



Sanlam Umbrella Fund
Participating Employer Administration Guide

Insurance

Financial Planning

Retirement

Investments

Wealth



ADMINISTRATION GUIDE FOR PARTICIPATING EMPLOYERS

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Introduction

This administration guide summarises the process and timeframe that follows after an employer has signed an application to join the Sanlam Umbrella Fund.

The employer must nominate a contact person at his/her office, who will be dealing with Sanlam Umbrella Solutions on a day-to-day basis. All correspondence from Sanlam will be directed to this contact person.

Implementation of your Fund

The employer receives a welcome e-mail on the effective date of implementation which introduces the dedicated Client Relations Manager responsible for their fund.

During the month of implementation, a starter pack meeting is held either virtually e.g. MS Teams or at the office of the employer. A variety of items are reviewed to ensure that the structure and costs, as quoted, are correct. Once the employer is satisfied that all documentation is correct, all parties sign off the starter pack discussion points.

From this point onwards, the dedicated Client Relations Manager is responsible for ensuring that the new employer experiences a smooth administration service.

The Client Relations Manager, together with his/her reporting team, is responsible for assisting the employer with any challenges regarding the day-to-day administration and will handle any queries in this regard. Any queries or complaints should be directed to the Client Relations Manager. A table summarizing the implementation process can be found on the following page.

A summary of the implementation process

(In this example the new participating employer's starting date with Sanlam is 1 June.)

When	What	Who is responsible
15th May	Employer signs up to join Sanlam Umbrella Fund	Client Solutions Specialist / Contracted Benefit Consultant
17th May	Employer and Intermediary receive an e-mail confirming receipt of documentation (exceptions will apply for groups)	New Business Department
1st June	Employer and Intermediary receives a welcome e-mail introducing their Client Relations Manager	Client Relations Manager
Between 1st and 15th June	Employer receives starter pack containing: <ul style="list-style-type: none"> - Draft special rules - Draft certificate of participation - Personal health statement - Member guides 	Client Relations Manager
25th June – 5th July	Client processes and submits their monthly changes (e.g. new entrants, exits, salary changes etc.) and approves the payment via the Electronic Monthly Contribution Process	Client Relations Manager / Employer
5th – 20th July	Operations team finalises 1st month's receipting. Client Relations Manager sets up meeting with employer and provides Retirement Fund Web and Electronic Contributions Process training	New Business Department / Client Relations Manager
20th July	Employer receives email to access July data & performs 2nd month's receipting via Electronic Contributions Process Client Relations Manager is available to assist Employer (visit or telephonic)	Employer / Client Relations Manager
Ongoing administration support to the employer		Client Relations Manager
Ongoing benefit consulting service to the employer		Contracted Benefit Consultant

Getting Started: Employer

Sanlam Corporate Portal (SC Portal)/Retirement Fund Web

It is a requirement that all employers use the Sanlam Corporate Portal (www.retirementfundweb.co.za) to electronically submit their expected contribution schedules and all claim forms.

The nominated contact person (HR officer) at the employer's office and the Contracted Benefit Consultant are each supplied with their own unique username and password for accessing the SC Portal to ensure confidentiality and security of member information.

This SC Portal will become active immediately after the Sub-Fund has been successfully implemented, and the dedicated Client Relations Manager will ensure that the contact person becomes familiar with using the SC Portal. The SC Portal also contains a "help" function for each area that gives further guidance and information for each function. Look out for this tab, located to the right of the screen.

Members' contact details

To ensure that members are able to register online and benefit from the digital solutions available to them, the Fund and Administrator requires that the participating employer provides contact details for each member at the inception date of the Sub-fund. Members' contact details will only be used for communication related to their retirement fund and will not be used for the purpose of marketing new products to members.

Eligibility for Membership

It is a legislative requirement that all existing eligible, permanent employees be given the opportunity to join the Fund on or after the commencement date. The maximum age at entry to enjoy risk benefits is the earlier of Normal Retirement Age or the age of 65 years. Underwriting conditions will apply to existing employees joining the Fund more than three months after the date of inception of the Sub-Fund and for new employees joining the Fund more than three months after date of employment.

Membership of the Fund is compulsory and must be a condition of employment for all new employees.

