

# Power Talk

 **Eskom**  
Pension and Provident Fund

December 2019



## *Meet* **Ms Linda Mateza**

---

**10** Benefits of  
Retirement  
Planning

---

**NHI Thought Leadership Piece**

---

Know your Fund -  
**DIVORCE  
ORDERS**

---

*Industry news*  
- *Default Regulations*

---

Invested in our  
*members*



# Contents

## In this *Issue*

- 1 Editor's Note
- 2 People Profile – Meet Ms Linda Mateza - who she is, and future plans for the EPPF
- 6 Your Finances – 10 benefits of retirement planning
- 9 Know your Fund - Divorce Orders
- 12 Your Health – NHI thought leadership piece
- 16 Book list – Looking ahead to the new year
- 18 Hot Topic – POPIA Update
- 20 Industry news – Default Regulations
- 22 The Family is growing
- 25 Interest rates
- 26 Update of personal information
- 30 POPIA Notice



Invested in our  
*members*



# Editor's Note

## *Dear Member*

The year 2019 has come and gone, and we as the EPPF are excited and looking forward to creating more exciting and educational content for you, our members. This edition's cover article introduces you to our Chief Executive and Principal Officer, Ms Linda Mateza. We get to know more about her and what she has planned for the EPPF.

### ***A closer look at NHI***

The media has been talking about the Department of Health's new National Health Insurance (NHI) which is compulsory for all South Africans, in this holiday edition of Power Talk we take a closer look at what the NHI is and what it means for you and the medical aid industry.

### ***Planning for the future***

Planning for retirement is not a very interesting topic, however it is very important and could have a major impact on your life as a pensioner. That is why we have included an article outlining 'the 10 benefits of retirement planning'.

Divorce is not a fun topic, but when life happens it is important for us to equip you with the relevant information. The information regarding divorce orders will prepare you in (the event that you should) go through a divorce and need to get your affairs in order.

### ***Breaking down the rules***

The rules and regulations in the pension fund industry are always evolving to ensure that you, the members are looked after. In this edition, we break down the Default Regulations and how the legislation will change how the Fund engages with members.

The EPPF wishes you all the best for 2020 - have a happy and safe festive season.

***Happy reading!***

***Thato***



Invested in our  
*members*





## Meet the new EPPF Chief Executive and Principal Officer

# *Ms Linda Mateza*

Since her appointment as Chief Executive and Principal Officer the Eskom Pension and Provident Fund (EPPF) in September of this year, Ms Linda Mateza has attracted a considerable amount of attention and excitement in the industry. We want you to know more about her. In Touch recently sat down with Ms Mateza to find out about her background, her vision for the EPPF and her thoughts on the pension funds industry. Let's meet Ms Linda Mateza...

*Congratulations on your appointment as the Chief Executive and Principal Officer of the EPPF. Where did your journey begin?*

Thank you! It truly is an honour to return to serve at the EPPF.

My career in financial services began at the South African Reserve Bank in 2001, when I was employed as a financial market analyst. Since then, I have worked for the two largest pension funds in Africa as well as other institutions in the investment industry. I held the role of Chief Investment Officer at EPPF until 2013. More recently, I served as the Head of Investments and Actuarial Services at the Government Employees Pension Fund (GEPF), between 2015 and 2019.



Invested in our  
*members*



*2. You have mentioned that you previously worked at the Fund, first as the Investment Multi Manager and then as the Chief Investment Officer. What made you consider coming back to the Fund?*

The EPPF is highly regarded both locally and internationally. This is evidenced by the awards that the Fund continues to garner, including the most recent accomplishment of winning the Most Transformed Fund at the Association of Black Securities and Investment Professionals (ABSIP) Financial Sector Awards. The Fund has also received international accolades: we were awarded the NASP (National Association of Securities Professionals) Obama-Mandela Bridge Builder of the year 2019 accredited to the consistent and significant role the Fund has played in bringing American and African pension funds to invest in real assets across the African continent. In addition, we were recognised and included in the inaugural Principles for Responsible Investments (PRI) Leader Group for 2019.

Having served in a senior role at another large pension fund, it was a natural progression for me to move into a leadership position within a pension fund organisation.

When the opportunity arose, I applied for the position of Chief Executive and Principal Officer at the EPPF, to give myself exposure to the totality of a pension fund's operations including the legal and administrative aspects. It was a logical progression of my career journey to becoming a pension fund expert.

*3. As the leader of the organisation, what is your overarching vision for the Fund? And how do you believe we will get there?*

The Board of Trustees of the Fund has taken the time to articulate a very clear strategy for the Fund, with specific goals to be achieved by 2024. My vision is to implement these objectives and to firmly establish the EPPF as the most admired pension fund - admired by its members and by other pension funds. None of this will be possible without enhancing the professionalism and effectiveness of the EPPF employees.

An organisation's strategy belongs to every single employee of the Fund and it is that accountability and understanding of how each employee has a contribution to make which will lead to our collaborative success. I hope to inspire my colleagues into delivering the best service to members by being professional and effective in their work.

*4. Strong leadership and management is one of the Fund's 'Formula for Success'. How would you classify your leadership style and how do you keep employees that you lead motivated and engaged?*

As a leader, I have learned to be a "multiplier". I didn't coin this phrase... it comes from the work of an American researcher named Liz Wiseman. The idea is that a leader can never be an expert in everything - instead, the effective leader achieves results through harnessing and directing the intelligence, energy and capabilities of those she leads. Leadership is not easy, and every day is a lesson.

I believe that work must have meaning and purpose. In all my interactions with employees I try to demonstrate the significance of the work they do - even the most seemingly mundane tasks help us collectively to achieve the Fund's strategic objectives. I encourage people to take pride in their work, so that they can give it their best effort.

Invested in our  
members



*5. The Fund has set out the EPPF 2024 Strategy which focuses on five pillars: fund sustainability, building a platform to serve members, member-centricity, unlocking our human capital and managing our brand and reputation. What do you think the key drivers and success factors will be to achieve our goals as a Fund?*

I am in the fortunate position of leading an organisation that has already articulated its vision and strategy and developed a formula for successful execution of the strategy. My job is to ensure that the strategy is executed, in line with the EPPF Formula for Success, which promotes the following values, attitudes and actions:

- Integrity, honesty and respect
- Teamwork and collaboration
- Compliance and governance
- Attract, develop and retain talent
- Having a 'can-do' attitude
- Outstanding customer service
- Proactive planning and organising
- Strong leadership and management



Living these values and aligning with the principles of this formula will lay a solid foundation in ensuring that we achieve our goals and deliver according to our tagline of "Invested in our members".

*6. We are an industry that has faced some media attention and criticism in recent years due to a number of factors including investment losses, high profile pension pay-outs and concerns about state intervention. How do we as one of the largest pension funds manage these challenges and reassure our members that their pension savings are in good hands?*

We will restore confidence through our actions - one of the EPPF's strategic pillars is "managing our brand and reputation".

This means earning trust from our members and broader society by demonstrating that we are accountable. As an organisation which aspires to being an industry leader, it is imperative that we demonstrate our expertise and collective experience. This will inspire confidence that the Fund is in capable hands, and that pension savings are safe and secure.

We also have a duty to communicate to members so that they understand the context in which we operate in. It is also critical that we provide platforms for engagement, so that we understand members' circumstances and address their concerns. That engagement will create trust in the Fund's ability to continue performing and meeting our members' needs and expectations.

*7. As a pension fund, we deal with one of the largest investments that most people make, their pension savings. There are over 80,000 active members, pensioners and beneficiaries who look to us to keep our promise and meet our liabilities. What is your message to the EPPF membership?*

My message is very simple: I am here to serve. In serving, I will apply my experience, skills and energy to preserve the sustainability of the Fund, to ensure that the Fund can provide the benefits promised to its members, and to assist the Board of Trustees in their decision-making and strategic planning. As a leader, I am also here to bring the best out of the dedicated employees of the EPPF.

Invested in our  
members



*8. As professionals, we spend most of our time with our colleagues working towards collaborative goals. But as a human being, how would like to be remembered – what legacy would you like to leave behind?*

I would like to be remembered as someone who “changed the game” in some way. I would like my career journey to inspire others – especially Black women – to believe that nothing is impossible. I strive every day to instil that belief in my daughters.

