

# Power Talk

 **Eskom**  
Pension and Provident Fund

November/December 2020

## *Meet our Head of IT:* **Ms Yolisa Skwintshi**

### **Tribute to Dr Themba (James) Nkosi**

### **Your finances:**

*Dangers of cyberspace and  
how to protect yourself*

Your Health:  
Mental health  
awareness

### **Hot Topic:**

*All you need  
to know about  
beneficiary  
nomination forms*

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# Editor's Note

Welcome to the festive season edition of Power Talk! In this last edition of 2020, we bring you a jam-packed edition to get you ready for the holidays and for the new year. While we do cover themes connected to the festive period, we also focus on security – from cybersecurity to taking precautions and looking after your health.

## Cybersecurity awareness

The government declared the month of October National Cybersecurity awareness month, and the Fund used the month to ensure that our employees are aware of risks and threats targeting the Fund in cyberspace. The 2020 theme “Do Your Part” empowers and reminds us that we each have a role to play in protecting our information online. For more information on how to protect your personal data, read the article under Your Finances on page 10.

## Meet our new Head of Information Technology!

Leading us in our drive to ensure that cybersecurity is top of mind, is also the subject of our cover story, Head of IT, Ms Yolisa Skwintshi. We will learn more about her career journey as well as the Fund's digital transformation plans and vision. To read about Ms Skwintshi's personal and professional views, go to People Profile on page 2.

## Member mobile app launched

In early October 2020, we launched the first-ever EPPF member mobile app and the response was overwhelming. Many of you viewed our introduction video on YouTube and called into our call centre to register or give your feedback. We appreciate all the enthusiasm and always enjoy engaging with our members. The

mobile app is a channel where you can access your personal and financial information seamlessly and effortlessly. It always gives us great pleasure when what we do at the Fund positively impacts you as a member.

## Any thoughts on this edition?

Our main aim is to deliver content that is informative and adds value to your life. Do you think we managed to achieve that with this edition? To help us improve the newsletter, please send your thoughts / suggestions or anything else you would like to share by emailing [eppfcommunications@eppf.co.za](mailto:eppfcommunications@eppf.co.za).

Wishing you and your families a safe and peaceful festive season and transition into the new year. We look forward to serving you and engaging with you in 2021.

Happy reading!

*Thato*



# Meet our Head of IT:

## Ms Yolisa Skwintshi

Ms Yolisa Skwintshi is the newest edition to the EPPF executive team, and she has certainly hit the ground running since joining the Fund in January 2020. Through this profile, we get to know more about Ms Skwintshi and find out how she plans to grow the Information Technology department and take the Fund (and its members) on a digital transformation journey. It's time to find out where she is from, about her childhood and how she has managed to succeed in what some may still consider a male-dominated industry. Let's meet our new Head of Information Technology.

**1 Hello and welcome. You joined the Fund early this year, tell us about your early life and how you found the path to a successful career in Information Technology?**

I grew up in the Eastern Cape in a township called Mdantsane. I finished early schooling in East London and tertiary education at the University of Fort Hare also in the Eastern Cape. I initially wanted to be a doctor and had received an acceptance letter from University of Cape Town to do Medicine.

Everything changed during a high school tour at the University of Port Elizabeth (UPE) (now known as Nelson Mandela University) when I was introduced to the world of computers. I was fascinated by the big screens (main-frame) that the UPE computer science students were working on. The jargon (code) I saw made me curious and when I got home, I spoke to my parents and aunt who convinced me to take up the Computer Science degree. I have never looked back since.

**2 You have worked for some reputable organisations and built an illustrious career. What drives you and keeps you striving to grow and improve?**

I'm naturally a self-driven human being. I get uncomfortable with familiarity and am hardly ever content in one place for too long. This is why I always try to challenge myself to learn new things, tap into unfamiliar environments, be better and do better. Hard work and perseverance have helped me achieve my professional success, and seeing things getting done excites me and keeps me going.

**3 What advice would you give to women entering the IT field? Anything you wish you would had known?**





The most important thing is to understand that before being a woman, you are a human being first. Therefore, when you enter a room full of people, you need to see humans just like you - not whether they are male than female. That will help you overcome the stereotype that males are better than females in particular fields, and vice versa.

How we use our minds to achieve what we want depends on our mindset and God-given talent, not our gender. At the end of the day we are all human beings with a mind, spirit and a soul. As long as you realise this, work hard and walk in your purpose, you have a good chance to succeed in any industry.

#### 4 What is the greatest innovation in technology that stands out as a game-changer?

For me, it must be digital money - the use of physical cash is continuing to decline as digital currencies continue to grow. The digital currency technology has the potential to disrupt the entire financial system.

Another impactful innovation, second to digital money, is self-driving cars. This is solely because as I am getting older, I am starting to not enjoy driving. So, I am watching this development very closely, for personal reasons.

#### 5 We are in the digital age and how companies adapt to the new requirements is critical. What is the EPPF's digital strategy and what key areas are we focusing on?

The EPPF's digital strategy is set to ensure that our members can engage and transact with us easily and faster through digitally enabled channels. The aim is that our members should feel that we are accessible, proactive and responsive to their needs 24/7.

We are currently focusing on:

- Alternative digital channels of engagement, providing members with different channels
- Robotics to boost member experience and productivity through automation and continuous improvement of our back-office

processes

- Personalised member experiences through all channels of engagement
- Artificial Intelligence to improve how we serve our pensioners and members.

#### 6 Why is the Fund choosing to focus on cybersecurity now? How does it fit in with your other priorities, and what do you hope your work can improve how the Fund operates?

Cybersecurity has always been a priority for the Fund, and this has been further highlighted now that the world is going through the COVID-19 pandemic. COVID-19 became a gift to cyber criminals as the world had to work remotely - these criminals are taking advantage of weaknesses in our home or alternative networks. It is a focus area in our IT agenda as the Fund holds the financial information of our pensioners and members which we need to ensure is protected at all times.

The IT team is continuously training employees and creating cyber security awareness programmes to impart knowledge and change the behaviour of employees to be more vigilant. It is critical that we make sure that employees understand that protecting the Fund against cybercrime is not only the responsibility of the IT team, but it is a collective responsibility of everyone in the Fund.

#### 7 We have seen in recent times where large national financial organisations experienced data breaches. How effective is our cyber security strategy in addressing data leak risks?

EPPF has a security layer that monitors and tracks all the activities on the network, and it raises alarms as well for suspicious activities including file activity and transfers. Data breaches as well as leakage risks are managed at different levels within the EPPF IT environment. Data transfers/leaks are managed

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through the use of a secured communication channel that uses encryption to prevent unauthorised access to the data.

The most important thing is to always be vigilant as cyber criminals are always looking for better ways to hack systems. Through our security partner, we are always improving our IT environment to ensure we are proactive in protecting and securing our data.

**8 The EPPF is one of the largest pension funds in Africa and our employees' complement of 130 serve over 80,000 active members, pensioners and beneficiaries. How do we use technology to protect sensitive information?**

The Fund's or EPPF's sensitive information is stored and classified in our environment through the alignment to the Protection of Personal Information Act (POPIA). Data leakage prevention policies are applied across the EPPF environment to ensure that sensitive personal information is secure, checked before it reaches the intended/unintended recipients as well as the monitoring of incoming traffic onto our networks. The policies also focus on the blockage of use of external user devices like memory sticks as well as personal online storage such as external hard drives.

