



STOP

**Illegal tracers want your
unclaimed benefits money!**



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1. Illegal tracers want your unclaimed benefits money!



DO NOT USE THEM!



**DO NOT GIVE THEM
YOUR PERSONAL
INFORMATION!**



**DO NOT SIGN
ANY CONTRACTS
WITH THEM!**

Be CAREFUL of people who want to scam you out of your hard-earned money. These people pretend to be trustworthy tracing agents and tell you that they can help you find your unclaimed benefit for a fee or a percentage of your retirement fund benefit.

If you believe that you or a family member may have retirement fund benefits due to you and you would like to make an enquiry but do not know how – your first stop should be the Financial Sector Conduct Authority (FSCA).

The FSCA is the market conduct regulator of the South African financial services industry and assists with enquiries about the existence of an unclaimed benefit with retirement funds. This service is **FREE** of charge to consumers.



2. Definitions



Unclaimed benefit

An unclaimed benefit is any amount of money that is due to a pension, provident or retirement fund member (or his/her beneficiaries) that has remained unclaimed for 24 months.

Tracer

A person appointed by a retirement fund to find or trace you or your beneficiaries and to inform you/them about your or their unclaimed benefits.

Fund

A fund is a pool of money contributed to by more than one person and set aside for a specific purpose. Some common types of funds include pension funds, provident funds and retirement annuity funds.

Fund administrator

A fund administrator is a person approved in terms of the Pension Funds Act to receive contributions and/or to distribute benefits.

Benefit

A benefit is the money that gets paid from a retirement fund to a member or former member.

Pension fund

A pension fund provides benefits for its members when they retire from employment. The fund will also pay a benefit when a member dies whilst they were still employed or are unable to work because of illness/disability or in some cases is retrenched. You can only join a pension fund through the company that employs you. When you retire from a pension fund you can only take up to a third of your benefit in cash and the remainder must be used to purchase an annuity (i.e. monthly income).

Retirement annuity fund

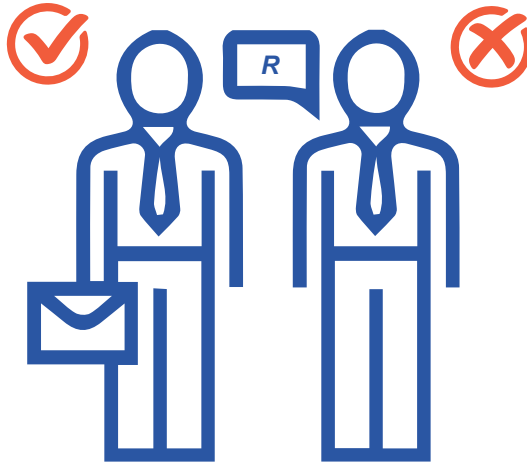
A retirement annuity is completely independent of your employer. You make monthly contributions and you can choose where to invest this money, in line with the fund rules.

Provident fund

A provident fund provides benefits for its members when they retire. The fund will also pay benefits when a member dies whilst they were still employed or is unable to work because of illness/disability or in some cases or is retrenched. You can only join a provident fund through the company that employs you. When you retire from a provident fund you can take the entire benefit as a cash lump sum.

Surplus benefit

Surplus refers to any retirement fund benefits owed to an individual which was not paid or claimed after a person resigned, is dismissed, retrenched or retired. Even if you have claimed and received your benefits when you left a fund, you may not have received all the benefits due to you.



3. What is the difference between a legal and an illegal tracing agent?

- A legitimate tracer is appointed by your retirement fund. If you have an unclaimed benefit due to you, the fund may use the services of a legitimate tracer to find you or your beneficiaries in order to give you/them this money.
- An illegal/illegitimate tracer is NOT appointed by the fund to help you trace your unclaimed benefit. They will say that they can help you find your unclaimed benefit for an administration or consultation fee. They will ask you for money upfront or a percentage of your retirement fund benefit when it is paid out. Do not use or pay an illegal/illegitimate tracer!

4. Four ways to know if your tracing agent is legitimate

To verify if your tracing agent is legitimate, all four of these elements must be present:

1

A legitimate tracing agent is paid by the fund and will **NEVER** ask you directly for money. Their fee or any fees that will be charged is deducted by the fund from the member's account before the benefit is paid to the member.

2

A legitimate tracing agent will **contact YOU** – you do not need to go and find out if you have a benefit, as they will contact you if there is money due to you.

3

A legitimate tracing agent will not be able to do the **calculation of your benefit**, as this information is **ONLY** available to the fund and the fund administrator. Only the fund administrator will tell you directly how much money is available.

4

A legitimate tracing agent will have most of your **personal details on record** and will usually know where you worked, and to which fund you belonged. They will verify your personal details, but they will never ask for your information such as your bank pin.

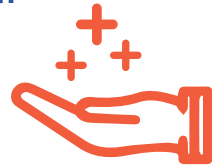
IMPORTANT: Only the retirement fund, the administrators and legitimate tracing agents have access to your records with the fund.



5. Do you qualify for an unclaimed benefit?

You may be entitled to an unclaimed benefit if:

- you were employed for a period of time
- you were paying towards the retirement fund on a monthly basis
- your money for retirement fund benefits was deducted from your monthly salary
- you were named as a beneficiary or you were dependent on a former member of a retirement fund who died before retirement



6. Do you think you have an unclaimed benefit due to you?

To find out if you have an unclaimed benefit due to you, you must make enquiries at the relevant retirement fund, its administrator, or at any insurance company.