## Quick facts about Ms Mateza

*Where were you born and where did you grow up?*

I was born in Mthatha, in the former Transkei. I grew up in the region but went to a boarding school in KwaZulu-Natal when I was 12 years old. Both places were instrumental in my upbringing as they influenced my formative years.

*What do you do to relax?*

I love to spend time with my family: I have two young daughters, and I spend most of my free time playing, chatting and exploring the world with them. I try to get away for “me-time” and some pampering at a spa occasionally.

*What is your personal motto or daily mantra?*

I have a different prayer every day; but I start and end every day with gratitude.

## Getting to know Ms Mateza

*Of all the books you have read, which one stands out the most for you and why?*

I read extensively and have many favourites. “I know why the caged bird sings” by Maya Angelou had a profound impact on me many years ago, and I have re-read it a few times since then. It’s beautifully written, and it gave a voice to thoughts and feelings for which I had not found the words to express; in it I found characters that I could relate to and identify with as a young Black woman.

*Which two places have you visited that amazed you, and why?*

The Wild Coast is breath-taking - I love its unspoilt beauty and laid-back pace. I also enjoyed the vibrancy and rich history of Cuba when I visited there, especially the dancing!

*Who is your mentor and how have they helped you grow as a person and a leader?*

I have many mentors, from different walks of life. All of them have given me the gift of self-confidence and maintaining a curious mind.

Invested in our  
members





# 10

## Benefits of retirement planning



Retirement is something that's fairly easy to put off and worry about later, especially when you are young. After all, everything will sort itself out in the end, right?

Well... what if it doesn't? What's your plan then?

That's the problem with that strategy — often life won't work out the way you planned. And if it doesn't, you'll put yourself and your family in a less than ideal situation. The best way to do that is to plan for retirement.

Chances are, you don't plan to work until the day you die. You may have even envisioned your dream retirement, sipping cocktails on a beach, on a porch in a cozy mountain retreat, or off traveling the world. But it actually takes careful financial planning for these dreams to be realized.

In this post, we're giving you 9 reasons why retirement planning is important, and why you should start getting your ducks in a row early on, rather than when it's too late. Let's dive in!



Invested in our  
*members*





## 1. The Average Life Expectancy Continues To Rise



The first reason you need to kick-start your retirement planning is the simple fact that people are now, on average, living longer than ever before. A longer life means you'll need more retirement funds saved to continue to live off of. With the average American lifespan creeping up toward 80 years old, it's easy to see that you'll need a substantial sum to live comfortably in your retirement.

This is especially true because while the average life expectancy is now nearly 80, people often live even longer than that. If you're lucky enough to find yourself in the above average bracket, you'll need to stretch out your retirement savings further than you had planned. That means saving more and planning for longer. The earlier you begin, the better your chances are for having enough retirement funds to last your entire lifespan.

In short, don't plan for an average life expectancy — plan for more!

## 2. You Can't Work Forever



You might be defiant and think you can work until the day you drop, and for some, that may be the dream, but the fact is you can't perform your profession at a high level for your entire life. As you age, you're going to slow down and certain tasks will become more difficult.

No matter how much you want to keep working for your entire life, it is no excuse to not save for retirement. Having that money handy prepares you in case you retire earlier than anticipated. Without a retirement fund to fall back on, you'll be stuck in your "work forever" plan.

## 3. It will open your eyes on fees.



The planning process will alert you that small changes to your expected return have a big impact on your long-term savings outcome. You will become wise to the long-term impact of high fees, a too conservative portfolio mix, or an underperforming active manager.

## 4. Your Future May Have More Financial Obstacles Than Your Past Or Present



It's important to realize that you may indeed experience financial hardships in the future. People are often optimistic about their financial future, living with the faith that things will be better in the years to come, but it's not something you can bank on.

Your future is not guaranteed, which is why retirement planning is necessary, and once you have a plan in place — stick to it. If you run into trouble later in your life, you'll have to try as hard as you can to resist the temptation to dip into your retirement savings, although it will be there as a safety net if you need it. Keep in mind, there are sometimes penalties for withdrawing your retirement funds, and you will want to save them for your actual retirement.

This shouldn't kill any optimism you have for your retirement, rather should show you the importance of having a plan. There will be speed bumps ahead in your life, and you might encounter some money troubles; having a retirement plan will put you in the best place to deal with them.

## 5. Relying On Social Security Or A Pension Is Risky



While retirement does make you eligible for low-cost medical coverage through Medicare and monthly benefit checks from Social Security, they most likely won't be enough to give you the comfortable retirement of your dreams. Your retirement funds will supplement what you receive in Social Security, and provide a safety net should Social Security and Medicare ever be taken away.

Medicare and Social Security are meant to supplement your retirement, not be solely depended upon. Meanwhile, pensions have mostly gone away, but also may not be enough to cover the lifestyle you've become accustomed to.

Proper retirement planning is necessary in the event you need to cover any long-term care that you may require later in your life. Medicare may not cover every form of care, so your retirement savings may become your safety net to pay for in-home care or a nursing facility.

Invested in our  
members



## 6. Your Retirement Can Contribute to Your Family, Too



Your dream retirement might even involve giving back to your family. If you have a healthy pool of funds you can dip into, you can be the parent or grandparent that gives lavish gifts to your family, like taking your whole brood on a big vacation or buying a vacation home that you can pass down.

It even makes it easier for you to always be there for big events, you can just chip away at your funds to keep making the flights back to wherever your family might be. It will mean a lot to your family to know that you will always be there when it matters.

Your retirement fund also doesn't even have to end with you. If you've planned carefully and have a healthy sum stowed away for retirement, you may have a nice gift to give your children or grandchildren when your time comes.

## 7. It's Unfair To Depend Upon Your Family



On the other side of the coin, imagine your future with your family if you didn't see the value in planning for retirement. It would then become your children's responsibility to take care of you. In your retirement, you shouldn't be dependent on anyone, let alone your own family.

Having a firm plan in place will make sure you don't become a financial burden on those you love the most. You want to be in a position to help out a family member's financial situation, not make things worse.

## 8. You Always Have Enough Money to Save For Retirement



If your immediate reaction to this section was "No, I don't," we're here to tell you that yes you do! While we understand that everyone's financial circumstances are different, you do have enough to save for retirement. Let us show you how.

When your finances are in rough shape and you're struggling to make ends meet, it might not appear that you have any money to put aside for retirement. Where is this extra money going to magically come from? The thing is, you already have it, you just need to change your mindset.

If you are able to make saving money to help plan for your retirement a priority, you'll be able to see that you do indeed have some extra funds to build a pleasant future, no matter how dire things seem. Saving money is a challenge for some more than others, but it's always much more of a mind game than a numbers game. As long as the end result of having a comfortable retirement is of high importance to you, you'll find a way to save to make it happen.

Another common barrier is time, but to that, we have the same answer: you have it. As long as you prioritize your retirement, you will make the time to set forth a plan for your future, and become motivated to stick to it.

## 9. It will convince you to preserve your retirement savings when you change jobs.



Cashing in your retirement fund means that you must start from scratch, but with a lot less time for you to reach your end goal. Once you understand how much you then need to save to still balance your equation, or how much less retirement income you will have to make do with, you won't have the stomach to spend this money on a flashy new car.

## 10. It will bring you peace of mind.



If you don't worry about your retirement early on, you will worry about it for the rest of your life. It's a terrible trade-off. Address the problem when you are young(ish) and you will spare yourself many sleepless nights later on.

Simply by going through the financial planning process, you will become a more informed investor, able to make competent financial decisions on your own. You will be in control of the process and the outcome. You will be able to anticipate your retirement with confidence, so much that every now and again you will get the urge to shake hands with your younger self and say: "Thank you!"

Invested in our  
members



# Divorce Orders

Statistics SA stipulates that four out of ten marriages end in divorce before their 10th anniversary. In fact, 25 326 divorces were granted in South Africa in 2016. This is according to a report released by Statistics South Africa on marriages and divorces in 2016. Divorce is a highly stressful time for all involved – and the last thing either party wants is for there to be complications around the allocation of retirement fund benefits.

The Divorce Act allows a non-member spouse to claim a portion of his/her spouse's accrued savings in a retirement fund as part of the divorce settlement. The EPPF can be instructed to either immediately pay or reserve the proportion or amount of the member's accrued savings payable to the non-member spouse that the parties agreed upon for later payment to the non-member spouse.