**9 One of the Fund's values speaks to strong leadership. What kind of a leader are you, and has this leadership style evolved over the years or stayed the same?**

I don't have one leadership style, it is situational. At times, I'm democratic, sometimes autocratic and sometimes transformational. I like setting targets for my team and letting them come up with ideas on how to execute, while also making sure that the targets are met. In situations where the margins for success or failure are small, I tend to be more "hands-on" as I dislike missing deadlines.

My preference is being democratic as I do believe that diverse ideas lead to richer and more effective solutions. It is also interesting to note that as I evolve as a human being, I have seen a trend towards being much more transformational and democratic.

**10 As women, we are professionals, but a lot of the time we are so much more. We play many roles in our homes, families, communities and in the broader society. How would like to be remembered – what legacy would you like to leave behind?**

I would like to be remembered for the impact I make and how I have touched and improved the lives of those around me. Every year, I look for an opportunity to uplift and empower someone who is talented, educated and with a lot of potential. The aim is for this individual to become financially viable and independent and I use my network to provide the appropriate support and guidance.

In addition, this year I committed that every year I am going to sponsor university fees to a deserving matriculant. I am just a giver at heart, and I love seeing others thrive and prosper!



### Quick facts about Ms Skwintshi

#### What do you do to relax?

I love listening to music. And before the national lockdown due to COVID-19, I used to make sure to have full traditional thai body massage every two weeks. Another way I relax is a weekend in the bushes where I'm surrounded by nature, animals and can hear birds in the morning.

#### How do you respond to change?

I love change. I thrive in change. Frankly speaking, I love making changes and making things better than I found them. I think that's why I love the IT field because it's constantly changing and evolving.

#### How do you deal with criticism?

In any criticism, I always look for the positive and areas where I can improve. I do not allow negative feedback to get to me. Instead, I love and accept constructive criticism because I build on it to work on my areas of development.





### *Getting to know Ms Skwintshi*

#### **What is your favourite dish or meal?**

This is a hard one. I cannot say for sure as I don't really have any favourites when it comes to food. Having said that, I do love ostrich steak and oysters.

#### **Of all the books you have read, which one changed your life and why?**

That has to be *Tough Choices* by Carly Fiorina. The book is about the life of Carly Fiorina, a female leader who was recruited to be a CEO of Hewlett-Packard (HP), the first female CEO of a Fortune 20 company. I read the book during the early years of my career and it really motivated me to take my career forward.

Not only does it depict the life of Carly, but it gives inspiration that women can succeed in male-dominated fields. It recounts the travails of a woman in a patriarchal business culture and it gives examples of how to deal with tough choices and how we can learn from them.

#### **What new hobby or interest have you picked up in recent months?**

I fell in love with construction and décor. I was recently working on a small personal construction project and I just fell in love with property, building and putting the last finishes in a home; the turning an empty building/structure into a warm home with beautiful decorative pieces. As a result, a friend who owns a construction company approached me to help him with all his building and house renovation projects in my spare time.

#### **What was the last gift you gave someone?**

A Bible, it is God's blueprint for our lives.



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# *Tribute to Dr Themba (James) Nkosi*

By Dr George Lindeque

“I am so grateful that Themba was my colleague and friend over many years. He was not only a dedicated ESKOMITE but a fearless pioneer and completely changed my life and outlook. And he was so affable about it!

The ESKOM revolution of 1985 was led by Dr Johan Maree as Chairman and Dr Ian McRae as Chief Executive. It inter alia culminated in ESKOM becoming a leading electricity utility in the world at the beginning of 2000. One of our many priorities was to make ESKOM a truly “equal opportunity” company and in this regard Themba played a lead role.

He was ESKOM’s first Senior Black Manager and led the charge to change the face and the hearts and minds of the ESKOM leadership and its culture to prepare it for the “new” South Africa that was at our doorstep. He made an immense contribution to ESKOM’s transformation to the point of it leading the pack in South Africa way ahead of its time. He joined us as James; he left us as Themba.

There are many examples of this, and his footsteps are everywhere to be seen. This includes matters like relentlessly eliminating ESKOM’s 150 racial and gender discriminatory practices and breaking the glass ceiling hampering the progression of black potential being appointed to the senior ranks. He euphemistically called it “space creation for the space invaders”.

On a personal level, he, his team and other black employees in ESKOM determinately challenged us with: “We don’t trust you; you pontificate, intellectualise and philosophise about equal opportunities and transformation, but your body language is incongruent with what you are saying!” As a result of this confrontation and encounter I and several colleagues had the most wonderful personal experiences and engagements over weekends on end in Soweto and other townships around Johannesburg, visiting many ESKOM employees and other residents in their homes.

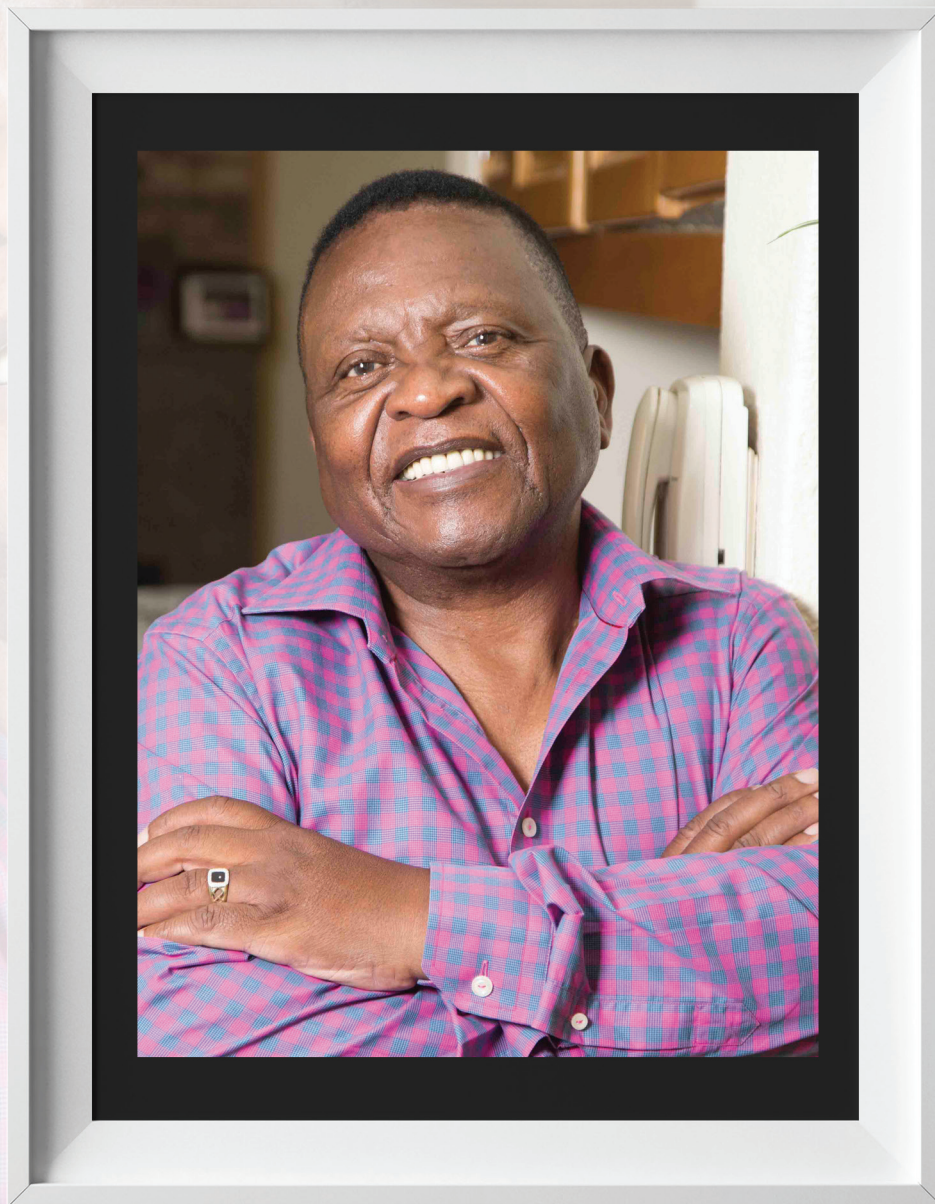
I and many of my white colleagues are deeply indebted to him for changing our lives and outlook to becoming breakers of apartheid and to embrace this emotionally! On this sad day we salute him unreservedly and honour his memory. The Nkosi clan can indeed be very proud of and grateful for his leadership and contribution to making South Africa a greatly better place!”

