

## HOW TO CLAIM

### STEP 1 : FILL IN YOUR 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 or Bellville (Cape Town);
- Employer's HR department.

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:

- Member's contact telephone/cell number and address;
- Valid Tax number (PAYE number that starts with 7 is not valid tax number);
- Date of exit (end of the month member left);
- Last contribution paid by member and employer;
- Annual income;
- Reason for leaving (resigned, retired, retrenched, dismissed, end of contract);
- How benefit must be paid (i.e. cash to bank account, transfer to another fund, elect to become a paid up member etc).

### 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 member with date, and signed and stamped by employer with date;
- Copy of 3 months bank statements showing member's name, stamped by bank. If passport holder a letter from the bank confirming your valid passport number linked to your 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 member's ID/ passport.

### STEP 3: SUBMIT CLAIM

Submit the signed and stamped claim form with the required supporting documents to Sanlam TSRF Walk-in centers in Braamfontein, Durban or Bellville. Or submit via Fax or e-mail:

Fax: 086 593 0006

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

## THE CLAIMS PROCESS

1. All documents are received and verified
2. Tax calculation is applied;
3. Bank verification is received;
4. Deductions are made
5. Payment is made

## ROLE PLAYERS INVOLVED IN THE FUND

**Sanlam** Front Office - they are responsible to ensure contributions are paid by the employer, assist members with enquiries, receive claim forms and make sure they are complete before submitting to Salt EB for processing.

**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 these 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

## WITHDRAWING FROM THE FUND



**TRANSPORT**  
Sector Retirement Fund

Moving Towards A Better Future

# WITHDRAWING FROM THE FUND

## WITHDRAWING FROM THE FUND

When you resign, abscond, are dismissed, contract ends or retrenched from your employer and you decide to leave the Road Freight industry - your total retirement fund savings/fund credit will be paid out to you as a lump sum.



### REMEMBER

If you are moving to another company within the Road Freight and Logistics Industry your membership will transfer to the new company and you will continue to be a member of the Fund and will continue to contribute to the Fund. Your retirement fund savings will therefore not be paid out.

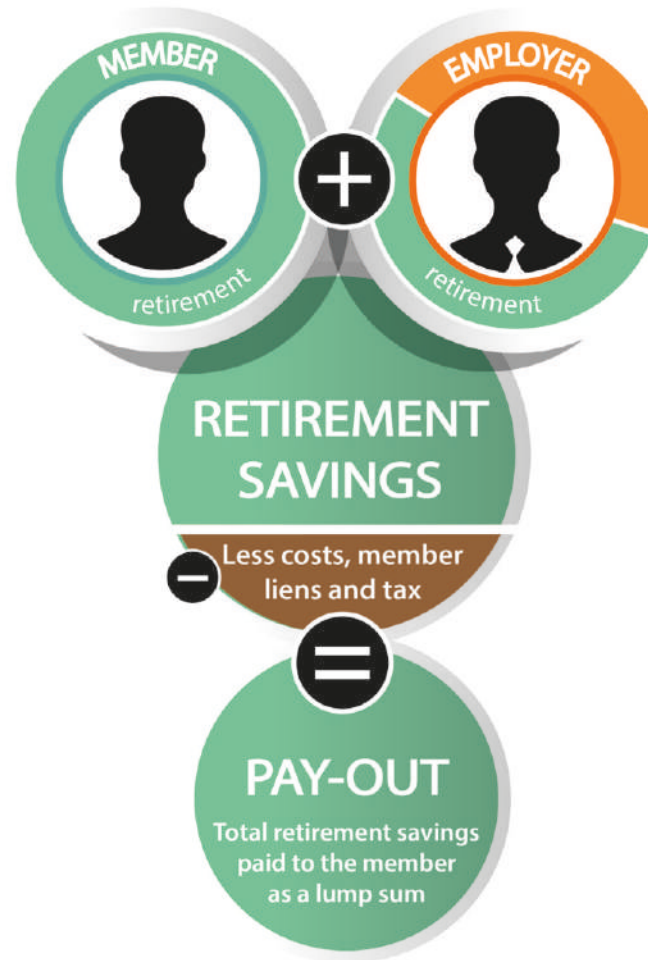
When you leave the Road Freight industry and exit the Fund you can:

- Transfer your benefit to your new employer's Fund;
- Transfer your benefit to a preservation fund of your choice;
- Transfer your benefit to a retirement annuity; or
- Your fund savings can be paid as a cash payment into your bank account.
- You can elect to become a paid-up member of the TSRF and preserve your money in the Fund. You will no longer make contributions to the Fund and will not be covered for death and disability benefits.



If you take your benefit in cash only the first R25 000 is tax free. The tax-free threshold of R25 000 is cumulative and apply to the total amount of your withdrawals from funds in your lifetime.

## HOW YOUR BENEFIT IS CALCULATED



## WHAT IS A LIEN?

A lien is a deduction by the Pensions Funds Act to pay for:

- Maintenance orders (child support);
- Divorce orders;
- Home loans attained through the Provident Fund;
- Refund of damage caused to the employer by theft, fraud or dishonesty.

## WHY PRESERVATION OF BENEFITS ARE IMPORTANT

When you take your fund benefit in cash when you exit the Fund, rather than preserving it, you take the risk of not having saved enough money when you retire.

Every time you change jobs and take the money in cash to spend, you are shortening your savings period. The shorter the savings period the worse off you will be. Shortening the savings period by just 5 years reduces the retirement benefit significantly. Preserving your fund benefits every time you change jobs will give you the best chance of retiring comfortably.

## NOTE ON RETRENCHMENT

If members are voluntarily retrenched and they are younger than 55 years - the exit is seen as a withdrawal from the Fund and is paid as a resignation benefit. **The tax free amount is R 25 000.**

If the member is older than 55 years or involuntarily retrenched - the exit is seen as a retirement from the Fund and the benefit is paid as a retirement benefit. **The tax free amount is R 500 000.**

The tax-free threshold of R25 000 is cumulative and apply to the total amount of your withdrawals from funds in your lifetime.



## NOTE - YOUR TAX NUMBER

Get your tax number from SARS before you submit your claim. Without it the Fund can't pay out your claim.