If you do not have the above information to do so, the FSCA can help you as follows:

- As the conduct regulator of the South African financial services industry the FSCA can help you find out if you have an unclaimed benefit due to you **free** of charge.
- The FSCA can help you complete the required enquiry form which will help you find your fund administrator **free** of charge. All you have to do is provide the FSCA with the relevant information and documents. Refer to the table below.
- The FSCA will also provide you with information on the relevant retirement fund or the administrator **free** of charge.
- Visit <https://www.fsc.co.za/Customers/Pages/Unclaimed-Benefits.aspx> to request a search.





7. The FSCA can assist you

The FSCA works with all registered retirement funds and fund administrators to ensure that people receive the benefits that are due to them. If you think that an unclaimed benefit is due to you, all you have to do is to provide the FSCA with the required information as indicated below.

The FSCA can assist you with the following:	Information required from you:
1. Enquiring for unclaimed benefits	<ul style="list-style-type: none"> • Provide detailed personal information such as full names, ID number, address, contact numbers, email address, fund name, name of employer, proof of consent if the enquiry is on behalf of someone else. • Employment history; i.e. a list of all the places you have worked for. • Membership documents that prove that you were a member of a retirement fund. • Payslip that reflects a deduction towards a retirement fund. • Benefit statement from the retirement fund.
2. Surplus enquiries	
3. Proof of benefit pay-out	

The FSCA can assist you with the following:	Information required from you:
4. Death benefit claim enquiries	<ul style="list-style-type: none"> • Detailed personal information. • Death certificate. • Marriage/birth certificates. • Payslip that reflects a deduction towards a retirement fund for deceased member. • Membership documents that prove that deceased member was a member of a retirement fund. • Benefit statement from the retirement fund for deceased member.
5. Direct contact with your relevant retirement fund	<ul style="list-style-type: none"> • Detailed personal information. • Correspondence from the fund administrator, for instance a letter or e-mails. • Death/marriage certificate. • Copy of identity document (ID). • Industry of employment.



**Remember to ask the FSCA first
We can assist you free of charge!**

Useful contacts

Financial Sector Conduct Authority (FSCA)

For more information or queries relating to unclaimed benefits or to report unlawful conduct or unfair treatment in relation to pension and provident funds benefits, contact the FSCA.

Unclaimed benefits enquiries

Call Centre: 0800 20 3722 (FSCA)

E-mail - ID number:

FSCA.PensionsUnclaimed@FSCA.co.za

E-mail enquiry – general request:

Pension.Queries@FSCA.co.za

SMS enquiry – ID no: 30913

SMS enquiry – general request: 30766

Fax submissions: 086 578 1183

General FSCA related enquiries

Switchboard: 012 428 8000

Fax number: 012 346 6941

Postal address:

P.O. Box 35655,

Menlo Park, Pretoria, 0102

Physical address:

Riverwalk Office Park, Block B,

41 Matroosberg Road, Ashlea Gardens,

Pretoria, South Africa, 0081

E-mail: info@fscA.co.za

Website: www.fscA.co.za

FSCA's Consumer Education Department (CED)

For more consumer financial education information contact the FSCA's CED:

E-mail: CED.Consumer@fscA.co.za

Website: www.FSCAmymoney.co.za

Government Employees Pension Fund (GEPF)

If you are a South African government employee and you have a complaint regarding your pension fund, contact the GEPF.

Telephone: 0800 117 669

Fax: 012 326 2507

E-mail: Enquiries@gepf.co.za

Postal address: Private Bag X63, Pretoria, 0001

Physical address: 34 Hamilton Street, Arcadia

Website: www.gepf.co.za

The Pension Funds Adjudicator (PFA)

If you have a complaint against your pension, provident, preservation or retirement annuity fund that you have not been able to resolve, you may lodge a complaint in writing to the PFA.

Telephone: 012 748 4000 or 012 346 1738

Call Centre: 086 066 2837

Fax: 086 693 7472

E-mail: enquiries@pfa.org.za

Postal address:

PO Box 580, Menlyn, 0063

Physical address:

4th Floor, Riverwalk

Office Park, Block A,

41 Matroosberg Road, Ashlea Gardens,

Pretoria 0181

Website: www.pfa.org.za

Ombudsman for Financial Services Providers (FAIS Ombud)

Do you have a complaint against a financial product provider or financial advisor? Contact the FAIS Ombud.

Telephone: 012 762 5000 or 086 066 3247

E-mail: info@faisombud.co.za

Complaints about our service:

hestie@faisombud.co.za

Enquiries on status of complaints:

enquiries@faisombud.co.za

Postal address:

P.O Box 74571, Lynnwood Ridge, 0040

Physical address:

Kasteel Park Office Park,

Orange Building, 2nd Floor,

546 Jochemus Street,

Erasmus Kloof, Pretoria, 0048

Website: www.faisombud.co.za

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DISCLAIMER

Whilst every care and effort has been taken to ensure the information reflected in this booklet is accurate and complete, it must be noted that this booklet contains basic information regarding unlicensed tracers and unclaimed benefits. The booklet does not substitute the relevant provisions of the Pension Funds Act, 1956. The FSCA accepts no responsibility for, and the user indemnifies and holds harmless the FSCA from any loss, liability, damage or expense of whatsoever nature (including but not limited to direct, indirect and consequential loss), arising from reliance on information contained in this document, or otherwise connected with the information in this document. No part of this information booklet may be reproduced or transmitted or reused or made available in any manner or any media, unless the prior written consent has been obtained from the FSCA's Office of General Counsel.