16 October 2020

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**He made an immense contribution to ESKOM's transformation to the point of it leading the pack in South Africa way ahead of its time. He joined us as James; he left us as Themba.**

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# Festive season special feature: *Holidays 2020*

**M**ost of us have wondered how this year's festive season would be like...2020 has been a very unprecedented year with normalising sanitising, social distancing, staying home and wearing masks – but now the holiday season is here and COVID-19 has become part of our daily life all over the world including here at home in South Africa.

This year most of us will break the tradition when it comes to how we celebrate the festive season. Social distancing, limited numbers in gatherings and the anxiety that comes with this pandemic. This may present some difficult, emotional, mental and logistical challenges and will not be easy for most of us.

Spending the festive season alone or only with your immediate family members might not be ideal, but it does offer opportunities to make this holiday a season one to remember in new and different ways. Here are some ideas you may want to consider:

- Send gifts. Although COVID-19 has changed our lives in many ways, sending cards or gifts remains a relatively easy way to let loved ones know that you're thinking of them.
- Make videos or video call. This year, we must be

content with video recording or video calling loved ones that are in other provinces and countries to catch up and see how friends and family are doing. Even though travelling is permitted, it is still very risky to travel under the current outbreak.





- Share a meal remotely. With all the videoconferencing platforms now available, it is easy to set aside some time to share a meal and good conversation remotely with friends and family members, whether they live nearby or across the country. Rather than one cook slaving over a hot stove or a certain person taking over the dinner table conversation, everyone gets a chance to cook and share their stories via their smartphone, tablet, or laptop. You can compare your culinary creations, swap recipes, and try to remember to leave room for dessert. If you have a tradition of playing games or giving thanks for your many blessings, you can still do many of these activities remotely.
  - Stay safe. If you plan to go ahead and join a holiday gathering in person, it's important to remain vigilant, even when interacting with dear friends and loved ones. Remember, there are risks associated with travel and with interacting with people who've not been tested for the COVID-19 prior to the event, especially if they reside in an identified hot spot. Try to keep any family gatherings brief and relatively small, about five people or less. If the weather permits, hold the get-together outdoors.
1. To protect yourself and your loved ones, both now and over the holidays, please follow these three important W's:
  2. Wear a mask when you are out in public and when you are indoors with people who are not part of your immediate household. The only exception is while eating or drinking.
  3. Watch your distance, staying at least two metres away from people who are not part of your immediate household.
  4. Wash your hands thoroughly and frequently.
- While this holiday season will certainly be very different from previous years, we still believe that there are opportunities to make it memorable. Until then, please stay safe.



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# Your Finances:

## *Dangers of cyberspace and how to protect yourself*

In August 2020, South Africa was hit by one of the largest ever data breaches after Experian, one of the country's biggest credit bureaus was hit by a fraudster leaving personal information of as many as 24 million South Africans and nearly 800 000 business compromised. As it is, more and more banks are encouraging customers to go digital, but the risks associated with the use of online services is also surging at an alarming rate.

One of the South African banks recently alerted their members to a new scam that fraudsters use where they call you under the pretence of being from your bank's fraud department or client service. The perpetrators then start to ask questions to obtain personal information from you to build up a target profile. It is critical to be secure and alert all the time - if a call makes you uncomfortable hang up and refrain from giving away any personal information.

Here are five tips to keep you from falling victim to these fraudsters by protecting your bank account information:

### 1. Beware of phishing emails

Never click on links in your emails or in the attachments as they can be infected with a malware which then sneaks into your computer and tracks down your online data, in-

cluding banking information, to pass on to remote hackers. If you feel that an email is suspicious, delete it and block the email account.

### 2. Enable two-step authentication

A two-step authentication is a one-time password sent to your email or mobile phone to complete a bank transaction. This is in addition to the username and password you have to input to access your online bank account. However, even this kind of authentication is not a fool-proof solution these days as hackers can easily hijack your phone or generate a sim clone through deceptive means.

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### 3. Keep your PC or phone software updated

Many cyberattacks rely on the exploitation of security flaws, so it is important to keep your devices updated with the latest software updates. This, in turn, will help minimise the risks of becoming a cyberattack victim. Keep your banking device updated with an anti-malware solution. Using premium software, in this case, will prove beneficial.

### 4. Never use your bank credentials on public Wi-Fi

If you happen to visit a bus station or airport, or any other public place availing connectivity, never use a public Wi-Fi network to access your bank services. This can expose your activity to hackers who in turn can use various tricks to drain your bank accounts.

### 5. Always opt for a great password

Use a password which is a mixture of alpha-numeric and special characters.

There are many ways that criminals can try to cheat you out of your hard-earned money, and you need to be vigilant and aware of all the scams. Should you feel that you have fallen victim to any scam, it is imperative that you alert your bank as soon as possible with all the relevant details.

Stay safe!



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# Your Health:

## *Mental health awareness*

**A** couple of months ago during the month of October, two prominent health issues were highlighted. But these issues should not only be talked about for one month of the year as they affect a large part of the population, directly and indirectly. The first of these health issues is breast cancer, a disease that continues to claim millions of lives around the world and doesn't only affect women, but it can affect men too.

The second health condition that silently kills and affects millions of people because of lack of awareness and education is mental health. In this edition, and because of the impact of COVID-19 on our daily lives, we have chosen to address the latter.

### Awareness during the month of October

The month of October has been declared Mental Health Awareness Month with the objective of not

only educating the public about mental health, but also to reduce the stigma and discrimination that people with mental illness are often subjected to.

Mental health problems, such as depression, anxiety, substance abuse and job stress are common, affecting individuals, their families and co-workers, and the broader community. In addition, this societal disease has a direct impact on workplaces through increased absenteeism, reduced productivity, and increased costs.