**There are certain conditions, however, that must be met for a divorce order to be binding on a retirement fund.**

The conditions that a divorce order must comply with to be binding on a retirement fund can be summarised as follows:

1. There must be a valid decree of divorce granted by a court;
2. The member against whose retirement benefit is being claimed must still be a member of the EPPF on the date that the divorce order is granted;
3. The retirement fund against which the order is granted must be identified or identifiable in the divorce order;
4. The divorce order must specify that the member's pension interest is assigned to the non-member spouse and must specify the proportion or amount that is assigned to the non-member spouse;

5. If so required, the divorce order must order the EPPF to make immediate payment of the agreed proportion or amount of pension interest to the non-member spouse or must order the Fund to adjust its records to reflect the claim of the non-member spouse to be settled when the member eventually exits the retirement fund.

If any of these conditions are not met, the divorce order may not be binding on the retirement fund.

The impact of the marital system on a divorce order:

Refer to Legal Update 5-2015 for a detailed discussion of the different marital regimes and their impact on retirement funds. The position can be summarised as follows:

Marital Regime	Non-member spouse entitled to portion of member's pension interest.
In community of property	Yes
Out of community of property	–
With Accrual	Yes
Without Accrual	No

Although the introduction of the clean-break principle in 2009 has significantly changed the way retirement fund benefits can be divided upon divorce – and has introduced clear, practical processes to facilitate this – many divorcees continue to find themselves having to spend time and money approaching courts to remedy poorly-worded divorce orders that are not binding on them, or their former spouses' retirement funds.

As administrators of retirement funds, we regularly have to deal with divorce orders that affect the retirement fund benefits of the divorcees and unfortunately the vast majority 'do not pass muster' due to poor drafting of the divorce order.

Invested in our  
members



These unenforceable divorce orders are then referred back to the member and non-member spouse to bring applications to the relevant court to rectify the bad drafting of the divorce order, which invariably leads to delays and additional costs to the parties. Three most common problems experienced with divorce orders are:

### *Firstly*

Divorce orders that state that the non-member spouse is entitled to a portion of the member's "provident interest" or "pension or provident fund". "This should refer to "pension interest" irrespective of whether the retirement fund is a pension fund or a provident fund. Pension interest is in effect the member's withdrawal benefit on the date of divorce.

### *Secondly*

Where claims are made against multiple retirement funds to which a divorcee belongs, and the divorce order simply refers to the funds to which the member belongs.

Divorce orders need to be highly detailed. It is important that the name of each of the retirement funds be explicitly mentioned as well as the proportion or amount of the pension interest in each retirement fund that is due to the non-member spouse.

### *Finally*

if the divorce order fails to contain an order to the fund to make payment to the non-member spouse, the retirement

## *Did you know?*

- Contrary to popular belief, the non-member spouse is not automatically entitled to 50% of the member's pension interest. The parties may agree on any proportion of the pension interest (i.e. between 0% and 100%) or even an agreed fixed amount to be allocated to the non-member spouse. It is, however, critical that the proportion or amount be specified in the divorce order.
- If a retirement fund transfers the benefit of a member to another retirement fund before a valid divorce order is served upon it in respect of such a member, the retirement fund to which the transfer was made will be required to give effect to the provisions of the valid divorce order. This would apply to both section 14 transfers and a transfer based on a recognition of transfer.
- A member who has emigrated and subsequently divorces in that country must apply to a South African court to have the divorce order recognised and enforced in South Africa. This is particularly true if the non-member spouse wants to claim a share of the former spouse's retirement savings.
- In terms of income tax, current legislation requires the non-member (ex) spouse to pay any tax due on his/her portion taken as a cash lump sum if the divorce order was granted after 13 September 2007 and the deduction was made from the member's pension interest after 1<sup>st</sup> March 2009. Any transfer to another approved retirement fund will not attract tax at the time of transfer.
- The same tax regime applies to public sector funds and both spouses are to retain the tax-free benefits of the member's pre- 1 March 1998 years of service.



Invested in our  
*members*





### *Suggested wording for binding divorce orders.*

Instead of the long-winded provisions often found in divorce orders, it is suggested that more simplified wording be considered. For instance, a divorce order can read as follows:

1. The defendant is a member of the ABC Provident Fund ("the fund").
2. The plaintiff is entitled to 50% of the defendant's pension interest in the fund as defined in section 1 of the Divorce Act\*.
3. The fund is ordered to pay or transfer the assigned portion of the pension interest to the plaintiff or an approved fund on her behalf in terms of section 37D(4) of the Pension Funds Act.

\* In the case of a preservation fund, the reference should be to section 1 of the Divorce Act, read together with section 37D(6) of the Pension Funds Act.

In order to avoid many of the pitfalls outlined above it is extremely important to ensure that you obtain advice from a suitably competent legal advisor when drafting a divorce agreement.

### *Who must submit the order to the Fund?*

The Divorce Act refers to the registrar of the court in question having to "notify the fund concerned that an endorsement be made in the records of that fund that that part of the pension interest concerned is so payable to that other party and that the administrator of the pension fund furnish proof of such endorsement to the registrar, in writing, within one month of receipt of such notification" (section 7(8)(a)(ii)). This is only required where the court made an order to this effect.

In practice, the divorce order itself usually specifies who would be responsible for submitting the order to the fund concerned. In the absence of a specific obligation contained in the divorce order, it is usually the non-member spouse that claims payment of her portion of the pension interest that submits the order to the fund, together with her request for and instructions as to the manner of payment.

We hope the information provided has assisted in preparing you in case you are ever in a situation involving a divorce. As always, knowledge is power



Invested in our  
*members*





# Your guide to NHI: *What we know, and what we don't know*

One of the largest costs retirees such as you have to face is healthcare. And planning for this is suddenly more difficult because the government's recent tabling of the National Health Insurance (NHI) Bill which has left a lot of questions.

NHI is the government's funding vehicle for achieving universal, quality healthcare coverage by establishing a fund – the NHI Fund – that will buy health services from public and private providers on behalf of all South Africans. So far so good, but one of the major criticisms of the Bill is that it lacks detail.

Arguably the biggest change to South African life since democracy came in 1994 – but let's start with something very clear and very positive.

Importantly, introducing the NHI is aimed at curing the “terrible twins” of South African healthcare – poor-quality public service and expensive private service. Last year the Competition Commission reported that South Africa's above-inflation health insurance premiums – something that keeps some retirees up at night – were driven largely by over-servicing, including hospitalisation.

It is, however, certain that NHI is coming. The government is determined to use NHI to meet some of its international promises, such as the SGDs, and national ones, such as through the NDP. Also, contributing to it will be compulsory. What we don't know are the details of the form the NHI will take, or what its advent will mean for medical schemes and medical aids.

Instead of paying your monthly membership, you will pay a similar amount of extra tax on your income. The government will use

that money, and some of its health budget, to buy healthcare for all South Africans. That means that even those without medical schemes may be treated by private doctors and in private hospitals.

Most healthcare – including doctors' visits, medicines, operations and hospital stays – will be free, for everyone.

Government says the aim of the NHI is to help medical scheme members with their high out-of-pocket costs. At the same time, it also acknowledges that state medical staff and hospitals can't cope with treating the 83% of South Africans who don't have medical aid.

South Africa's large and robust private medical scheme sector is responding to the Bill, and especially its one clause covering medical schemes. This is the only clause in the Bill that talks about medical schemes, and it stipulates that once the NHI is fully implemented, “medical schemes may only offer complementary cover [for] services not covered by the NHI Fund”.

Some say this means that medical schemes will only be able to cover limited complementary services such as elective plastic surgery. Others say that because of the Bill's rules on “referral pathways” there will be a wider role for medical schemes to play in that people who choose to skip the stipulated referral pathways should be able to claim their expenses from a medical aid or scheme. Until the government provides greater clarity, we will not know which opinion is right on this.

Invested in our  
*members*



We do know that NHI will operate on the principle of “coordinated care”. This means every South African who uses NHI will always have to consult a general practitioner (GP) first. The GP may refer you to a specialist if deemed necessary.

This method is one of the ways in which the government wants to impose cost control and reduce the duplication that too often characterises care in the private sector. It is used by the Government Employees Medical Scheme in some of its benefit options, and has been shown to reduce healthcare costs, especially through a reduction in hospitalisations.

