

## HOW TO CLAIM

### STEP 1: YOUR DEPENDANTS OR BENEFICIARIES MUST FILL IN A 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.

A certified copy of the death certificate must be attached when sending in the claim.

Remember if the funeral claim is for an active member, the death must be reported to the Sanlam Front Office within 3 months from date of death.

### 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.

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

- Completed claim form (all fields!), signed by dependant/beneficiary with date, and signed and stamped by employer with date;
- An affidavit by the member/dependant/beneficiary confirming the relationship to the deceased, i.e. wife or brother;
- Copy of 3 months bank statements showing member /dependant/ beneficiary's name, stamped by bank. If passport holder a letter from the bank confirming valid passport number linked to bank account.
- No payments will be made to a third party's bank account.
- Certified copy of member/dependant/beneficiary'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 and payment.

## THE CLAIMS PROCESS

1. All documents are received and verified
2. Bank verification is received;
3. 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)

salt

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

## FUNERAL BENEFITS



**TRANSPORT**  
Sector Retirement Fund

Moving Towards A Better Future

# FUNERAL BENEFITS

## FUNERAL BENEFIT

The funeral benefit pays out if you and/or any of your immediate family members die.

## WHO IS COVERED?

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

*Risk premiums are not refundable when members exit the Fund and members will no longer be covered by or be able to claim for any risk benefits.*



## 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**

## FUNERAL BENEFIT COVER

The Funeral benefits are as follows:

	<b>BENEFITS SCALE</b> <b>MAIN MEMBER/ SPOUSE</b> R 65 000
	<b>CHILDREN</b> Aged 14 - 21 years (up to 29 if studying full-time) R 48 000
	Aged 6 - 13 years R 13 000
	Aged 1 - 5 years R 10 000
	Aged 0 - 11 months R 5000
	Stillborn R 3900

**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.**

## FUNERAL CLAIMS

To avoid any payment delays, submit claims as soon as possible.

Funeral claim payments are made within 48 hours after all documents have been received.

## DEATH CLAIMS

If the TSRF Fund member has passed away, a death claim must also be submitted by your dependants or beneficiaries.

The death of an active member must be reported within 3 months from date of death, to the Sanlam Front Office (Fund).

## NOTE

### ACTIVE MEMBER:

A member who is currently contributing to the Fund

### IMMEDIATE FAMILY MEMBER:

Your spouse or your children (either biological or adopted)

### REGISTERED SPOUSE:

A husband or wife recognised by South African Law