Very few South Africans seek treatment for their mental disorders, and many are not aware that mental illness can be treated at your nearest clinic, hospital or healthcare provider.

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There are several key contributing factors to why people are experiencing some form of mental imbalance and therefore affects the functioning of people at work. These include workload (both excessive and insufficient work), poor interpersonal relationships, conflicting home and work demands, inequity and lack of recognition at work.

### Types of mental health conditions

Mental health problems are the result of a complex interplay between biological, psychological, social and environmental factors. There are many types of mental health conditions which affect people and impact them on a personal level, and these conditions include:

- Schizophrenia
- Dementia
- Depressive disorder
- Obsessive compulsive disorder
- Panic disorder
- Post-traumatic stress disorder

It is imperative that we always take care of ourselves and make sure that we take care of our mental being and that we remain vigilant in looking out for signs of mental issues in our friends and family and ensuring that they receive the necessary help and as soon as possible.

### Need some help or support?

For more information on how to deal with mental issues in your personal capacity, or how to support a loved one experiencing mental health challenges, you access the below resources:

Mental health help line - 0800 12 13 14

<https://www.safmh.org/>

\*Excerpts of article accredited to

<https://www.gov.za/MentalHealthAwareness-Month2020>



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# Know your Fund:

## Understanding the EPPF's IT Department

Earlier in this edition, we profiled the Head of Information Technology, and now we find out more about the role of the department in supporting the Fund's strategic objectives. One of the Fund's strategic pillars in providing a platform to serve better, which specifically speaks to how they impact the lives of you, our members.

### Department Objectives

- Establish IT standards based on international standards, and adopt best practices to ensure that technology is developed and documented according to international standards
- Improve security of networks and infrastructure through infrastructure consolidation and centralised control and additional investment in equipment and software, and implementation of security policies and frameworks
- Maintain close engagement and open dialogue with the EPPF business users to understand business strategies, objectives and challenges and how technology will address their needs
- Assist the EPPF to improve the efficiency and productivity of staff by providing end-user training, communication and awareness
- Deliver a common integrated IT platform that provides improved member service levels and insight at an individual level, lower cost channels, and better online capacity to enable more self-service
- Provide cost effective and efficient IT services to all users through an efficient, robust, resilient, highly available, integrated IT platform

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## Meet the IT team

*The IT Department consists of two teams, the IT Operations team and the Project Management Office team.*

### IT Operations team



**Sinhle Mhlongo -**  
IT OPERATIONS  
MANAGER



**Naphtali Radzilani -**  
SNR SPECIALIST  
INFRASTRUCTURE  
IT SUPPORT



**Itumeleng Mohibidu -**  
SNR SPECIALIST  
INFRASTRUCTURE  
IT SUPPORT



**Luleka Mahlathi -**  
IT DESKTOP SUPPORT



**Suluman Mdluli -**  
JUNIOR IT APPLICATIONS  
SUPPORT



**Thabiso Tladinyane -**  
IT SUPPORT INTERN

#### STABILITY AND SUPPORT:

Focuses on ensuring that IT systems are always available to the EPPF community for use. Always available to support the users.

#### INFRASTRUCTURE MANAGEMENT:

Building stable, secure and scalable IT infrastructure.

#### STRATEGIC DELIVERY:

Continuously identify IT strategic initiatives and drive implementation through PMO.

#### IT SECURITY:

Protecting EPPF systems and data from Cyber-attacks.

#### ARCHITECTURE AND OPTIMISATION:

Simplification and Centralising IT services.

#### IT RISK MANAGEMENT AND AUDIT

The IT operations team consists of Sinhle Mhlongo (IT Operations Manager), Naphtali Radzilani (Senior Infrastructure Specialist), Itumeleng Mohibidu (Senior Infrastructure Specialist), Luleka Mahlathi (IT Desktop Support), Suluman Mdluli (Junior IT Applications Support) and Thabiso Tladinyane (IT Support intern).

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## Project Management Office (PMO) team



**Paledi Mothapo -**  
BUSINESS ANALYST



**Chadley Pick -**  
BUSINESS ANALYST



**Nicki Baloyi -**  
PROJECT ADMINISTRATOR



**Tracey Ransley-Melvin -**  
EXECUTIVE PA

### IMPLEMENTATION OF IT STRATEGIC INITIATIVES AND ENSURING THE SUC- CESS AND DELIVERY OF PROJECTS.

The PMO team consists of a Project Manager (Vacant), Chadley Pick (Business Analyst), Paledi Mothapo (Business Analyst) and Nicki Baloyi (Project Administrator).

The IT team is supported by Executive Assistant, Tracey Ransley-Melvin.

The department is dedicated to continue providing technological solutions and infrastructure that support the organisational goals, and furthermore, ensuring that these solutions are monitored, maintained and operating at optimal uptime levels.

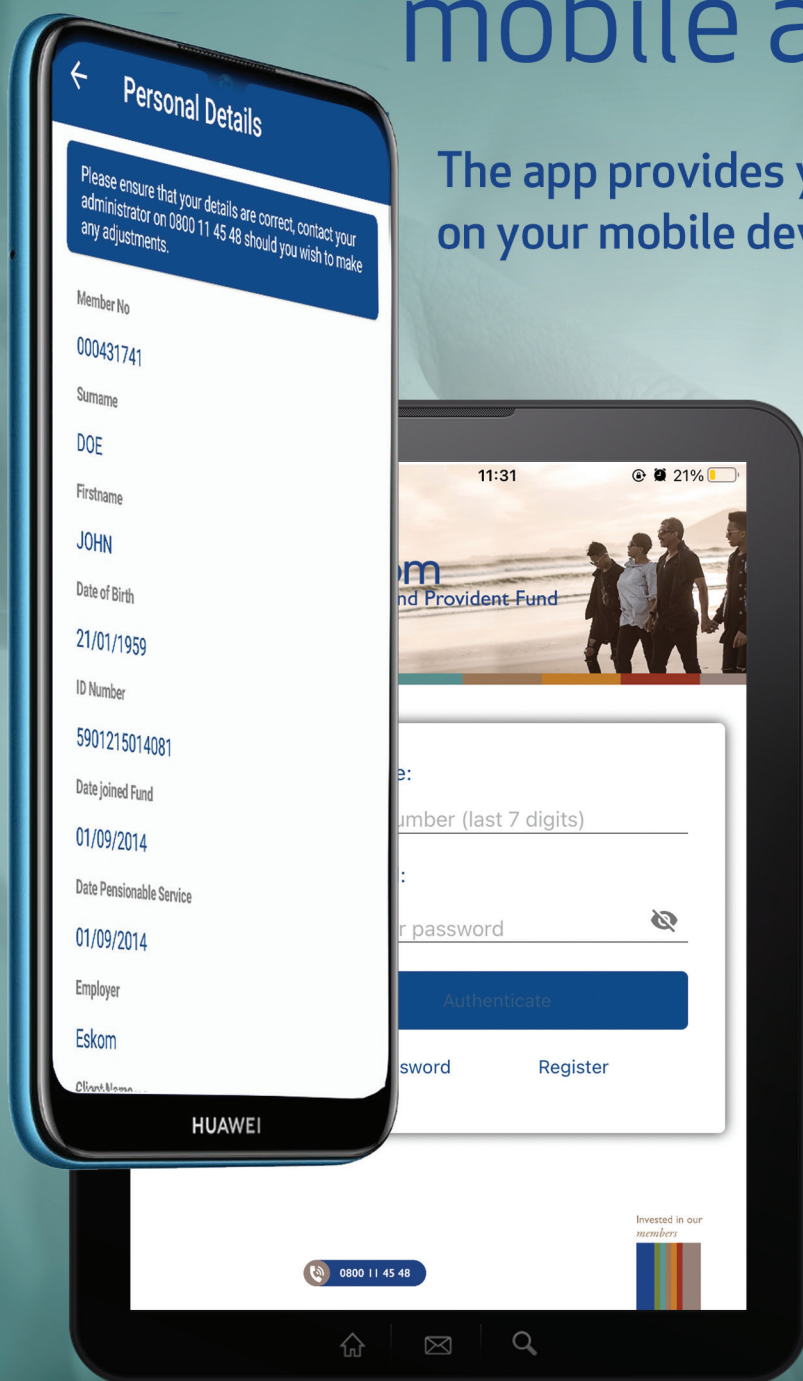
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# Have you downloaded the **EPPF Member** mobile app?

