

## EOS – Guide to completing your Evidence of Survival (EOS) form on the member portal:

### Steps:

1. Login to the member portal (if you have never logged in before, please register on this link: <https://portal.eppf.co.za/> by following the guidelines outlined in the getting started manual on this link: [https://www.eppf.co.za/uploads/eppf\\_uploads/Getting\\_Started\\_Manual.pdf](https://www.eppf.co.za/uploads/eppf_uploads/Getting_Started_Manual.pdf). your profile or contact the EPPF Call Centre on [info@eppf.co.za](mailto:info@eppf.co.za) or 0800 11 45 48 for assistance)
2. Once you have successfully logged into the member portal, you will land on the **Member Details** page. Scroll to the bottom of the page until you see the **Actions** grid, click on the **EOS Verification** button to open the EOS eform



Figure 1 - Member Detail page (Actions grid)

3. The page below will appear and some of your personal information will prepopulate onto the form, based on the information on our records. Fully complete the form and update any of your information that may have changed.

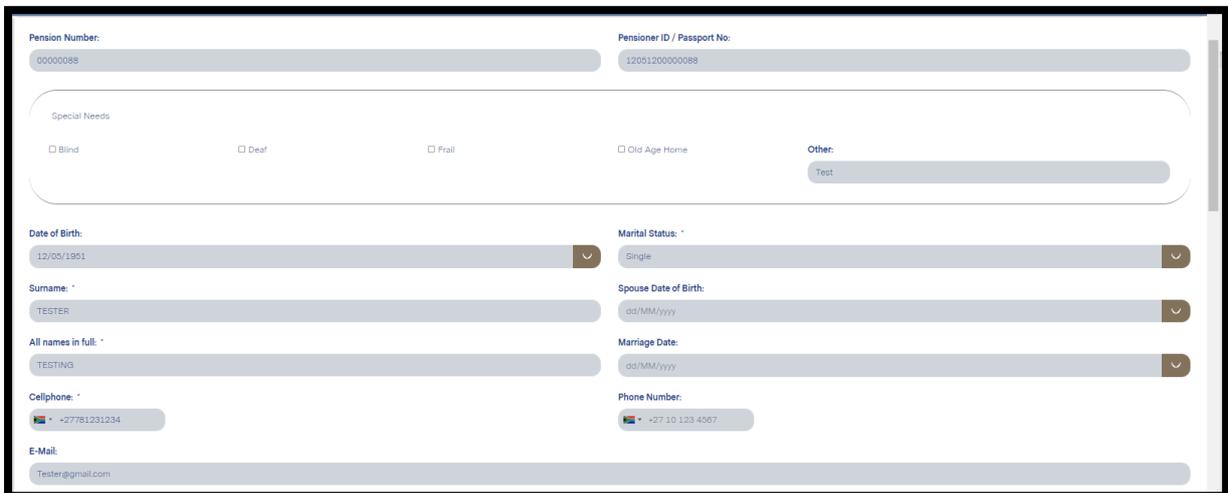
A screenshot of the 'EOS e-Form (Personal Information)'. The form contains several input fields and checkboxes. Fields include: Pension Number (00000088), Pensioner ID / Passport No. (12001200000088), Date of Birth (12/05/1951), Marital Status (Single), Surname (TESTER), Spouse Date of Birth (dd/MM/yyyy), All names in full (TESTING), Marriage Date (dd/MM/yyyy), Cellphone (+27781231234), and E-Mail (Tester@gmail.com). There is also a 'Special Needs' section with checkboxes for Blind, Deaf, Frail, and Old Age Home, and an 'Other' field with a 'Test' button.

Figure 2 - EOS e-Form (Personal Information)



Residential Address: \*

1 EOS Street

Evidence

Residential City: \*

Testing

Residential Code: \*

3210

<< Copy Residential Address

Postal Address: \*

1 EOS Street

Evidence

Postal City: \*

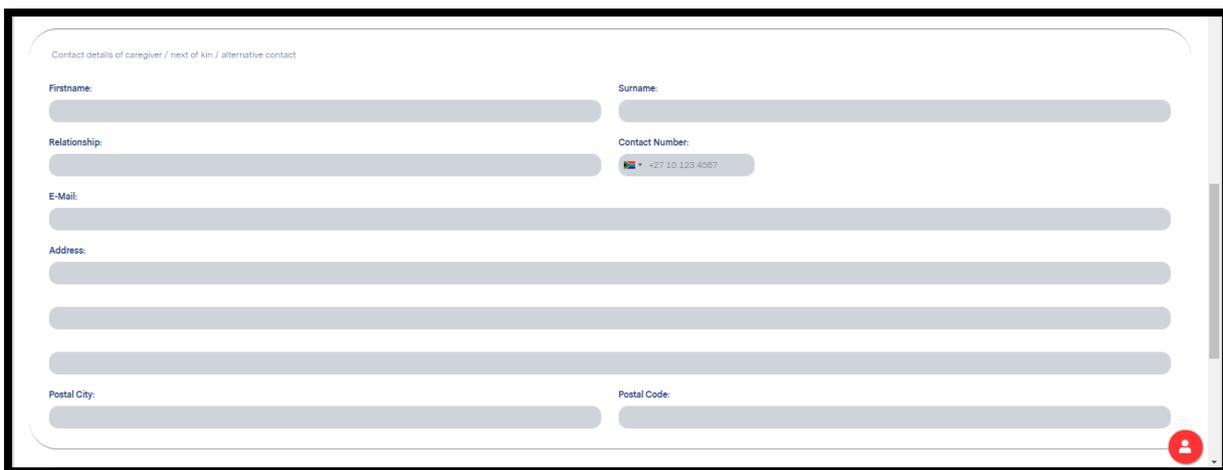
Testing

Postal Code: \*

3210

Correspondence Preference: \*

E-Mail



Contact details of caregiver / next of kin / alternative contact

Firstname: \*

Surname: \*

Relationship: \*

Contact Number: \*

+27 10 123 4567

E-Mail: \*

Address: \*

Postal City: \*

Postal Code: \*

1. At the end of the form are a few verification questions which you must answer correctly in order for your online EOS submission to be successful. Any incorrect answers will result in a failed verification and submission of your EOS.
2. Once you have completed the EOS form, click on the  button to send your completed EOS form to the EPPF for processing.
  - a. If you would like to save the form and return to complete it later, click on the  button and a confirmation message will pop-up to confirm that you want to continue with the work item later for which you must select **Yes**, and the form will be saved.
  - b. Should you wish to clear the form and start all over, click on the  button and all information captured will be removed and you will be required to access the EOS form from the Member Details page.