According to the government’s plans, NHI will be fully implemented by 2026. Impressively, so far, it has met its NHI deadlines, and is in phase two of the NHI implementation plan (2017-2022). This phase will see it registering all citizens on a master register, setting up the NHI Fund and improving standards in the public sector. The idea is that any facility, public or private, that doesn’t meet Office of Health Standards Compliance standards, will not be able to provide NHI services.

In fact, public sector standards are one of the largest hurdles facing the NHI. The Department of Health has acknowledged myriad serious challenges in the public health system, which serves more than 80% of our 57-million strong population. This assessment was reiterated by the Presidential Health Summit in its 2018 report on South Africa’s health system:

“While there have been significant achievements and improvement in access to the public health system and increased financing post-1994, some areas remain unattended to, leading to a characterisation of the health system as being in a crisis,” the report notes. “Some of the challenges in the public health sector include poor governance structures; inadequate management capacity and administrative systems; underfunding; human resource shortages and misdistribution; inadequate and poorly maintained infrastructure and equipment; inadequate information systems, overall inefficiencies amongst others.”

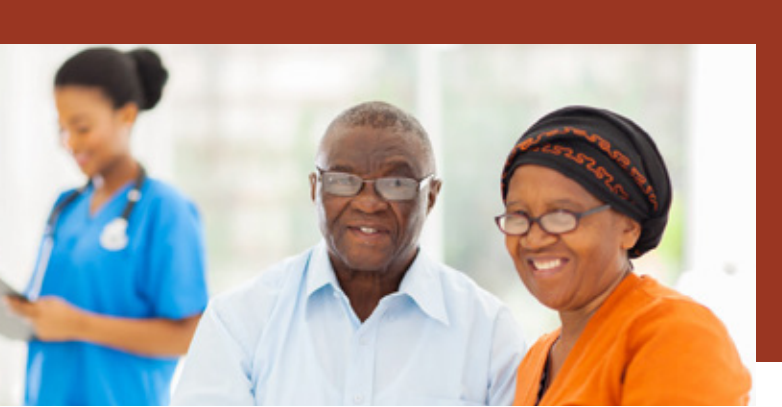
So how will NHI be funded? The NHI Bill states that the NHI Fund will gather monies via general and payroll taxation and the reallocation of tax subsidies for those who now buy private medical cover. The idea is that because the fund will be a non-profit entity it will be able to keep administrative costs low, and that, because it will be the major purchaser of health-care services, it will be able to drive healthcare costs down.

However, the elimination of tax credits for people who choose to belong to private medical care is another proposition that has attracted a lot of criticism. The public health-care system is already overburdened and it is likely that many who now can afford private medical care will not be able to do so if the tax credits go, pushing them into this already struggling system. Many of these people may be pensioners. One way to get around this is to start your own medical savings account now, squirrelling away some money each month so that at retirement you are able to keep private medical cover going despite the loss of the tax credits.



Invested in our  
*members*





If you can save even more, consider doing so. While the Bill says that NHI will offer a “comprehensive basket of cover”, what that means is not explained. The Bill does say that a benefits advisory committee appointed by the health minister will decide what this basket comprises, but this has not yet happened.

There is some good news – there will be no age-related penalties for joining the NHI. However, as we don’t know what NHI basket of cover will comprise, it might transpire that you are faced with a situation in which your particular ailment – such as a rare disease – is not covered by the NHI and private medical schemes are unwilling to cover it because of the expense of doing so. As you get older the chances of developing a serious disease or condition increase. If you can afford it, taking out good dread disease cover is probably a good idea.

Other positives are that the NHI and medical schemes will have to pay for healthcare services in full (no co-payments) – this is through amendments to the Medical Schemes Act that were tabled at the same time as the NHI Bill – and that medical schemes will have to pass back savings to members who use a designated service provider. Another big change, the benefits of which are debatable, is that the Medical Schemes Act amendments eliminate brokers, who in 2017 were collectively paid R2.2-billion. Brokers do, however, play a role in helping their clients make sense of the often highly confusing benefits options offered by private medical schemes.

Another big change coming is the demise of prescribed minimum benefits (PMBs), which came into effect in 2000. They will be eliminated because of the comprehensive basket of services the NHI will offer, but PMBs have saved the pocket of many a medical scheme member, so make good use of them while they last.

As must by now be obvious, one of the more immediate effects of the Bill is that medical schemes’ futures are uncertain.

This means pension fund members, and any investors, should be careful of investing in shares related to medical schemes and hospital and South African pharmaceutical groups.

While the latest bill remains a bit sketchy, here’s what we now know with some certainty:

### **1. You will become a member of the NHI Fund.**

The fund will be a massive state-run medical scheme, and all South Africans will be members – you won’t have a choice.

### **2. If you earn an income, you will contribute towards the NHI Fund.**

Government will levy an extra tax on your personal income, and use the money it will save by not giving you tax credits for being a member of a medical scheme. There may also be a tax levied on your employer. Previously it was speculated that an “NHI tax” of between 3.5% and 5% could be levied on your salary.

### **3. All contributions will go into a pool.**

Government will use your tax money, as well as some of its healthcare budget, to buy services from public and private doctors, specialists, and hospitals that are accredited with the state.

### **4. The fund will cover a range of medical services, treatments, and procedures.**

All of these will be for free, without any co-payments. However, the fund will not cover treatments if it’s not a “medical necessity” and where there isn’t a “cost-effective intervention”. If the fund refuses to pay for a health care, it will issue you a notice of the refusal and give you reasonable opportunity to appeal this decision.

Every year, government will determine what prices will be paid for by specific services.

### **5. You will probably have to register with a GP who is contracted with the state.**

While this was not clearly stated in the bill, it is expected that each contracted GP will have a set number of patients who they will “service” for the NHI Fund. You could be limited to how often you see a GP.

Invested in our  
*members*





## 6. There will be strict rules about seeing specialists.

You won't be able to go directly to a specialist, but will have to get a referral first. A visit to specialists, like paediatricians or gynaecologists, may require longer waiting lists, as all South Africans – including the 83% of the population who are not currently medical scheme members – will now have access to private-sector specialists.

It could also, for example, mean far fewer Caesarean sections in South Africa, as the health system is expected to rely more on non-specialists like midwives. In 2017, some 69% of South African babies were delivered via C-section in private hospitals. (The World Health Organisation advises a maximum of 15%, and in public hospitals, only 26% of births are C-sections.) Also, you may not be able to get easy access to a private hospital that is accredited with the state, given that more people will be admitted.

## 7. The state will buy medicines for everyone

Instead of the private sector buying medicines for its patients, and the state securing treatments for public-sector patients, government will buy medicines for all patients.

## 8. Medical schemes may disappear

Marais expects that instead of the current medical schemes, medical insurance will become more common. To ensure that they will still have direct access to a specialist, and no waiting times for treatments, wealthier people will - on top of their NHI contribution every month – probably take out medical insurance.

New specific types of top-up medical insurance – for orthodontics, or for cancer treatment – will probably be created.

## 9. Foreigners won't be covered

Adult asylum seeker or illegal foreigner will only get emergency medical services; and “services for notifiable conditions of public health concern”. The children of asylum seekers and illegal foreigners will be entitled to basic health care services.

Foreigners visiting South Africa must have travel insurance

## 10. You will have access to all your medical records

You will be able to access any information or records relating to your health kept by the fund.

## 11. The fund will be run by a CEO and a Board

The fund will be managed by a CEO, who will be appointed by the minister of health, and can serve for a maximum of ten years. He will be supported by a board of 11 persons, also appointed by the minister.

For the rest, we South Africans are just going to have to hold tight and wait for more detail.



Invested in our  
*members*



# Looking ahead to the *new year*

## *7 books to inspire fresh starts*

Every year we all swear to start over and get rid of old habits this might be a good opportunity for a new you, but it also calls for a new book to read! Here's a selection of stories about fresh starts and new beginnings, in all their different forms for you to enjoy!

### *Running Like A Girl* Alexandra Heminsley



Everyone always promises themselves that this is the year they'll get fit, but if you read this book, you might just find you're inspired to do it once and for all. Alexandra's first attempt at running ended badly. But, after finding she runs with her head as much as her body, six years later she'd completed six marathons. This is a book for anyone who loves reading about relationships, ambition, and self-love. Because it's not just a book about running. It's for anyone who wants to break the mould, make a change, wants to seriously start training or just feel better when they run for the bus in the mornings. Liberating and life-affirming (and rib-achingly funny), it's the book to kick-start your motivation this year, and maybe even give you a desire to lace up your running shoes.