Section 14

The Participating Employer or Contracted Benefit Consultant is to advise Sanlam of any transfers in or out of the Fund.

Transfers Out

The necessary data checks and membership comparison between both Funds is performed by the relevant Section 14 team. Once the membership for transfer has been agreed upon, Sanlam compiles the Section 14 application documentation and submits to the Principal Officer (PO) and Trustees for signature. Upon receipt of the signed document(s), Sanlam forwards the document(s) to the transferee fund for signing and submission to the FSCA. On application, all member data including tax numbers is provided to the FSCA. The required reconciliation is performed by Sanlam, and payment of the transfer value is made within 60 days upon the FSCA's approval of the Section 14 application.

A form G indicating reasons for any differences between the number of members on the application and the number of members transferred, where applicable, is provided.

Transfers In

Upon receipt of the signed section 14 application from the transferor fund, Sanlam completes the application and submits it to the PO and Trustees for signing. Sanlam pays the required fee and submits the documents to the FSCA for approval upon receipt of the countersigned document. The approval document is then forwarded to the transferor Fund and the PO once received from the FSCA. The transfer values and all required information including proof of successful tax application is updated to member records within 10 working days of receiving payment. A transfer schedule and transfer certificate will be provided to the Participating Employer within 10 days of investment.

Members transferring from another Fund:

Please note that benefit statements for members who are transferring from another fund will only reflect the previous fund's values once they have been transferred to the Sanlam Umbrella Fund.

The FSCA Information Circular PF 24 of 2017 specifies that with effect 1 March 2017, all retirement funds will be required to apply for a tax directive in respect of members transferring to the fund by means of a Section 14. Outstanding member tax numbers may delay the allocation of members' monies to their accounts. It is therefore of the utmost importance that Contracted Benefit Consultants communicate this requirement to any of their participating employers who are in the process of transferring to the Sanlam Umbrella Fund.

Transfer Certificates

Transfer certificates are issued and forwarded to the employer once the previous fund's values have been allocated. The certificates can also be printed via the Sanlam Corporate Portal (SC Portal).

Electronic Contributions Process (for paying members' contributions)

Here's how we have made payment of contributions easy:

- ④ By the 20th of the month:
You will receive an email from the administration system to notify you that the system is ready for your monthly contribution submission.
 - adding new members
 - exiting existing members
 - salary updates or
 - static member detail changes e.g., surname, marital status, tax number, contact details
 - temporary absences e.g., maternity leave

- ④ The submission must be finalised on the last working day before the 7th by 12pm. (Please note that in terms of legislation, contributions must reflect in the Fund's bank account by the 7th to avoid incurring late payment interest penalties.)

- ④ The submission must be finalised on the last working day before the 7th by 12pm. (Please note that in terms of legislation, contributions must reflect in the Fund's bank account by the 7th to avoid incurring late payment interest penalties.)
 - You can check whether the data is correct Confirm that all changes have been updated
 - Authorise payment of the contributions to Sanlam. The Employer will be prompted to input the company's banking details for the first month's submission.

- ④ The contribution process is finalised within 48 hours.

- ④ Wait for the next month's email.

The Client Relations Manager will provide the employer with the first month's contribution schedule. In exceptional cases the first month's contributions may be paid via EFT. Please quote your unique fund reference number on all payments and correspondence.

Payments must be paid into the Fund's bank account. Bank details are as follows:

Sanlam Umbrella Pension Fund	Sanlam Umbrella Provident Fund
ABSA Bank: Cheque Account	ABSA Bank: Cheque Account
Branch code: 632005	Branch code: 632005
Account no: 406 797 2456	Account no: 406 797 2383

Please provide your dedicated Client Relations Manager with proof of payment and matching schedule. The contribution process will be finalised within 10 working days.

Obtaining all Administration and Claim Forms

The employer must obtain all the necessary administration and claim forms from the Retirement Fund Web. These forms are available on the landing page (Information) that does not need a username and password.

Completed New entrant and Withdrawal claim forms (hard copies) may be retained by the employer for record keeping purposes as these are submitted electronically to the administrator via the electronic monthly contribution and pending claims processes.

