



Retirement Fund Web

Communication via the internet

The Retirement Fund Web provides our employers, members and consultants with state-of-the-art retirement fund administration processes and member communication tools via the Internet.

It is a participation requirement that all employers utilise the Retirement Fund Web facility to streamline the administration of their fund.

Sanlam makes use of the Retirement Fund Web facility as an electronic communication tool and for the disclosure of fund information to employers and members.

How it works

The web facility allows employers and members access to information regarding their retirement fund benefits.

Employers and consultants are issued with a unique pin-code that ensures confidentiality and security of member information.

Employers utilise this facility to transmit data to Sanlam electronically, thus streamlining the administration of their retirement fund.

The following levels of access are available:

Administrator	Full access to all member records of a specific fund or branch, with the ability to do transactions to all or limited members.
Viewer	Limited access to all or limited members of a specific Sub-fund without transaction capabilities.
Member	Access for each member is available to view personal information, and to request specific personal data changes or investment switches.



How to gain access

The employer, the Consultant and the Financial Adviser will automatically receive access to the Retirement Fund Web.

Member access is granted on request by the member and on the completion of a registration form (this can also be completed online).

Data transmitted via Retirement Fund Web

The employer submits the following data electronically to Sanlam:

- ④ Updated monthly expected contribution schedule with member data
- ④ New members joining the fund
- ④ Exiting members on withdrawal or retirement
- ④ Death claim notification and information
- ④ Instructions regarding individual investment choices
- ④ Changes in member information
- ④ Details related to temporary absence of a member
- ④ General communication

Replacement ratio calculator

This easy-to-use calculator has been designed to offer members an indication of the level of income they could receive as a percentage of their current pensionable salary if they purchased an annuity at retirement, based on their accumulated savings and contributions rates.

The calculator automatically populates members' retirement fund information currently on record with Sanlam. Members then have an option to change certain assumptions or input additional retirement savings they are making, thus allowing for a comprehensive overview of their retirement savings situation.

The calculator also provides employers and Consultants with the option to request a "bulk report" for all members from a particular employer group in one report. The report is provided in excel format, which allows one to manipulate the data in a flexible manner. Additional outputs include employer level graphs and summary tables based on the demographics for that employer.

Users should note that the projections do not constitute an annuity quotation and that actual quotations would need to be obtained from the appropriate service provider for members close to retirement.

Other functionalities available

The following further functionalities are currently available to users:

- ④ View up-to-date member benefit statements
- ④ View general member information
- ④ View all payments made for members
- ④ Trace all transactions on a history log/audit trail
- ④ View monthly reports relating to member data
- ④ View documentation relating to the fund i.e. Rules and Policies
- ④ Information on investment returns and investment portfolios

For more information, visit www.RetirementFundWeb.co.za.





Responsibilities

Employer

The employer undertakes to:

- ④ Apply to Sanlam, on the required registration form, for access to the web facility for authorised personnel.
- ④ Provide Sanlam, via the web, with accurate, updated data and information that is reasonably necessary to perform its administration services.
- ④ Follow-up with Sanlam if no response is received regarding any Retirement Fund Web transaction.
- ④ Establish and maintain proper controls to ensure only authorised personnel are granted access to view, change or update information and that persons no longer authorised to access data and information are deregistered with Sanlam.
- ④ Make available and maintain the necessary computer hardware and software as well as network access to an Internet service provider and ensure these are free from computer viruses.

Sanlam

Sanlam undertakes to:

- ④ Provide encryption of data and information during transmission and use the data and information provided by the employer for the purpose of effective administration services.
- ④ Restrict access of data and information under its controls to authorised persons only.
- ④ Sanlam will be entitled to accept that data and information provided by the employer via the Retirement Fund Web is correct and complete, and that persons registered with Sanlam have been duly authorised by the employer.

