Sanlam

Optimising Retirement Outcomes for Members of Sanlam Umbrella Fund

New regulations in terms of the Pension Funds Act, commonly known as the Default Regulations, were issued in August 2017 and all retirement funds must comply by March 2019.

What do the new Default Regulations mean to Trustees?

The new regulations require that members have access to retirement benefit counselling before receiving a withdrawal or retirement benefit. Trustees now have new responsibilities to help members improve their retirement outcomes.

Planning is essential for a good retirement outcome. However Sanlam Employee Benefits research shows that most members are very poorly informed regarding their retirement planning generally and their options at retirement specifically.

Member needs vary, based for example on time to retirement, income and different life circumstances. A 'one size fits all' approach may not engage members enough to have the desired impact on retirement outcomes.

New questions for Trustees include how counselling should be structured and delivered, the minimum requirement and what is optimal.

Sanlam Employee Benefits can help you assess what's best for your fund through our Retirement Optimisation Services (ROS), an innovative member support platform. ROS provides trustees with flexible options to comply with the regulations, improve member engagement and quality of decision making, and ultimately improve retirement outcomes.

ROS – Customised, Comprehensive Member Support

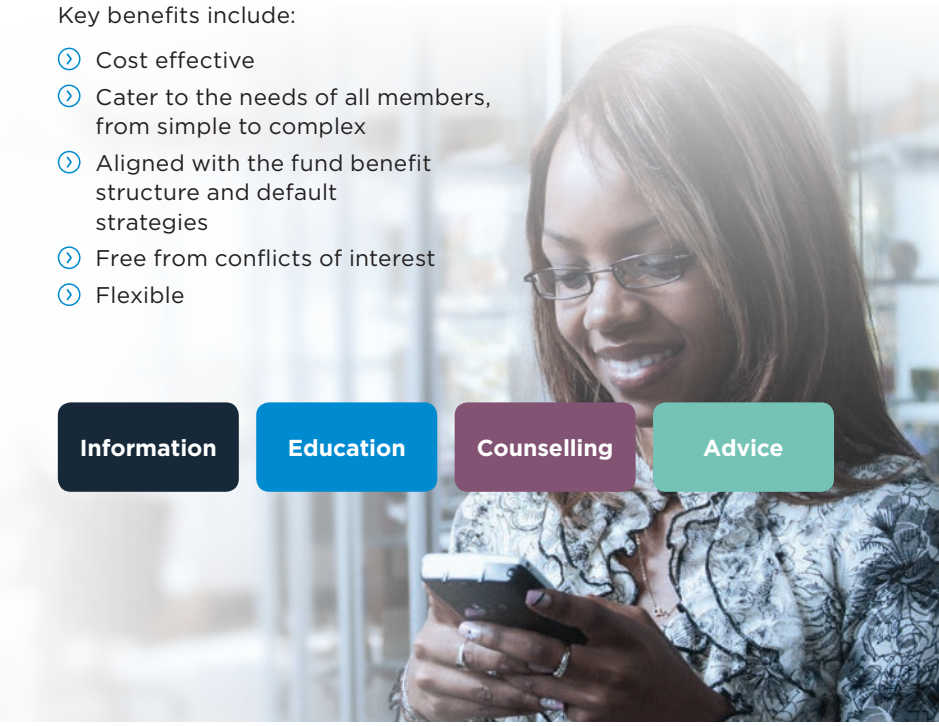
ROS provides a range of configurable, modular support options from which a fund can select to suit its unique requirements and according to its budget.

Members can access support through different channels according to their preference, including digital (online, mobi, email and sms), telephonic or face to face.

The services are transparent and measurable, making it easy for trustees to exercise their governance responsibilities.

Key benefits include:

- Cost effective
- Cater to the needs of all members, from simple to complex
- Aligned with the fund benefit structure and default strategies
- Free from conflicts of interest
- Flexible



Information | **Education** | **Counselling** | **Advice**

Insurance | Financial Planning | Retirement | Investments | Wealth

Sanlam is a Licensed Financial Services Provider.

Services

ROS Basic

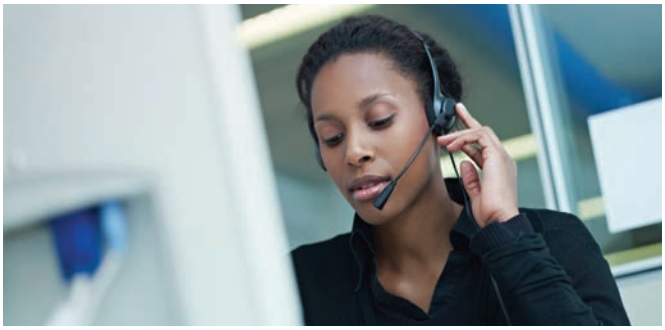
This service has been fully rolled out in the Sanlam Umbrella Fund at no additional cost to Participating Employers and ensures the fund meets the counselling requirements of the default regulations. It consists of two elements:

Retiremate: Robo retirement planning

Retiremate provides online, self-help, guided educational content in a structured sequence of steps. The website is comprehensive and content rich and includes a variety of tax calculators and other useful tools.

The content is organised in four streams namely

- Saving for Retirement
- Leaving your job
- Approaching retirement
- Retiring



Access to a Retirement Benefit Counsellor

Members who prefer to talk to someone have telephonic access to a Retirement Benefit Counsellor who will provide information regarding their withdrawal or retirement benefits as required by the default regulations. The counsellors can also provide general fund related information and details of other options available to members.

Retirement Benefit Counsellors do not give advice but rather information about fund related matters in a simple and straightforward language.

ROS Pro

This is an optional service offered to Participating Employers in the Sanlam Umbrella Fund as an effective method to improve levels of member engagement and retirement outcomes.

Retirement Benefit Counsellors conduct a focused, proactive engagement with members most in need of support and where the impact is likely to be greatest.

Members are provided with a personalised report containing an overview of their projected retirement outcome and other useful information.

Outbound calls follow a script ensuring transparency and consistency. Resulting member actions are tracked and the impact can be measured.

Member groups are chosen by the Participating Employer, and could be

- New members
- Members leaving employment
- Members five or six years from retirement
- Members about to retire
- Members with very low replacement ratios
- Members invested inappropriately

The effectiveness of the service is enhanced by the availability of member contact details and effective collaboration between employer, Consultant and ROS.

The cost of the service depends on the number of engagements required by the Participating Employer and can be customised accordingly.

Want to know more?

For more information about this service and how it works, please contact your Contracted Benefit Consultant or Sanlam Client Relations Manager.

For members needing counselling on their options at exit or retirement please contact a counsellor on 021 916 6499 or email: retire-mate@sanlam.co.za

A counsellor provides retirement planning information and support to members.

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