The app provides you with access to information  
on your mobile device, available at your fingertips



**User-friendly**



**Flexible**



**Secure**

Visit our YouTube channel and website to learn more about the benefits of using the member app.

**NB! Members need to be registered on our member portal to be able to use their credentials to login on to the app.**

Available on both:



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# Industry News:

## *A closer look at Impact Investing*

**As** a major asset owner in the SA economy, with over R140 billion asset under management, the EPPF has an important role to play in facilitating the discussion of key themes emerging as part of SA's economic recovery from COVID-19, including the calls for participation of the pension fund industry in infrastructure and impact investing. On Monday, 16 November 2020, the EPPF hosted its first-ever live Impact Investing webinar with a key focus on how pension funds can best utilise infrastructure investments to further grow assets going into the future.

With a trending topic of discussion, impact investing, on the table, it was certainly fitting that the keynote address was delivered by Dr. Kgosientsho Ramokgopa, Head of Investment and Infrastructure Office at the Presidency of South Africa. He spoke on an array of investment issues and strategies and then participated in the insightful panel discussion that followed.

The panel was moderated by Refilwe Moloto, Cape Talk radio host and economic advisor with 15 years' financial services experience. The panel included Dr Ramokgopa and the EPPF CIO, Mr Ndabezinhle Mkhize, as well as the following industry heavy hitters:

- Dr Thabi Leoka, an economist and strategist focused on the upward growth of the South African economy. She is currently with Argon Asset Management and is a board member of Corruption Watch
- Mr David Geral, a partner and leads Bowmans' Banking and Financial Services Regulatory Practice specialising in pensions, healthcare and group insurances
- Ms Jolly Mokhorosi, Independent Trustee and Principal Officer, Deputy Chair of Batseta's (Council of Retirement Funds for South Africa) Asset Owners Forum Steering Committee

The session was a very well attended, engaging and received some great feedback and media interest. This was successful event, and we look forward to hosting similar sessions in the near future.

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The EPPF realises that hosting events while facilitating these critical industry discussions is imperative, the best way to make a true impact is to take action. Amongst the many impact investing projects that the Fund has invested in the International Housing Solutions (IHS) is a special standout.

IHS, a real estate fund manager with a 15-year track record, has been the Fund's vehicle for investing in affordable, energy efficient housing. IHS has financed developments ranging from social housing in Klerksdorp, North West, to economical solutions in Boksburg, Ekurhuleni and apartments for middle-income families in Bryanston, Sandton.

In all, IHS has delivered 28 000 residential units for rental and for sale in South Africa, Botswana and Namibia, and mobilised more than US\$570m in order to achieve this.

The Fund first invested in IHS in 2014, just as its Fund II SA was launched. The Fund's investment is in 11 105 residential units, of which 2 746 will be social housing units for low-income households. Equally importantly, some 7 000 units will be certified as energy efficient according to the EDGE criteria developed by the International Finance Corporation (IFC).

Location close to work opportunities and social amenities is a prime consideration for IHS housing projects. Any investment in new housing is also an investment in jobs, the burning issue right at the top of South Africa's economic agenda. The IHS has created 1 087 permanent jobs and 1 335 temporary jobs in the construction sector. It has a property management company that employs 191 people.

The company has also "built" a real estate investment trust (REIT) that was initially listed on the alternative board of the Johannesburg Stock Exchange and has recently migrated to the main board.

Twelve of its 81 housing projects have been sold to developers, REITS and individual homeowners.

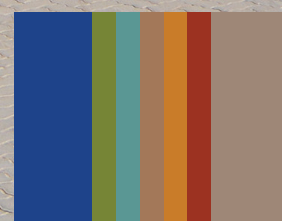
"It's important for the Fund to support in emerging asset classes that are not yet viewed as institutional asset classes," says Tahane Mahlaole, Investment Manager at IHS. "IHS has played a critical role in transforming this market and creating an environ-

ment that attracts private commercial capital into this space. Impact investment by institutional investors like the EPPF has helped to accomplish this."

We look forward to featuring more on similar projects in future editions of our newsletter. For more about the EPPF's investment strategy, [visit the member portal](#) for the abridged Investment Policy Statement.



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# Hot Topic:

## *All you need to know about beneficiary nomination forms*

**D**eath is an uncomfortable topic that few people ever find the courage to discuss, especially with loved ones, however it is an inevitable part of life. There is no doubt that we all want what is best for our loved ones, and that is why it is vital to complete your beneficiary nominations so that your benefit is distributed fairly should you pass away during your employment.

It is your responsibility to ensure that your loved ones will be taken care of in the event of your untimely death. To make sure that your death benefits do exactly that, you must nominate one or more beneficiaries to receive your death benefits. However, the sad reality is that many people neglect to do so.

For this reason, the EPPF is dedicated to ensuring that all members have completed or updated beneficiary nomination forms. This form is kept by your Human Resource Business Partner and the EPPF.

We have simplified the process for you and put together a list of frequently asked questions (FAQs) about beneficiary nomination forms and answered each of them. So, if you have ever had a question about beneficiaries or beneficiary nomination forms and how they work, this article is for you.

### **What is a beneficiary nomination form?**

A beneficiary nomination form is a form that affords the member opportunity to record his/her wishes as to how he/she would like the trustees to deal with the death benefit in the Fund, on the member's death. The member lists his/her beneficiaries on the form and the percentages that he/she would like to have allocated to each beneficiary. The member may specify 0% allocation, but the total percentage must not exceed 100%. It identifies people who should receive your death benefits in the event of a claim. It does not replace a will but is still very important to ensure that we as the EPPF know who to pay the death benefits to in the event of your passing.

### **Why should you complete a beneficiary nomination form?**

When you pass away, the Fund will need to know who your dependants and beneficiaries are. This important information will assist trustees with the decision on allocating your available fund death benefits as fairly and equitably as possible.

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### Where do I get one?