Adding New Members

As per the rules of the fund, members must join the fund on the 1st of every month. It is not necessary to submit new member forms for all members in the implementation process as the member schedule contains all necessary member information. New members must be added to the expected contribution schedule in the month they join the fund.

[Click here](#) to view the self- help guides

Spouse's Life Insurance for Co Habiting Spouses (Living together as if married)

Employers should update the marital status of the member online via the monthly electronic contribution process.

The medical underwriting process will commence after the receipting process and the medical underwriting team will request medicals (PHS). Cohabiting spouses' cover will only commence once medicals have been approved.

Exiting members

Completed New entrant and Withdrawal claim forms (hard copies) may be retained by the employer for record keeping purposes as these are submitted electronically to the administrator via the electronic monthly contribution and pending claims processes.

The employer needs to complete a retirement and withdrawal claim form for any members who need to exit the Fund in instances due to retirement, resignation, dismissal, etc., and submit these claims via the Retirement Fund Web. Exiting members must also be removed from the expected contribution schedule in the month following their last date of employment. Please note that all employees are required to register with SARS to obtain an Income Tax Number that needs to be provided for the processing of claims.

[Click here](#) to view the self- help guides

Submitting of Death Claim Forms

In the event of the death of a member of the Fund, the employer must complete and submit a Death Claim Form which is available from the Retirement Fund Web with the applicable annexures (forms A to F). Submissions can be made to the email address available on the form.

Submitting of Funeral Claim Forms

The employer must immediately complete and submit a funeral claim form directly to the relevant Risk Insurer to ensure that the Insurer meets the turnaround time of 48 hours to pay out funeral claims. Forms may be submitted to the relevant email address as indicated on the form.

Confirmation of the relevant Risk Insurer can be obtained from:

- ② The signed quotation
- ② The latest rate revision statement
- ② Online member benefit statement, or
- ② The Client Relations Manager

Notification periods for new claims

It is of imperative that employers take note of the notice periods for submitting claim forms. No benefit will be paid if the Insurers are not notified of a new claim within the specified timeframes.

Time frames are as follows:

- ⓧ Death claims: 6 months
- ⓧ Funeral claims: 6 months
- ⓧ Trauma claims: 3 months
- ⓧ Disability claims: 6 months

Burial Repatriation

To make use of the Burial Repatriation service contact the relevant service provider directly at:

Sanlam Group Risk: 24-Hour Contact 0860 732 548/9 follow voice prompts and select option 3 Reality access for Sanlam Group

Absa: 24-Hour Contact 0860 106 227

Capital Alliance: 24-Hour Contact 0861 020 407 (within SA) or +27 11 463 7171 (outside SA)

Amendments

Please take note that no amendments or changes to the Sub-Fund can be accommodated before the first month's receipting of the contributions.

Any changes requested to the benefit structure within 6 months of implementation date may result in additional administration fees being charged.

The Contracted Benefit Consultant's responsibility is:

- ⓧ To check for accuracy and ensure that all required documents as set out on the amendment form for the relevant amendment, have been included.
- ⓧ To ensure that all required documents are submitted two months prior to the effective date of the change, where there is a Special Rule change.
- ⓧ To ensure that all required documents are submitted one month prior to the effective date for any other requests.
- ⓧ For Contracted Benefit Consultants to access the amendment form in the Consultant Toolkit.

Important notes:

- ⓧ Amendments can only be implemented from a future date, after receipt of the signed documents.
- ⓧ Amendments that reduce member benefits (or have the potential to reduce benefits) can only be implemented from the first of the month following registration and approval by the Financial Sector Conduct Authority (FSCA).
- ⓧ Amendments can only be implemented after the previous month's contributions have been receipted.
- ⓧ Amendments must be emailed to the Client Relations Manager.

Contact your Contracted Benefit Consultant or Client Relations Manager if you need to make any amendments to your Sub-Fund.

Establishing a Joint Forum

The trustees require that each participating employer establishes a Joint Forum that attends to members' needs and ensures that they are kept informed about fund related issues. The forum will consist of 50% member representatives and 50% employer representatives that meet once a year.

Member and employer representatives from every Joint Forum are invited to attend the Fund's Annual General Meeting. When elections are held, member representatives will be given an opportunity to elect the independent trustees of the Sanlam Umbrella Fund.

