

## HOW TO CLAIM

### STEP 1 : YOUR DEPENDANTS OR BENEFICIARIES WILL NEED TO COMPLETE THE CLAIM FORM

#### Where to get a claim form:

- [www.transportsectorfund.co.za](http://www.transportsectorfund.co.za)
- Call 011 544 8300 or visit the Sanlam TSRF Walk-in centres in Johannesburg, Durban and Bellville (Cape Town);
- Employer's HR department.
- Remember that the Fund must be informed of an active members' death within 3 months from the date of death.

The claim form includes a list of supporting documents that must be attached when sending in the claim.

#### The following information must be indicated on the claim form:

- Dependent's contact telephone/cell number and address;
- Valid Tax number (PAYE number that starts with 7 is not valid tax number);
- Date of death;
- Last contribution paid by member and employer;
- Annual income;
- How benefit must be paid (i.e. cash to bank account into a beneficiary fund for minors etc.);
- Should a member pass away after exiting the Fund and before claiming the exit benefit, this will be deemed a death after exit and the death benefit will not be payable. An Executor has to be appointed and details of the Estate Late bank account are required.

### STEP 2 : GET THE EMPLOYER TO SIGN AND STAMP THE CLAIM FORM

Your employer or HR department will need to sign and stamp the claim form so that the claim can be processed and payment made.

Death and Funeral Claims require copies of the Death certificate for verification.

#### The following is required to finalise claim:

- Completed claim form (all fields!), signed by dependant with date, and signed and stamped by employer with date;
- Copy of 3 months bank statements showing dependant's name, stamped by bank. If passport holder a letter from the bank confirming dependant's valid passport number linked to bank account.
- No payments will be made to a third party's bank account.
- SARS tax number required and for passport holders a letter from SARS linking valid passport number to the SARS tax number;
- Certified copy of dependant's ID/ passport.

### STEP 3: SUBMIT CLAIM

Submit the signed and stamped claim form with the required supporting documents to [members@rflipf-sanlam.co.za](mailto:members@rflipf-sanlam.co.za). Sanlam will in turn refer approved applications to Salt EB for processing.

## THE CLAIMS PROCESS

Remember that the Fund must be informed of an active members' death within 3 months from the date of death.

1. All documents are received and verified
2. Claims are investigated by the trustees to determine the benefit allocation (in death cases);
3. Tax calculation is applied;
4. Bank verification is received;
5. Deductions are made;
6. Payment is made.

## ROLE PLAYERS INVOLVED IN THE FUND

**Sanlam** Front Office - they are responsible to collect contributions from the employer, and they collect claim documents and make sure these are complete before submitting to Salt EB for processing. They also assist members with enquiries.

**Salt EB** Back Office - they receive the contribution schedules from Sanlam and allocate contributions to members' accounts. Salt EB receives completed claim forms from Sanlam, process and pay claims. Salt EB is the Registered 13B administrator to the Fund and is responsible for administration of member records and compiling the financial statements of the Fund as well as producing the member benefit statements. In addition Salt EB handles all employer and member engagement, attending presentations all over the country for TSRF. The service of a call centre is made available to members. Administration of the Fund's death, disability and funeral benefits is actioned by Salt EB.

**3Sixty Life** Funeral Insurer

## FUND DETAILS

Fund no: 12/8/37811  
Fund website: [www.transportsectorfund.co.za](http://www.transportsectorfund.co.za)



FRONT OFFICE ADMINISTRATORS

[members@rflipf-sanlam.co.za](mailto:members@rflipf-sanlam.co.za)



EMPLOYEE BENEFITS

BACK OFFICE ADMINISTRATORS

Tel: (011) 544 8300  
Email: [rfinfo@salteb.co.za](mailto:rfinfo@salteb.co.za)  
FSP: 18929



Email: [members@rflipf-sanlam.co.za](mailto:members@rflipf-sanlam.co.za)

Disclaimer:

In cases where communications and Fund rules differ, the TSRF Fund rules will apply

## DEATH BENEFITS



**TRANSPORT**  
Sector Retirement Fund

Moving Towards A Better Future

# DEATH BENEFITS

## WHO IS COVERED?

All active members of the Fund are covered for this benefit provided contributions are paid on time and are up to date. Part of the money your employer contributes every month pays for this benefit.



Please check your payslip for the exact amount you are contributing.

The benefit will be paid once all documents are received; your dependants/beneficiaries are identified and the distribution of death benefits is approved by the Board of Trustees.

If you exit the Fund you will no longer be covered by or be able to claim for the death benefit. Non compliance or non-payment by the employer will result in repudiation.

Funeral Benefits are paid 48 hours after all documents are received.

A 12 month waiting period applies if you have no dependants and have not nominated any beneficiaries. After 12 months the money is paid to your estate.

## REPATRIATION OF MORTAL REMAINS

Where a member, spouse or child passes away in an area that is more than 50 km away from the primary residence, the costs of the repatriation of the body of the deceased to the primary residence, will be covered. This is an additional service offered and costs cannot be reimbursed. The transportation extends to the rest of Africa (SADC Counties).

### THIS SERVICE INCLUDES:

- Telephonic assistance with the arrangement of funeral or cremation, should the event occur outside the normal place of residence.
- Transferring of ashes to the normal place of residence after cremation within the territory.
- Assistance with obtaining the death certificate should the death have occurred in unnatural or unusual circumstances.

You or your family members may contact the Doves 24hour call centre number which can be used to direct calls to the nearest branch throughout the country.

**Doves Call Centre: 0861 025 500**

## DEATH BENEFIT CALCULATION

Should you pass-away whilst in service your dependants/beneficiaries will receive the following benefit:



**If you continue to work past normal retirement age (65), with permission from your employer, you may elect to continue to be covered for Death and Funeral benefits up to the age of 70 years.**



## NAME YOUR BENEFICIARIES

You should (at least once a year) complete or update the Nomination of Beneficiary form. Identifying your beneficiaries helps Trustees to distribute your benefits quicker.

## DEATH BENEFITS

The Death Benefit pays out to your dependants or beneficiaries if you die while an active member of the Fund. Although the Trustees will try and follow the member's wishes in terms of the beneficiary form as far as possible, the final decision of who will receive the death benefit rests with the Trustees. They are required in terms of the Pension Funds Act (Sec 37C), to ensure that all dependants are provided for.

The following **3 benefits** become payable to your dependants:

- 1) **3 x your annual salary/ wages as lump sum;**
- 2) **Total retirement fund savings/fund credit as a lump sum;**
- 3) **Funeral Benefit.**

### EXAMPLE:

If you earn R5000 per month - your annual wages amount to R 60 000.

The Death Benefit payable is therefore:

$$R60\ 000 \times 3 = R\ 180\ 000$$

**PLUS**

Your full retirement fund savings/fund credit.

**PLUS**

The Funeral Benefit.



## REGISTER FOR TAX

Without a tax number the Fund can't pay your claim, even death claims require the member to be registered for tax before payment can be made.