For employees of EPPF and Eskom Rotek beneficiary nomination forms can be requested from your Human Resources (HR) department or EPPF Retirement Fund Consultants (RFCs). The form can also be downloaded on the intranet (for Rotek employees). Once you have identified a beneficiary (or beneficiaries) and provided all the necessary information on the form, you can return the form to your HR department or send it to the EPPF to place it on file. For Eskom SOC employees, you need to visit your e-forms / Go to Intranet, Click on Online Services, click on eForms, Submit eForms.... Click on HR, under list of forms select Eskom Pension and Provident Fund Nomination form to complete.

### Who do I put on as beneficiary?

You can nominate any living and natural person as a beneficiary, including children, friends, family members, spouses and partners. However, it's vital that you trust the person (not necessarily because most members will exclude children born out of wedlock/drug addicts) you choose as the benefits that are paid out will become their property. You may also nominate a legal entity if you wish such as a charity or business.

Parents need to remember that there are many rules and regulations that they need to be aware of when leaving funds to minors.

### What is the difference between a beneficiary and a dependant?

It is very important that you understand what the difference is since you need to list both on your nomination form.



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## What is the difference between a beneficiary and a dependant?

It is very important that you understand what the difference is since you need to list both on your nomination form.

Dependant	<p>According to the Pensions Funds Act a dependant is:</p> <ul style="list-style-type: none"><li>• Any person for whom you are legally responsible for maintenance.</li><li>• Any person for whom you were not legally responsible for maintenance, but was, in the opinion of the Trustees, in fact dependent on you for maintenance at the time of your death. Your spouse, including a party to a customary or civil union.</li><li>• Your children, including a child born after your death, an adopted child and an illegitimate child.</li><li>• Any person for whom you would have been legally responsible for maintenance if you had not died.</li></ul>
Beneficiary	<p>You may nominate (in writing) any natural person or more than one, to receive your death benefits. This person(s) is then known as your “nominated beneficiary”. Your nominated beneficiary can include a dependant or any other person (even if they do not necessarily depend on you financially).</p>

## Can I update or change my beneficiaries?

Yes, you can. There is no limitation as to how many times you can change your nominated beneficiary or beneficiaries. Life is unpredictable and if your personal circumstances change, it is important that you update your beneficiary nomination form. To update or change your nominated beneficiary, simply inform your HR department or an RFC and they will guide you through the process which is completely confidential or visit your intranet to do it yourself.

A useful tip: adding additional information about your nominated beneficiary can be very helpful. If possible, submit the following extra information with your beneficiary nomination form as it can make the process of distributing death benefits easier:

- Phone numbers
- Addresses
- Copies of their ID and birth certificate





### Why is it important to keep this form updated?

It is crucial to ensure that your nomination form contains your latest family information. Imagine you did not update your form when you got divorced or re-married. Would you want your ex-spouse to receive your benefit and leave your new spouse destitute?

### What will happen if you do not complete a beneficiary nomination form?

Without an updated beneficiary nomination form, the trustees are not in a position to identify all your dependants and take your wishes into consideration when allocating your Fund death benefits. They will have to allocate and pay the benefit according to the limited information they may have.

#### Important to note:

- If a nomination form is not clear or is incomplete the benefit payment may be delayed for up to 12 months or longer;(12 months is as per law)
- The beneficiary nomination form must be fully completed and signed by you. Any alterations to the form should be signed by you as well;
- The employer must always keep the beneficiary

nomination in your personnel file as insurance companies do not always keep a record of the beneficiary forms

- You should update your form on a regular basis and particularly when there is a change in your situation. e.g., marriage, divorce, have a baby etc.
- The percentage allocation to dependents and nominees must always add up to 100%

### What if you did not complete or submit a nomination form?

The Trustees will exercise their discretion allocate and pay your fund death benefit to your dependants in their discretion. if you have no dependants or nominees, they will pay all the money to your estate.

### What if you forgot to update your nomination form, after you got married for example?

The Trustees can take your changed circumstances into account and ignore your outdated nomination form. They can allocate the money to the person/s who are in fact dependent on you at that time and who will be destitute without financial support.

### Will there be tax payable on the benefits paid?

Any money paid to your nominated beneficiaries in cash, will be taxable according to the relevant tax tables at that time.

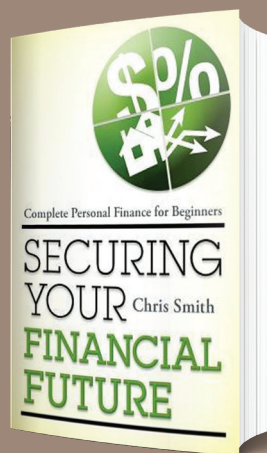
*Failing to identify a beneficiary and completing a beneficiary nomination form can make the claims process tedious, lengthy and difficult. This will place even more pressure and stress on your loved ones who may already be dealing with the trauma of losing you. We encourage our members to ensure their beneficiary forms are updated and on record. For further assistance, contact your EPPF Retirement Fund Consultant (contact information available on the back page of this newsletter) or our Call Centre on [info@epf.co.za](mailto:info@epf.co.za) or 0800 11 45 48.*

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# Book list:

*Books about securing your future in today's economy*

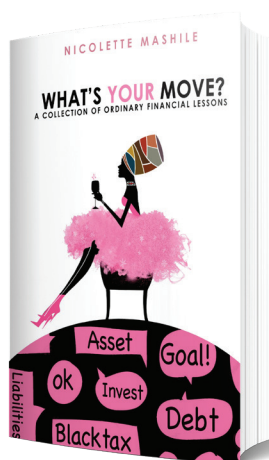


## *Securing Your Financial Future: Complete Personal Finance for Beginners*

by Christopher Grant Smith

When it comes to personal finance, the rules may have changed, but the time-tested principles of sound personal financial management have not. Those starting out on their paths to financial security just need to learn them better and apply them earlier than ever before - ideally, right from the start.

Chris Smith guides readers through the basics of saving, investing, and financial planning in language that is clear, accessible, and lively, making difficult concepts understandable to the novice, and enjoyable to those who already have some understanding. He shows readers how to apply this knowledge, and to avoid the most common pitfalls, to insure the best possible outcome for long-term financial security.



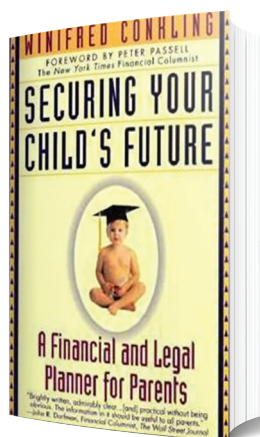
## *What's Your Move*

by Nicolette Mashile

In *What's Your Move?* Nicolette Mashile, founder of Financial Bunnies and a champion of personal-finance education across the African content, shares stories from her own life and journey with money in order to redefine personal-finance management.

Nicolette talks openly about her experiences with money and the way she was brought up. She shares her beliefs about how our everyday behaviour influences how we manage our finances, and how, in spite of knowing better, we sometimes make the wrong financial decisions.





## *Securing Your Child's Future: A Financial Planner for Parents*

by Winifred Conkling

This book serves as a guide to parents on how to financially plan for their children's care and upbringing from infancy right through to higher education, explaining the costs, timelines, strategies as well as offering worksheets, planning checklists, a glossary of legal and financial terms, and topical resource guides.

Everyone who is a parent or plans on being a parent will benefit from the lessons from this informative book. A user-friendly timeline identifies exactly when a family needs to take each essential step.