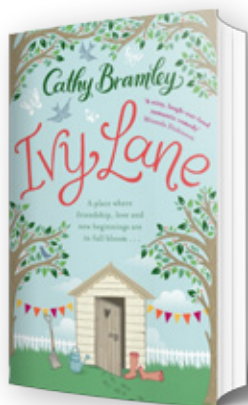
### *Rachel's Holiday* Marian Keyes



Fresh starts can come in all shapes and sizes, and for Rachel it means a 'holiday' (read: trip to a rehab facility) enforced by her parents. Taken from her life in New York and made to confront a drug problem that she insists she doesn't have, Rachel has the ultimate chance to make a change. While we may not all be familiar with the exact nature of Rachel's predicament, we can certainly identify with her denial about her own bad habits! Marian Keyes takes this serious topic and injects it with her trademark humour and wit, making it a fun and heart-warming read for the New Year.

Invested in our  
*members*





## *Ivy Lane*

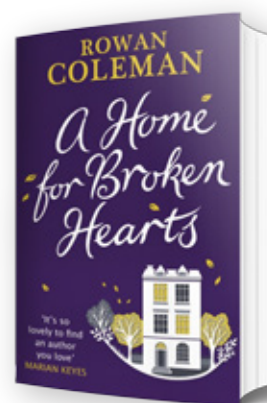
Cathy Bramley

Tilly is desperate for a new start, and seeks one out by moving to a quaint new town and taking out an allotment on Ivy Lane for some fresh air to match. The locals are far from reserved however, and they soon start to pull Tilly out of her shell, making her confront her past and gain a host of new experiences, friends and family in the meantime. Perfect for fans of Carole Matthews, Trisha Ashley and Katie Fforde, Ivy Lane is sure to warm your heart and put a smile on your face as you head into a new year

## *The Happy Home for Broken Hearts*

Rowan Coleman

Rowan Coleman's story about fresh starts and learning to move on from your past while keeping it in your heart is wise and beautifully told. Since the death of her husband, Ellie has retreated into the pages of the romantic 'Happy Ever Afters' that she spends her days editing, but when financial woes force her to accept some lodgers into her house, she soon begins to learn that she can find life (and even love) outside the pages of her beloved books.



## *Good Me Bad Me*

Ali Land

If you want a story about turning over a new leaf, but still love something with a darker edge, look no further than Good Me Bad Me, the sensational debut from Ali Land. Annie's mother is a serial killer. The only way she can stop her is to hand her into the police. Later, Annie is given a new foster family, a new name - Milly - and a brand new start. She knows it's finally her chance to be the person she wants to be. But is it really that simple? And isn't it true what they say - that blood is thicker than water? Disturbing, brilliantly written and a book that'll have you holding your breath, its psychological suspense at its most gripping.

Invested in our  
members



# POPIA Update

In terms of POPIA, the Fund has a legal duty to process a “Data Subject’s” Personal Information (in this case being your personal information and related details) in a lawful, legitimate and responsible manner.

In order to discharge this duty, the Fund requires your express and informed permission to process your Personal Information. In the event of you refusing to give the required consent, the Fund will still have the right, in terms of POPIA, to process your information without your consent under any of the following circumstances:

- Where such processing and use of your personal information is necessary in order to give effect to a contractual relationship as between you and the Fund;
- Where such processing is required in terms of a law and several acts, inter alia the Basic Conditions of Employment Act; the Skills Development Act, etc. or
- Where such processing is necessary to protect the legitimate interests of the Fund or a third party.

By providing us with your personal information, you expressly consent to the EPPF processing your personal information for legitimate and Fund-related purposes.

## How will my information be stored, retained and destroyed?

All Personal Information which you provide to the Fund will be held and/ or stored electronically and securely in a database for business purposes.

Once this information is no longer required, such Personal Information will be safely and securely archived for a period of 7 years, as per the requirements of the Companies Act, 71 of 2008, or longer, should this be required by any other law applicable in South Africa. Thereafter, all your Personal Information will be permanently destroyed.



**Do I have the right to object?**

In terms of SI I (3) of the POPIA, you have the right to object in the prescribed manner to the Fund processing your Personal Information. On receipt of your objection the Fund will place a hold on any further processing until the cause of the objection has been resolved.

**How will the Fund ensure that my information is accurate?**

POPIA requires that all your Personal Information and related details supplied, are complete, accurate and up to date. Whilst the Fund will always use its best endeavours to ensure that your Personal Information is reliable, it will be your responsibility to advise the Fund of any changes to your Personal Information, as and when these may occur.

**Who will the Fund share my information with?**

Your Personal Information will be stored electronically in a centralised data base and will be accessible to the Company's subsidiary companies.

In particular, the following persons or departments within the Fund will have access, under strict confidentiality, to your Personal Information:

- Third Parties: Whenever we commission other organisations to provide support services to us, we will bind them to our privacy policies as far as they may be required to have access to our customers' personal information to perform such services.
- Our website may contain links to or from other sites. While we try to link only to sites that share our high standards and respect for privacy, we are not responsible for the content, the security or privacy practices employed by other sites. We recommend that you always read the privacy and security statements on such sites.

**Can I have access to the information that the Fund has about me?**

You have the right at any time to ask the Company to provide you with:

- the details of any of your Personal Information which the Fund holds on your behalf; and
- the details as to what the Fund has done with that Personal Information, provided that such request is made using the standard Promotion of Access to Information Act procedures which can be obtained from our Intranet.

Please direct your complaints to:

The Funds Information Officer at [POPIA@epf.co.za](mailto:POPIA@epf.co.za).

**What is required form ALL active members of the Fund?**

- Read and understand this communicate
- Read and understand the accompanying notice to the Consent Electronic e-mail campaign
- Submit your consent form electronically



# Default Regulations

With effect from 1 March 2019, the Regulations of the Pension Funds Act, 1956 were amended by the addition of Regulations 37, 38 and 39. These new Regulations are referred to as the 'Default Regulations'. The Rules of all pension funds, including the Eskom Pension and Provident Fund (EPPF or the Fund), are required to comply with the Default Regulations. The EPPF has put in a lot of work to ensure that it complies with the Default Regulations to the extent that they are applicable to it. The main objective of Default Regulations is to increase the value of our members' retirement savings, lower charges and to ensure that our members retire comfortably.

Below, we explore these Default Regulations in detail.

## *Regulation 37: Default Investment Portfolio(s)*

Regulation 37 requires pension funds with a defined contribution ("DC") category to:

- Ensure its default investment portfolio(s) are appropriate for members who will be automatically enrolled into them;
- Communicate the composition of assets and performance of the default investment portfolio(s) to members
- Ensure such portfolio(s) are reasonably priced and competitive;
- Disclose all fees and charges;
- Ensure the portfolio(s) consider both passive and active investment strategies;
- Avoid complex fee structures and loyalty bonuses;
- Ensure, where the Rules provide for member investment choice, that members are able to make such a choice at least once every twelve months; and
- Review such default investment portfolio(s) on a regular basis.

## *Regulation 38: Default Preservation and Portability*

The objective of Regulation 38 is to facilitate portability and preservation of fund benefits by automatically making 'paid-up', the benefits of members who leave the service of their employer before retirement. The benefits will remain paid up until the member advises the fund otherwise in writing.

A member with a paid-up benefit in the Fund will be a paid-up member and must be provided with a certificate of paid-up membership within two months of leaving the service of the employer. Members will also be entitled to retirement benefits counselling before they make a decision.

## *Regulation 39: Annuity Strategy*

Regulation 39 requires pension funds to have an annuity strategy which meets several requirements set out in the Regulation. Such requirements relate to propriety and suitability for members; communication of objectives, performance and asset class composition of the annuity; competitiveness and disclosure of fees and charges; access to pre-retirement counselling and periodical review of the strategy.