The participating employer remains the contracting party with the Fund and has the right to consider, approve or disapprove any recommendations made by the Joint Forum that might have an effect on the company's finances or its labour relations.

The Joint Forum must be instituted within the first 6 months of commencement date. Your Contracted Benefit Consultant will assist with establishing and electing member representatives for this Joint Forum committee.

Centralised Joint Forums are held periodically for all Joint Forum representatives. These forums serve as an extra communication and education channel between the Fund and these representatives, which can in turn enhance communication to the wider body of members.

Special Rules and Certificate of Participation

A set of Special Rules is drafted for each new participating employer and is submitted to the Financial Sector Conduct Authority for registration and approval. This process takes approximately three months to complete and a copy of the registered and approved Special Rules will be forwarded to the participating employer as soon as it is received. If the Sub-Fund is structured with unapproved benefits, the Certificate of Participation for these benefits will be e-mailed together with the Special Rules. The Special Rules and the Certificate of Participation is also published on the Retirement Fund Web.

Delay in administration process

In the event of a late submission / incomplete information and agreement by participating employer and Contracted Benefit Consultant of the conditions pertaining to the delay in administration processes.

The new sub-fund cannot be implemented in the intended month for one or more of the following reasons:

- ① The sub-fund missed the cut-off date for submission (i.e., the 15th of the month prior to the desired month for implementation).
- ② The application contained incomplete (insufficient) information to proceed.

Conditions regarding delay in administration processes

- ① The inception date of the sub-fund does not change.
- ① Members are covered for the applicable risk benefits with effect from the inception date.
- ① No administration is possible for this sub-fund until all outstanding information and premiums are received, and no contribution schedules will be supplied to the participating employer.
- ① If the outstanding information is still not received in time for the next implementation cycle, the implementation process will be delayed by another month.
- ① The employer must continue to pay deducted contributions to the administrator by the 30th of each month, using EFT facilities.
- ① Contributions received will only be invested once all outstanding information is received and the installation process is completed.
- ① Payment of risk premiums to insurers and consulting fees to intermediaries can only be done once the entire installation process is completed.
- ① No exit (death/funeral) claims can be paid until the installation process is completed.
- ① The web facility cannot be activated until the installation process is completed.
- ① The registration of special rules will be delayed.
- ① Transfer processes (Section 14) will be delayed.
- ① Interest is payable according to legislation on late payment of contributions and premiums. Late payment of premiums may also result in members not being covered in terms of the group insurance.

Getting started: Members

Individual Member Support

The Fund offers members access to an online self-help platform as well as telephonic support by Retirement Benefit Counsellors to assist members with every step of their retirement savings journey, enabling them to make informed decisions about their retirement savings.

Members may contact the Individual Member Support services in the following ways:

Email: IMS@sanlam.co.za

Telephone: 0800 111 956

SMS: 38300

Access to member portal

Sanlam's member self-service options on the Member Portal and the free Sanlam My Retirement app provide quick and easy access to important information.

Registering on the Member Portal or the Sanlam My-Retirement app will allow members to:

- Use the Retirement Calculator to see if they are on track for a comfortable retirement, as well as what impact increasing/decreasing contributions will have
- See their investment portfolio
- Review their investment choice (if applicable)
- Check which group risk insurance benefits they are entitled to
- Download their benefit statement
- Complete/amend the beneficiary nomination form (the nomination/s will show on the member benefit statement)
- Check how much tax will be paid should they withdraw their benefit
- Obtain important information on investments and benefits, and so much more!

Membership Certificates

Membership certificates are available for download via the Sanlam Corporate Portal (SC Portal).

New Entrant Certificates

New entrants will receive a new entrant certificate via email after the first month's contributions have been received. These certificates are also available for download via the Sanlam Corporate Portal (SC Portal) for members who joined the fund within the last 24 months.

Member Guides

Member guides are distributed to the employer electronically, and these need to be distributed to all members.