With easy-to-use worksheets, planning checklists, a glossary of legal and financial terms, and topical resource guides, this comprehensive book is a unique, invaluable volume no parent should be without.



## *Stokvels: How they can make your money work for you*

by Palesa Lengolo

The South African economy has a secret weapon: stokvels. If harnessed correctly, investments in stokvels could significantly bolster the economy. The following statistics, provided by the National Stokvel Association of South Africa, are mind-blowing: at present there are 11.4 million South Africans who are members of stokvels; around R44 billion is pooled collectively by ordinary people in stokvels; and it is saved by 820 000 stokvels. A lot of ideas have been put forward on how these monies can be utilised by stokvels, but it is not really clear how these can be practically applied.

This book will appeal to readers who are already in a stokvel, those who want to be in one, and even those who never thought of joining one. Most importantly, it explains how an individual can make money by being part of a stokvel.

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# The Family is *growing*



**Name:** Nicki Baloyi

**Role:** Project Administrator

**Where did you start your career and what was your role?**

I started my career at a company called Nhluvuko Consulting as a Junior Project Manager.

**When did you join the Fund; what was your role?**

I joined the fund on 3 August 2020, as a Project Administrator, but I already feel like part of the family.

**What makes you passionate about your new role or why do you love your job?**

I love my job because I am already learning so much and I can't wait to learn even more. I feel that my experience at the Fund will help me grow and advance in my career. I have realised that in this role, I will have to think on my feet, be innovative and adaptive to my work environment – I am ready for this challenge. From what I have experienced so far, the EPPF consists of amazing and professional people who have formed a close-knit family and I am just so excited that I am now a part of the family.



**Name:** Relebogile Legalamitlwa (Lebo)

**Role:** Internal Auditor

**Where did you start your career and what was your role?**

I started my career at the Compensation Fund as an Internal Auditor.

**When did you join the Fund; what was your role?**

I joined the EPPF on 1 October 2020 as an Internal Auditor.

**What makes you passionate about your new role or why do you love your job?**

Helping people and bringing in solutions.







**Name:** Sekgabo Molelekoa  
**Role:** Portfolio Manager: Listed Equities

**Where did you start your career and what was your role?**

I started as a Portfolio Assistant at a stockbroking firm that has since been bought out by the FirstRand Group. My role involved daily portfolio administration, ad hoc work for the team and some marketing.

**When did you join the Fund; what is your role?**

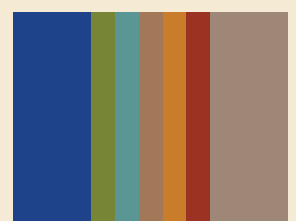
I first joined the fund in 2016 as an Analyst and proceeded through the ranks, eventually becoming a Portfolio Manager. I came back after four years on 1 October 2020.

**What makes you passionate about your new role or why do you love your job?**

I like that I have an opportunity, in my small way, to contribute to our members' attainment of financial freedom.



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# Fund Interest Rate

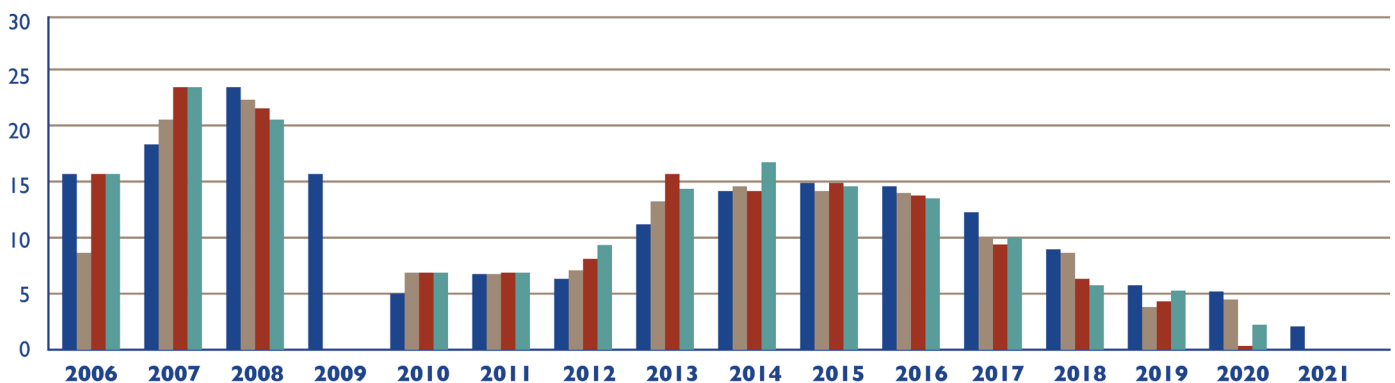
Each quarter, the Board of Trustees of the EPPF reviews the interest rate applicable to the Additional Voluntary Contribution Scheme (AVC) and the Deferred Pension Scheme, taking into consideration the financial performance of EPPF's investments.

The AVC scheme enables in-service members to make additional voluntary contributions in order to enhance their retirement or withdrawal benefits. The Deferred Pension Scheme, provides a "parking" or preservation facility for the retirement money left in the EPPF by former in-service members, the "deferred pensioners".

In-service members earn interest on the AVC Scheme and deferred pensioners earn interest on the Deferred Pension Scheme.

When considering the impact of our interest rates, one should consider the long-term nature of retirement funds and avoid looking at short-term rates only. There may be times when our interest rates are higher than those available in the open market, while at other times the rates may indeed be lower. This is due to the fact that our interest rates are based on past performance on a rolling four-year basis, thus lagging behind interest rates in the market. Over the longer term however, the end result should be comparable. The graphs shows the EPPF interest rates applied for each quarter from 2006:

**Fund Interest Rates %**



YEAR	QUARTER 1	QUARTER 2	QUARTER 3	QUARTER 4
2006	16%	16%	16%	16%
2007	18.5%	21%	24%	24%
2008	24%	23%	22%	21%
2009	16%	0%	0%	0%
2010	5%	7%	7%	7%
2011	7%	7%	7%	7%
2012	6.5%	7.25%	8.25%	9.5%
2013	11.5%	13.5%	16%	14.7%
2014	14.5%	14.7%	14.63%	17.15%
2015	14.9%	14.5%	15.16%	14.84%
2016	14.93%	14.19%	13.96%	13.87%
2017	12.52%	10.25%	9.64%	10.18%
2018	9.13%	8.40%	6.21%	5.78%
2019	5.92%	4.06%	4.54%	5.09%
2020	5.07%	4.42%	0.24%	3.06%
2021	3.05%			

\*Please note that the interest rate was amended in May 2020 - the interest rate for 1 May to 30 September 2020 was 0.24%.





## Update of Personal Information

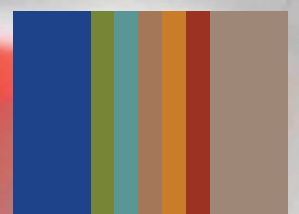
It is important for the Fund to have accurate and up-to-date records of your personal information. We use this information to communicate with you and to be able to correctly administer your pension. We urge you to keep us informed if any of this personal information changes, including the correct spouse's date of birth and other personal details.