The regulations define an "annuity strategy" as "a strategy, as determined by a board, setting out the manner in which a member's retirement savings may be applied, with the member's consent, to provide an annuity or annuities by the fund or to purchase an annuity on behalf of the member from an external provider, which annuity or annuities may either be in the name

Invested in our  
members



### *Rule Amendment no.2*

On 6 September 2019, with effect from 1 March 2019, the EPPF rules were amended in order to certify compliance with the Regulations which imposed further changes to the current Rules of the Fund. The Rules are specifically being amended in order to comply with Regulation 38 and 39 of the Pension Fund Act, 1956 as well as other provisions of the Pension Funds Act. To find out more about how the Rules will be amended and who is affected by the changes, [click here](#).

### *The introduction of retirement benefits counselling: what does it mean?*

The notion of “retirement benefits counselling” is defined in the regulations as “the disclosure and explanation, in a clear and understandable language, including risks, costs, and charges associated with retirement benefit options”.

The EPPF aims to provide its members with retirement benefits counselling in terms of Regulation 39. This regulation states that members must be given access to retirement benefit counselling no less than three months before their normal retirement age as determined in the Rules of the Fund.

Retirement benefit counselling does not include advice, even on tax matters. If members require tax advice, they will need to seek guidance from a registered tax practitioner in terms of the Income Tax Act, 1962 or a registered financial advisor.

For more information about retirement benefit counselling and how it affects you, please contact the Fund Call Centre:

- 0800 11 45 48 (toll-free)
- [info@eppf.co.za](mailto:info@eppf.co.za)

Visit our ‘Contact Us’ page for our walk-in and satellite offices across the country.



Invested in our  
*members*



# The family is growing



*Reitumetse  
Galadile*

*Role:* Call-centre agent

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

I started my career as a promoter, promoting brands such as Tiger brands, SAB for Eyes and Ears. I have always enjoyed working where I get to interact with people.

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

I joined the fund in July 2019 as a Call-centre agent.

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

A Call-centre is a place of communication, and I get to speak to a diverse group of people which can be very satisfying. My interpersonal skills improve everyday as most of my duties include interacting and talking to people. In addition to working at the call-centre, you get a glimpse of all the interesting work they do in other departments.



*Spencer  
Korb*

*Role:* Dealer

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

I started my career at RisCura in risk and performance before joining the private equity valuations team focusing on African unlisted equity and debt investments across numerous geographical areas. Thereafter, I joined the transition management team where my focus was more on managing the transition process for institutional clients across listed equity and debt markets. Finally, before joining the fund, I joined a boutique value asset manager as a Multi-asset Dealer.

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

I joined the fund in July 2019 as a Dealer.

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

I am passionate about people and the financial markets, I love my job because I can add value to the Fund and ultimately to our beneficiaries, by ensuring the execution of investment themes is done to the best of my ability.

Invested in our  
members







## Vusi James Ntuli

**Role:** Internal Auditor

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

I started my career at the Department of Rural development and land reform as an Intern: Internal Auditor; moved to PricewaterhouseCoopers (PwC) where I did my articles. I then moved to Motlanalo Inc where I was mostly seconded to Auditor-General South Africa conducting regulatory audits (PFMA and MFMA audits). After my contract at Motlanalo I moved to Sekhukhune TVET College as an Internal Auditor reporting to the College principal and Audit Committee.

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

I joined the Fund in July 2019 as an Internal Auditor.

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

My role as an Internal Auditor offers a bird's eye view of the entire Fund. You get to understand and gain knowledge about the Fund's core business. The role also provides opportunity for growth as I audit all aspects of the Fund which helps build knowledge while adding value to the organisation by assessing the adequacy and effectiveness of the governance, risk management and control processes put in place by management to ensure that risks are managed, and that the Fund's strategic objectives are achieved.



## Hape Moloji

**Role:** Marketing Coordinator

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

I started my career at Burson Marsteller South Africa where I was a junior consultant. Burson Marsteller is a crisis and reputation management agency with offices internationally. My focus there was media monitoring, media and public relations, social media management and coordination. I then moved to join Investec Bank and worked as a marketing graduate in the Corporate and Institutional Banking division and then moved on to be a Communication Specialist in CIB. My specialisation there was internal communications, brand management and custodian, social media coordination, email marketing, content creation and management and we serviced 27 business units within CIB.

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

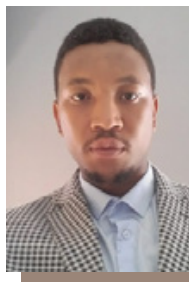
I joined EPPF on the 1st of November 2019 as a marketing coordinator in the Communications department.

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

What makes me passionate about my role is the ability to strategise and work with a variety of audiences. In addition, the ability to develop and implement the organisation's communication strategy using various mediums and channels. I love my job because it allows me to be curious, analytical and creative in implementing business objectives.

Invested in our members





## Chaka Zengele

**Role:** Risk and Compliance Officer

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

I started my career in 2013 when I was recruited as part of the Barclays African Pan African Graduate development Programme (PAGDP). I was subsequently appointed as a Product risk specialist in the following year.

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

I joined the Fund on the 1st of August 2019 as a Risk and Compliance Officer.

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

The level of engagement in my current role is very senior, which allows me to grow my expertise further in the area of Risk Management. I am mostly immersed by the idea of assisting organisations preserve brand reputation through sound ethical and risk management practices. This process entails ensuring that there are adequate internal controls and processes in place to pro-actively identify and manage risk exposures to acceptable tolerance levels.



Invested in our  
members



## Interest rates

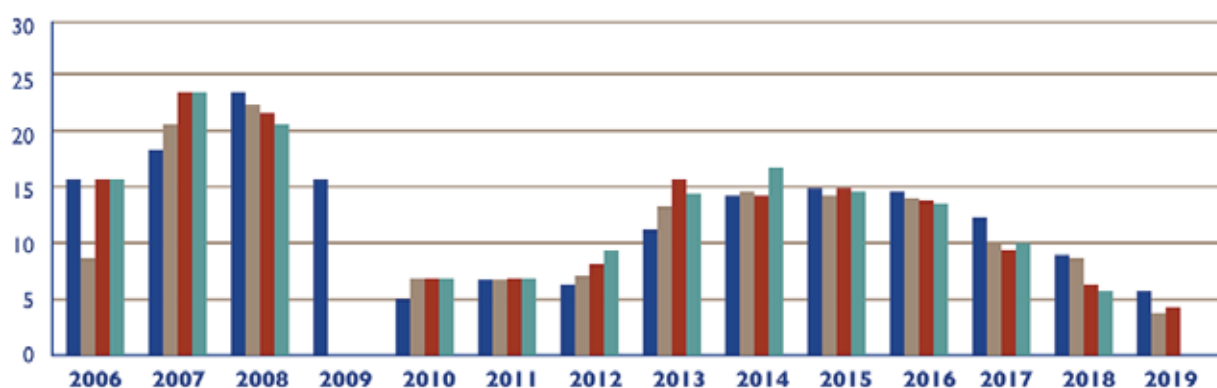
**E**ach quarter, the Board of Trustees of the EPPF reviews the interest rate applicable to the Additional Voluntary Contribution Scheme (AVC) and the Deferred Pension Scheme, taking into consideration the financial performance of EPPF's investments.

