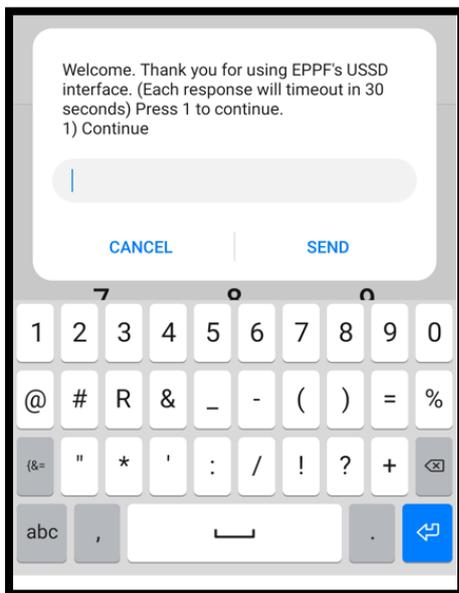


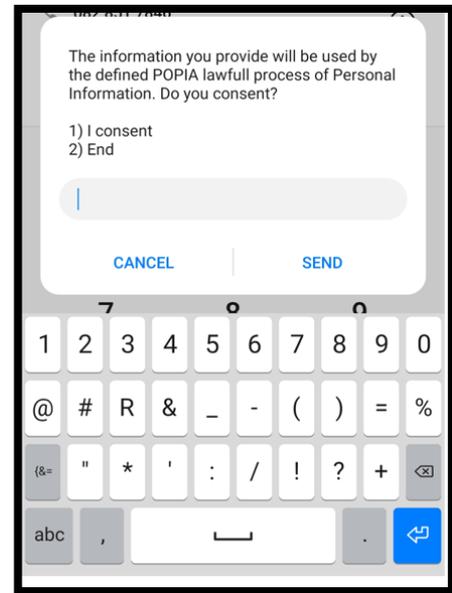
EOS – Guide to completing your Evidence of Survival (EOS) through the USSD service for Mobile Communications

Steps:

1. Dial the short code *134*20072# to access the USSD service.
2. You will be met with a Welcome screen, informing you of the session timeout limit. (NB: Please ensure that you provide a response on the screen within 30 seconds to avoid the session being timed out. If your session times out, you will be required to recapture the short code and start all over.
3. You will be required to give consent to the processing of your Personal Information as defined by the POPIA act, before continuing with your submission.

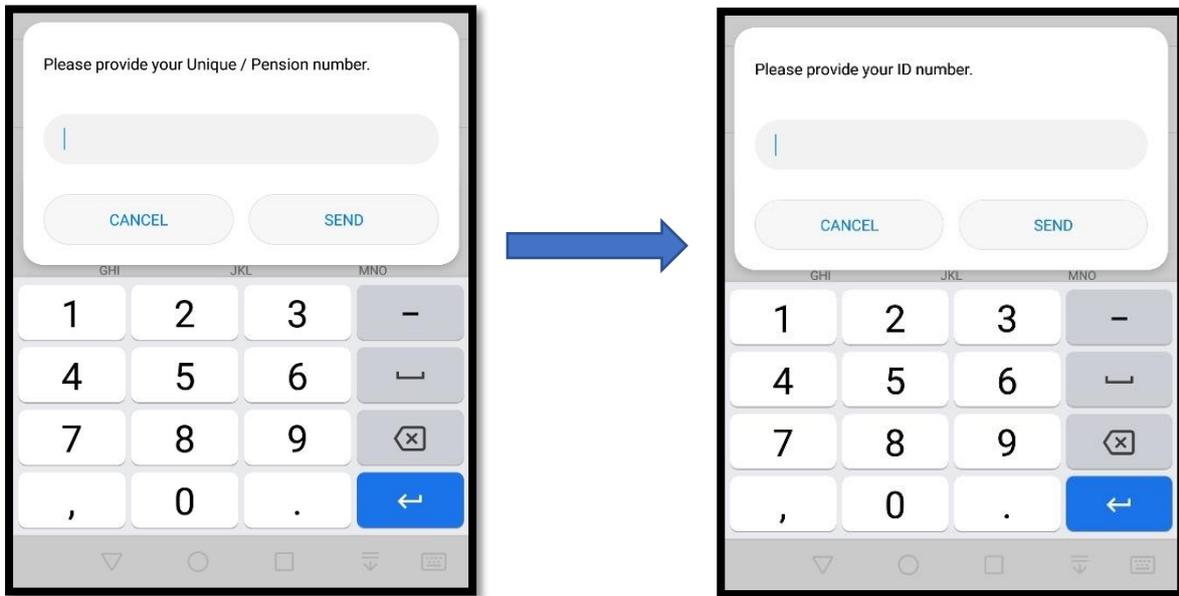


Welcome Screen



POPIA Consent

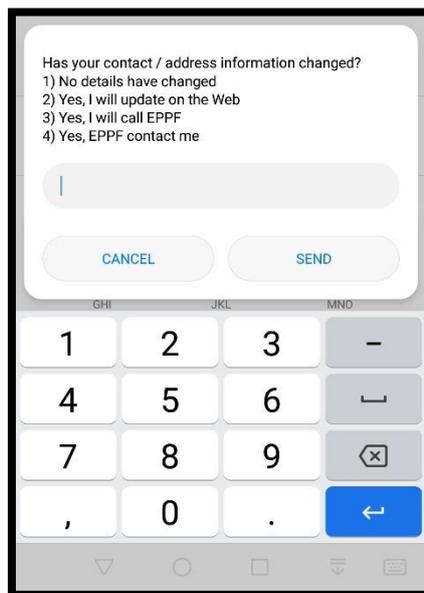
- In order to verify you against our records you are required to capture your Unique / Member number and ID number. (NB: Please ensure that the information you capture is correct or you will not be able to use the service to verify yourself)



Unique / Pensioner Number

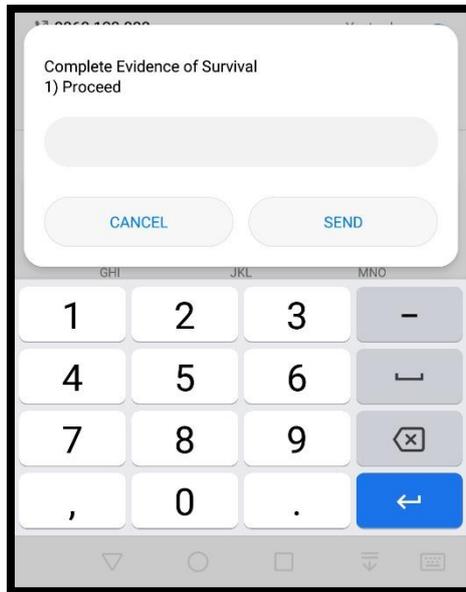
ID Number

- Indicate if your contact or address information has changed since the last EOS was submitted, by capturing the correct number relating to the options provided. This allows us to ensure that we always have your most recent details on our records.



Contact / Address Information change

6. Select the number 1 to proceed to complete the Evidence of Survival, to confirm your existence.



Complete EOS

7. Select the correct number relating to the six available special needs options, where applicable. This helps us get to know you better as we cater our service according to your needs. Once you have indicated special needs, you will continue to answer a few verification questions to ensure that we can securely confirm your existence and ensure that you continue to receive your monthly pension.

