

## Process for Compulsory Death Benefit claims

### Step 1:

The family of the deceased pensioner must notify one of the below parties and request a claim form.

- Sanlam on 0860 302 922 or [eskomclaims@sanlamsky.co.za](mailto:eskomclaims@sanlamsky.co.za)
- EPPF Call Centre on [info@eppf.co.za](mailto:info@eppf.co.za)
- EPPF Retirement Fund Consultants
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| Region                        | Contact person     | Contact information                                                                |
|-------------------------------|--------------------|------------------------------------------------------------------------------------|
| Eastern Cape<br>(East London) | Noxhanti Mshumpela | <a href="mailto:Noxhanti@eppf.co.za">Noxhanti@eppf.co.za</a><br>082 768 1859       |
| Gauteng<br>(Johannesburg)     | Keikantseng Seleka | <a href="mailto:Keikantseng@eppf.co.za">Keikantseng@eppf.co.za</a><br>067 083 6398 |
| Gauteng<br>(Johannesburg)     | Thembeka Cele      | <a href="mailto:Thembeka@eppf.co.za">Thembeka@eppf.co.za</a><br>073 791 6638       |
| KwaZulu-Natal<br>(Durban)     | Mbulelo Musa       | <a href="mailto:Mbulelo@eppf.co.za">Mbulelo@eppf.co.za</a><br>078 648 0859         |
| Limpopo<br>(Polokwane)        | Belmira Gumbe      | <a href="mailto:Belmira@eppf.co.za">Belmira@eppf.co.za</a><br>078 439 5945         |
| Mpumalanga<br>(Witbank)       | Nadia Gagiano      | <a href="mailto:Nadia@eppf.co.za">Nadia@eppf.co.za</a><br>083 648 4475             |
| Mpumalanga<br>(Witbank)       | Joe Balite         | <a href="mailto:Joe@eppf.co.za">Joe@eppf.co.za</a><br>074 035 7362                 |
| Western Cape<br>(Belville)    | Chantal Arends     | <a href="mailto:Chantal@eppf.co.za">Chantal@eppf.co.za</a><br>084 557 6943         |

- Eskom Pensions Office on [pensionerqueries@eskom.co.za](mailto:pensionerqueries@eskom.co.za)
- Eskom via Mabel Khanyile on [KhanyileM@eskom.co.za](mailto:KhanyileM@eskom.co.za) or Fikile Seaka on [SeakaF@eskom.co.za](mailto:SeakaF@eskom.co.za)
- Eskom Human Resources Business Partners

#### Step 2:

The claim form must be completed and the claimant must include the following documentation:

- Compulsory claim form
- Certified copy of death certificate
- B1663 form
- Police report if unnatural death
- Autopsy report if unnatural death
- Certified copy of ID of nominee

#### Step 3:

The completed claim form and supporting documents should be sent to Eskom representatives or EPPF Retirement Fund Consultants for verification. They will verify pensioner status, eligible date, death benefit amount, authorise payment and inform medical aids of death of the pensioner.

#### Step 4:

Once all the documentation and status of pensioner has been verified, the claim will be sent to Sanlam for payment. The pensioner record will also be updated on the EPPF system.