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%

Invested in our  
members

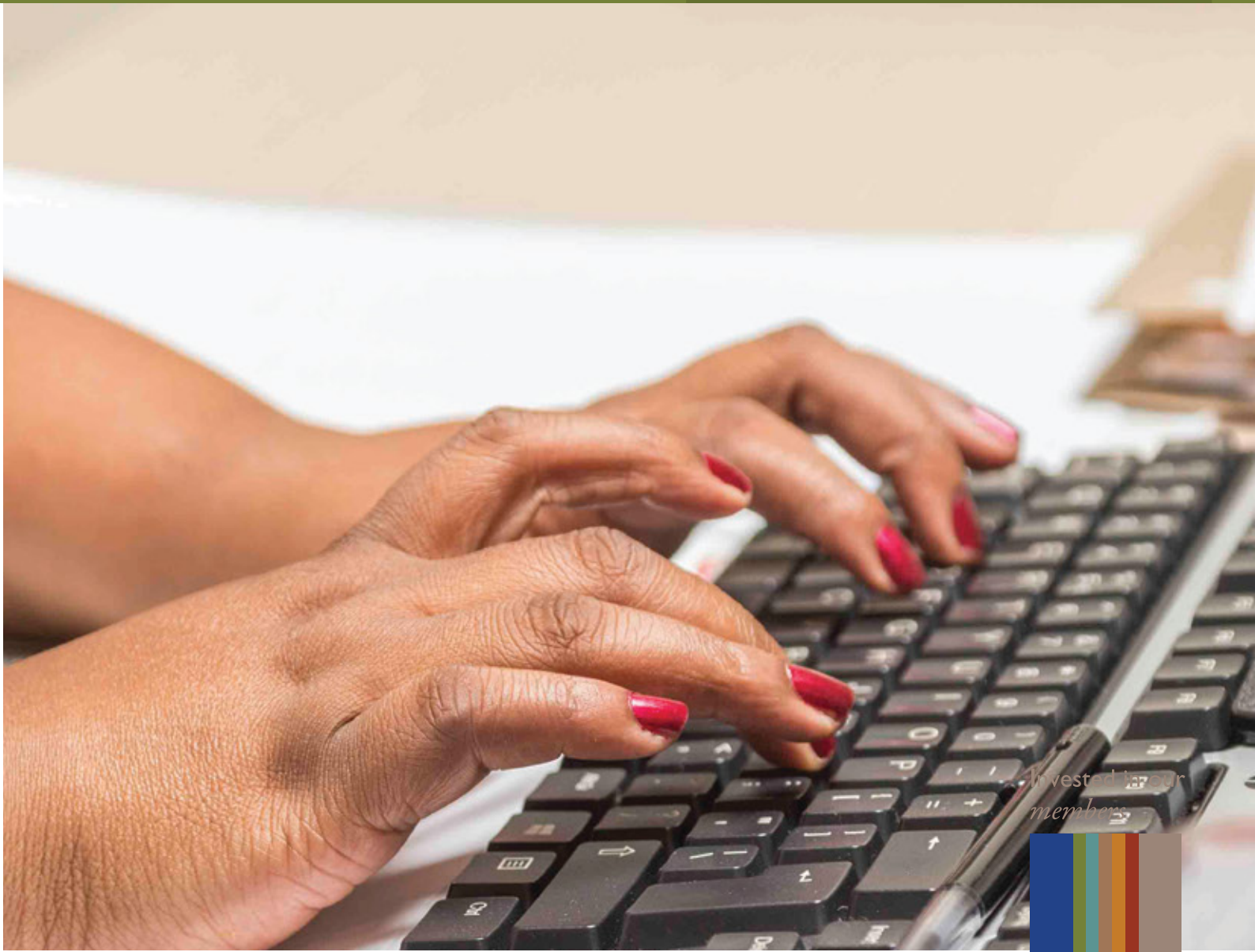


## Update of Personal Information

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.



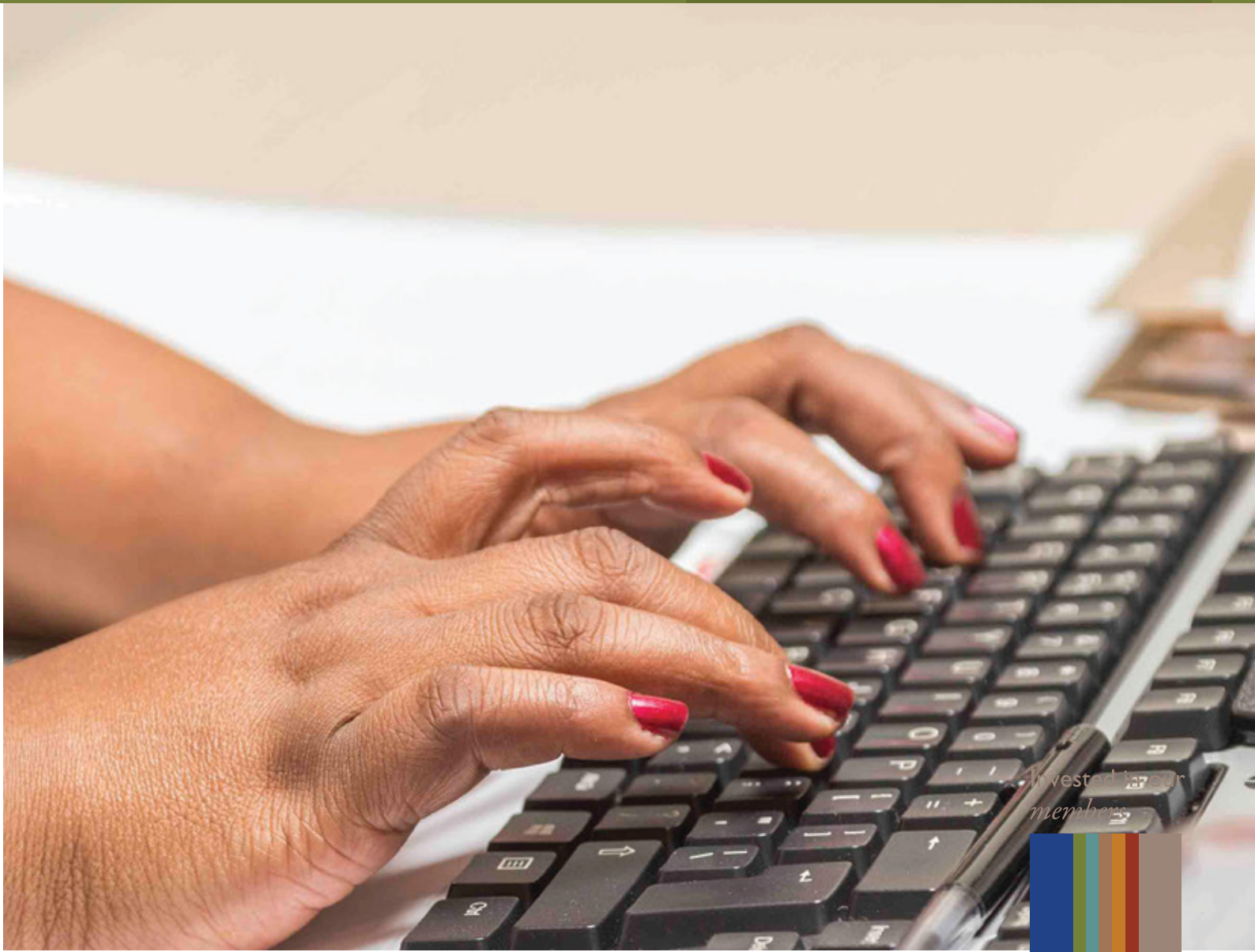


## Werk jou persoonlike inligting by

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.