Should you experience a significant life event, such as a divorce, please ensure that you update the Fund with this information.

To update your personal information, call 0800 11 45 48 or visit our website and make the changes on our recently revamped member portal.



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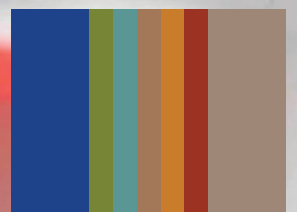
## Werk jou persoonlike inligting by

Dit is vir die Fonds belangrik om akkurate rekords te hê wat jou jongste persoonlike inligting bevat. Ons gebruik hierdie inligting om met jou te kommunikeer en jou pensioen reg te administreer. Ons moedig jou ten sterkste aan om ons daarvan in kennis te stel as enige van hierdie persoonlike inligting verander, onder andere jou eggenoot se korrekte geboortedatum en ander persoonlike besonderhede.

As daar 'n groot verandering in jou lewe is, soos 'n egskeiding, moet jy seker maak dat jy hierdie nuwe inligting vir die Fonds stuur.

Om jou nuwe persoonlike inligting vir ons te gee, bel 0800 11 45 48 of gaan na ons webtuiste en doen die veranderinge op ons ledeportaal wat onlangs opgeknip is.

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## Ho fana ka tlhahisoleseding ya moraorao mabapi le wena

Ho bohlokwa haholo hore Letlole le be le ditlaleho tse nepahetseng le tsa moraorao tsa tlhahisoleseding ya hao. Re sebedisa tlhahisoleseding ena ho buisana le wena hape e re thusa hore re sebetsane le ditaba tsa penshene ya hao ka tsela e nepahetseng. Re kopa hore o dule o re tsebisa haeba tlhahisoleseding ena ya hao e fetoha, ho akarelletsa le letsatsi le nepahetseng la tswalo ya molekane wa hao le tlhahisoleseding leha ele efe e nngwe mabapi le wena.

Haeba ho ka ba le ntho e kgolo e fetohang bophelong ba hao, jwaloka ho hlalana le molekane wa hao, ka kopo netefatsa hore o tsebisa Letlole ka tlhahisoleseding ena.

E le hore o fane ka tlhahisoleseding ya hao ya moraorao, letsetsa 0800 11 45 48 kapa o etele webosaete ya rona ebe o etsa diphetoho leqepheng la ditho tsa rona le sa tswa ntlafatswa.



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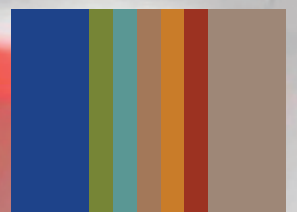
## Ukunikeza imininingwane yomuntu yamuva

Kubalulekile ukuba i-Fund ibe nemmmmgwane yakho enembile futhi yamuva. Sisebenzisa le mmmmgwane ukuze sixhumane nawe futhi sikwazi ukulawula impesheni yakho. Sikunxusa ukuba uhlale usazisa uma kukhona imininingwane yakho eshintshayo, kuhlenganise nemininingwane enembile ngosuku lokuzalwa koshade naye neminye imininingwane yakho.

Uma kwenzeka ukuphila kwakho kushintsha ngendlela ephawulekayo, njengokuthi udivose, sicela uqiniseke ukuthi uyayazisa i-Fund ngaleyo mininingwane.

Ukuze uthuthukise imininingwane yakho, fonela u-0800 11 45 48 noma uvakashele ingosi yethu ukuze wenze izinguquko ohlwini lwamalungu ethu.

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# *Protection of* **Personal Information Act (POPIA)**

In 2013, certain sections of the PoPI Act came into effect. The PoPI Act seeks to regulate the processing of personal information by responsible parties, in this case, the Fund. The purpose of the PoPI Act is to ensure that all South African institutions conduct themselves in a responsible manner when they are in possession of another entity or person's personal information. This includes prohibiting the sharing of a member's personal information with third parties without consent of the member. The Fund complies with the PoPI Act to ensure that our members' information is secure and protected. Therefore, the EPPF does not provide pension information to third parties (e.g; financial advisers) unless authorised by the member or compelled to do so by law.

POPIA came into effect on 1 July 2020 and the Fund will have 12 months from 1 July to become fully compliant. As an organisation which places its members, and the safeguarding of their personal information high on our priorities list, we embarked on a journey towards POPIA compliance some time ago and that journey will culminate in full compliance by 1 July 2021.

**DATA PROTECTION**



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## Eskom Pension and Provident Fund Contact Details

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Call Centre Toll-free Number: 0800 11 45 48  
Call Centre Landline: 011 709 7400  
Call Centre Fax Number: 0866 815 449  
Email: [info@eppf.co.za](mailto:info@eppf.co.za)

Postal address: Private Bag X50, Bryanston, 2152  
Website address: [www.eppf.co.za](http://www.eppf.co.za)

## Gauteng (Johannesburg)

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**Keikantseng Seleka**  
[Keikantseng@eppf.co.za](mailto:Keikantseng@eppf.co.za)  
Contact: 067 083 6398

**Thembeka Cele**  
[Thembeka@eppf.co.za](mailto:Thembeka@eppf.co.za)  
073 791 6638

## Mpumalanga (Witbank)

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**Nadia Gagiano**  
[Nadia@eppf.co.za](mailto:Nadia@eppf.co.za)  
083 648 4475

**Joe Balite**  
[Joe@eppf.co.za](mailto:Joe@eppf.co.za)  
Contact: 074 035 7362

## Limpopo (Polokwane)

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**Belmira Gumbe**  
[Belmira@eppf.co.za](mailto:Belmira@eppf.co.za)  
078 439 5945

## Western Cape (Cape Town)

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**Chantal Arends**  
[Chantal@eppf.co.za](mailto:Chantal@eppf.co.za)  
084 557 6943

## KwaZulu-Natal (Durban)

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**Mbulelo Musa**  
[Mbulelo@eppf.co.za](mailto:Mbulelo@eppf.co.za)  
Contact: 078 648 0859

## Eskom Compulsory Death Benefit

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Telephone Number: (011) 800 8597 or (011) 800 2612  
Fax Number: 086 668 6065  
Email Address: [pensionerqueries@eskom.co.za](mailto:pensionerqueries@eskom.co.za)

## Sanlam Contact Details (Voluntary Burial Scheme)

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Queries related to the new scheme and your benefits must be directed to Sanlam at:  
Telephone Number: 0860 302 922  
Email Address: [Eskomservicing@sanlamsky.co.za](mailto:Eskomservicing@sanlamsky.co.za)

## Sanlam: Existing record amendments and claim submissions

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Contact Number: 0860 302 922  
Fax Number: 0860 276 884  
Email for claims: [eskomclaims@sanlamsky.co.za](mailto:eskomclaims@sanlamsky.co.za)  
Email for servicing: [eskomservicing@sanlamsky.co.za](mailto:eskomservicing@sanlamsky.co.za)

## Indwe (Care and household insurance claims)

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Call Centre Number: 0860 843 244 / (011) 912 7300  
Email Address: [hobackline@indwerisk.co.za](mailto:hobackline@indwerisk.co.za)  
Homeowner new claims: [newclaims@indwerisk.co.za](mailto:newclaims@indwerisk.co.za)

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