Medical Questionnaires for Members over the Free Cover Limit

All members whose potential cover exceeds the Free Cover Limit are required to provide the insurers with medical evidence of good health. Members will need to provide the insurers with medical evidence of good health in the case of take-over cover, if the necessary documentation as in the Confirmation of Acceptance form is outstanding at implementation. Personal Health Statements for these members will be delivered to employers during the Starter Pack meeting. Members must include their personal e-mail addresses on the form and forward the completed form directly to SanlamEB@sanlam.co.za.

Optional Flexible Life Cover

Members who wish to choose flexible life cover must complete the application forms and return these to their employer, provided that this benefit was chosen. The expected contribution schedule can be amended with

any such requests received in the first month. Thereafter, each member must complete an individual flex application form. All forms can be obtained from the Retirement Fund Web.

Members may choose flexible life cover in multiples of 0,5 x annual salary to the applicable maximum, according to their choice, within three months of each of the following events:

- ⦿ Commencement date,
- ⦿ Marriage,
- ⦿ Birth or legal adoption of a child.

Thereafter, members have the choice to reduce their flexible life cover annually on a date determined by their employer. After cover has been reduced, it can be increased only if the choice is made within three months of the following events:

- ⦿ Marriage, in which case the maximum (per age band if applicable) can be chosen; or
- ⦿ Birth or legal adoption of a child, in which case an increase of 0,5 x annual salary or 1 x annual salary may be chosen subject to the maximum flex cover.

Beneficiary Nomination Forms

All members of the Sanlam Umbrella Fund are required to complete beneficiary nomination forms when joining the Fund. This will assist the trustees to distribute the death benefits of a deceased member fairly and equitably in terms of the law.

It is the duty of the employer to ensure that all members complete the nomination forms and to retain these forms on the employee's staff record for safe keeping until required, i.e. in case of a death claim. Members are also able to update their nominated beneficiaries on the Member Portal.

Benefit Statements for Members

Every member will receive an annual benefit statement from the Fund that shows his/her member share and benefits available. These statements are distributed electronically to members with an email address or cell phone number. The balance is distributed electronically to a designated HR or CBC representative for onward distribution to the member. Statements are printed in exceptional cases where digital distribution cannot be accommodated. These will be issued via the Contracted Benefit Consultant or to the designated representative as per the special agreement and should be safely distributed to each member.

Members can also enrol to view their personal information online via - the Member Portal. The information is updated daily and reflects updated information as contained on the Fund's administration platform.

Investments

The administrator will implement the default investment strategy as per the signed confirmation of acceptance. Members on the Comprehensive option are able to opt out of the default investment strategy and select up to four individual investment portfolios from the trustee-approved menu. Members are able to exercise this choice via the Member Portal or App.

Contact us

All administration processes are conducted via the website: www.retirementfundweb.co.za. Should you need to e-mail us any documents related to administration, please use: _SanlamEB@sanlam.co.za

Please indicate your unique reference number in the subject line.

No documents should be forwarded to the inbox of the Client Relations Manager or any other persons. This procedure ensures that the administration department keeps track of every document received and prevents important documents from "getting lost" or delayed in an individual's inbox. You are welcome to copy your Client Relations Manager in the communication.

Members' completed Personal Health Statements must be e-mailed to: _SanlamEB@sanlam.co.za. Any enquires related to administration processes should be addressed to your dedicated Client Relations Manager.

For amendments or changes to the fund structure, please contact your Contracted Benefit Consultant or your Client Relations Manager.

For financial advice, members can contact their Contracted Financial Adviser.

Complaints

Complaints can be addressed in writing to the Sanlam Umbrella Fund Complaints Committee, which is a special committee of the Board of Trustees served by both the Principal Officer and the Fund Secretary. The committee will investigate any complaint and help resolve the concerns.

Contact details

Sanlam Umbrella Fund Complaints Committee

Fax No: (021) 957-1105 / 2143

E-mail: sanlamumbrellafund@sanlaminvestments.com

Should an employer or a member's concerns not be addressed and resolved to his/her satisfaction within a period of thirty days, he/she may lodge a complaint with the Pension Funds Adjudicator using the contact details below.

Contact details

4th Floor Riverwalk Office Park, Block A ,41 Matroosberg Road, Ashlea Gardens, 0081

Tel No: (012) 346-1738

Fax No: (086) 693-7472

E-mail: Enquiries@pfa.org.za