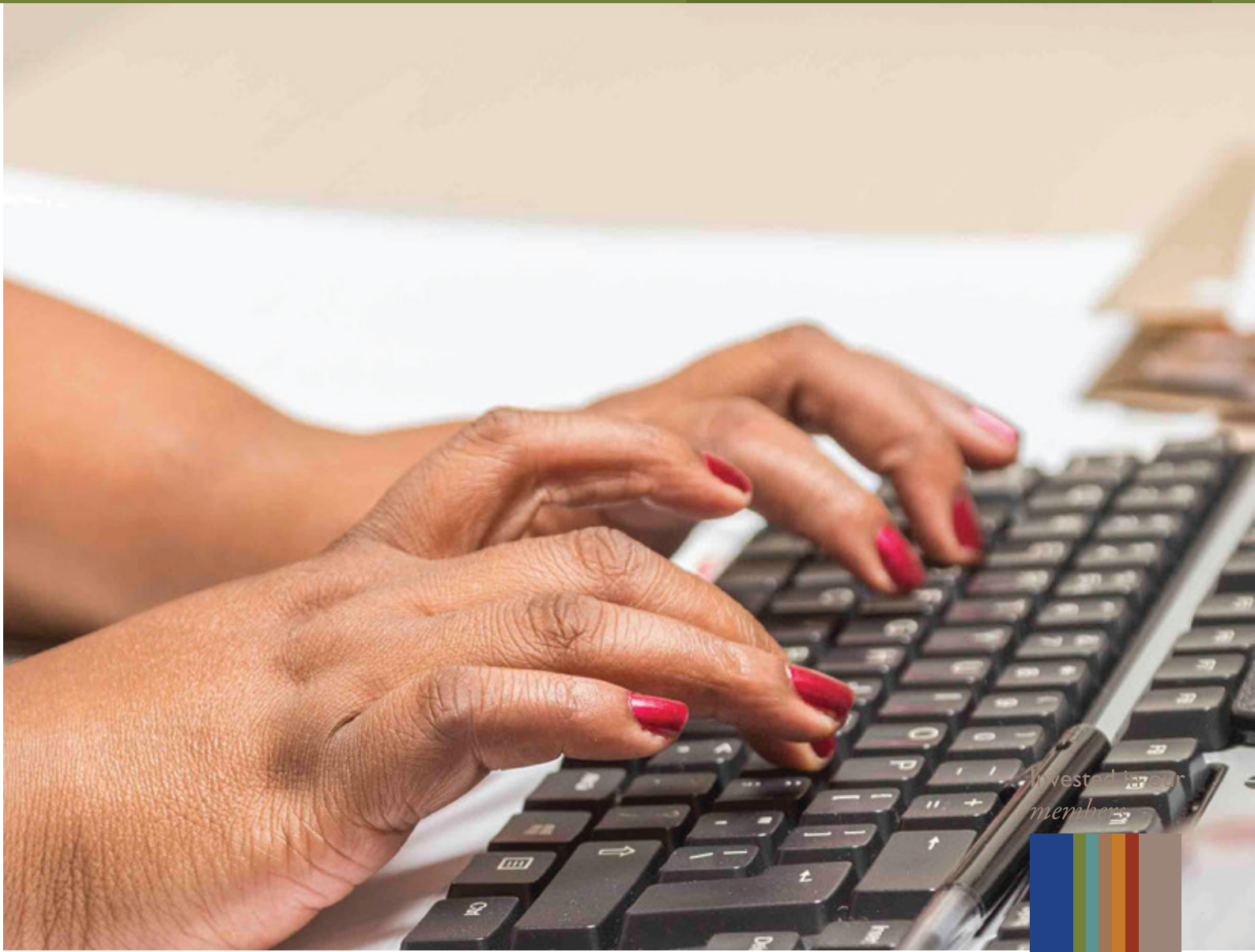


## Ho fana ka tlhahisoleseding ya moraorao mabapi le wena

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.



Invested in our  
members



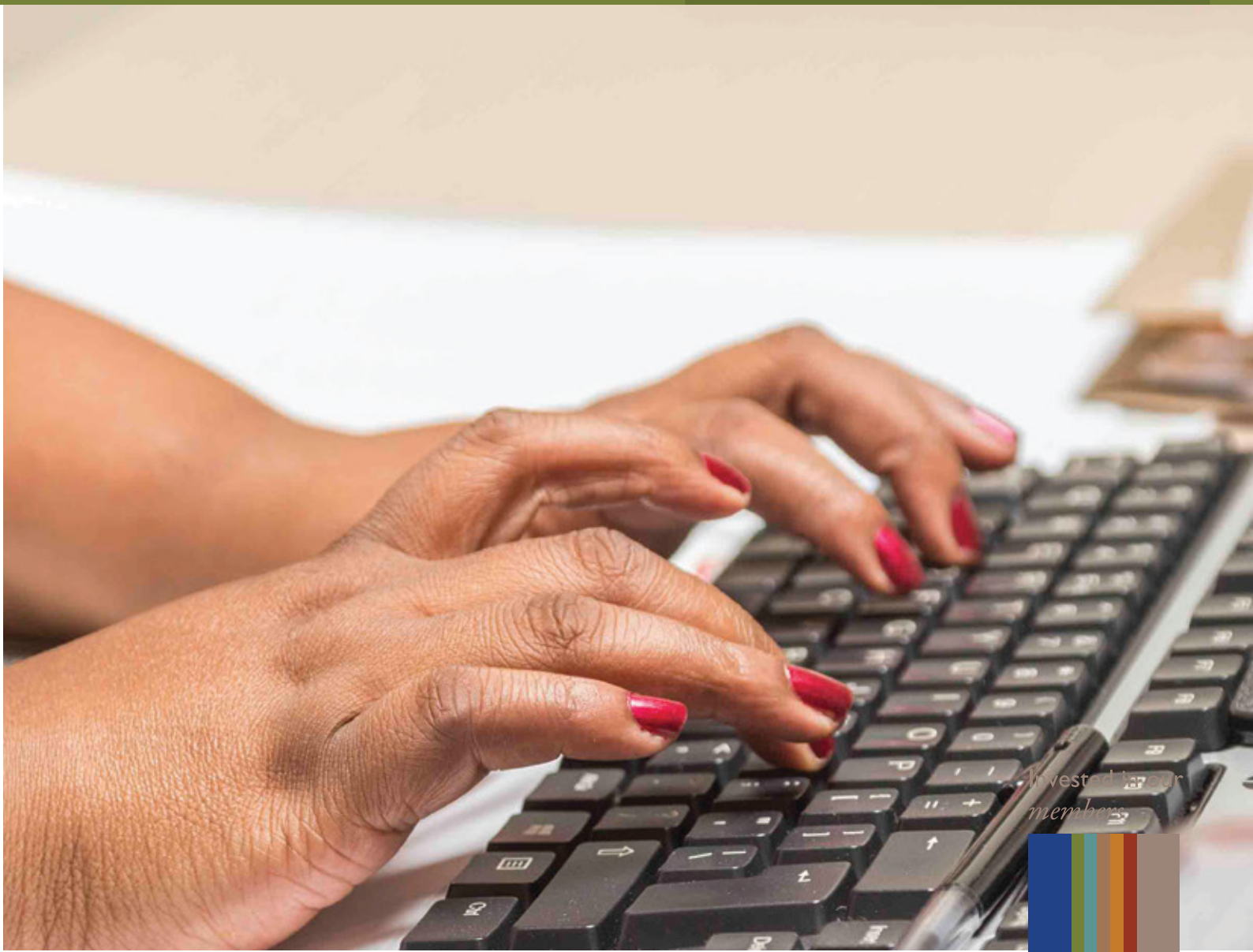


## Ukunikeza imininingwane yomuntu yamuva

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.



## POPIA Notice

In 2013, certain sections of the POPI Act came into effect. The POPI Act seeks to regulate the processing of personal information. 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 member's personal information with third parties.

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 advisors) unless compelled to do so by law.





# TRUSTEE ELECTIONS 2019/20

It's Trustee Election time again where EPPF members have the opportunity to elect their representatives to the Board of Fund.



Voting takes place in  
**January and February 2020**  
and the newly-appointed  
Board of Fund representatives  
will be announced in **April 2020**.



SCAN ME

Scan QR code to visit  
the elections site.

### **Eskom Pension and Provident Fund Contact Details**

Call Centre Toll-free Number: 0800 11 45 48  
Call Centre Landline: 011 709 7400  
Call Centre Fax Number: 0866 815 449  
Email: [info@epf.co.za](mailto:info@epf.co.za)  
Postal address: Private Bag X50, Bryanston, 2152  
Website address: [www.epf.co.za](http://www.epf.co.za)

### **Head Office and Johannesburg Walk-In Centre**

Reception Switchboard: 011 709 7400  
Physical address: Isivuno House, EPPF Office Park, 24 Georgian Crescent, Bryanston East,  
Johannesburg, 2191  
GPS Coordinates: S26 02.437 E28 01.101

### **Emalahleni Regional Office / Walk-in centre**

Contact: 013 693 3240 / 013 693 3918  
Physical address: House No. 27, Eskom Park, Visagie Street,  
Emalahleni, 1035

### **Cape Town Satellite Office**

Contact: 021 915 2721  
Physical address: Eskom Western Cape Regional Office, 60 Voortrekker Road Bellville, 7530

### **Durban Satellite Office**

Contact: 031 710 5206  
Physical address: KwaKwazulu-Natal Eskom Regional Office,  
25 Valley View Road New Germany, 3620

### **Polokwane Satellite Office**

Contact: 015 230 1392  
Physical address: 66 Hans Van Rensburg Street, Polokwane  
Central, Polokwane, 0700

### **Eskom Compulsory Death Benefit**

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

### **Sanlam Contact Details (Voluntary Burial Scheme)**

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**

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)**

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)

## *Disclaimer*

While every effort has been made to ensure the accuracy of the information in this newsletter, if any discrepancy occurs between the Rules of the EPPF and any information or statement in this publication, the Rules of the EPPF will prevail. The articles and topics discussed in this publication are for information purposes only and are not intended to be and do not constitute, nor should they be construed as financial advice. It is strongly recommended that you consult an accredited financial advisor before taking up any financial products.

Invested in our  
*members*

