

Sanlam Easy Retirement Plan Trustee Report

30 June 2024



Sanlam

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Message from the Chairperson of the Board of Trustees ("BOT")



It is my pleasure to present the Sanlam Easy Retirement Plan Trustee Report for period 1 July 2023 to 30 June 2024.

Please take the time to read this Report as it contains valuable information on the Fund's operations, as well as regulatory changes that impact the Fund and its members.

Participating Employers ("PE") and Contracted Financial Advisors ("CFA") are encouraged to share the Report with the members of the Fund.

Sanlam Retirement Fund Administration (RFA) platform

In the 2023 Trustee Report, I referred to the administrative challenges experienced when the Fund was incorporated into the RFA platform within Sanlam Corporate. I can confirm that the administration of Fund is fully integrated on the RFA platform and some administration functions are automated.

The BOT is confident that the advantages of the Fund being administered on the RFA platform are filtering through to PEs and members.

Backlogs on claims and section 14 transfers have since been cleared to a large extent.

The BOT, in conjunction with Fund's Benefit Consultants, will however continue to monitor and identify areas that can be improved on.

On behalf of the BOT, I would like to thank our PEs and CFAs for their continued support during the transition period.

Fund Developments

The Fund Sponsor, Sanlam Umbrella Solutions, made significant progress with their project to fully digitise the Fund. For the first time since the inception of the Fund, PEs and CFAs have access to submit claims on-line via the Sanlam Corporate Portal. The next step is to digitise all administrative functions. The long-term goal remains to allow members access to a portal, where they can view their fund benefits in real time.

Communication

I would like to remind PEs and CFAs that the Fund has a comprehensive Product Guide as well as a Fund Brochure and Member Guide. These publications contain, amongst others, the latest information on the structure and the benefits associated with the Fund.

This documentation can be accessed on Sanlam Corporate Portal under the Consultant Toolkit.

Assistance for PEs

The BOT is aware that PEs are not necessarily retirement fund experts, and we therefore recommend that PEs utilise the services of a CFA to assist on the Fund. The appointment of a CFA will not result in additional costs for the PE or its members as the Fund's costing structure already makes provision for a CFA/intermediary fee.

The services provided by a CFA includes, amongst others, the following:

- Advise on the most appropriate benefit plan/s for the PE and its employees.
- Review the PE plan selection on a regular basis, at least annually during the Fund's revision period.
- Assist the PE with any changes to the employee's selected plans.
- Facilitate member sessions and explain the benefit statement to members.
- Ensure that the PE complies with all requirements and duties imposed on PE in terms of the Fund Rules.
- Assist the PE with administrative duties.
- Assist the PE with general member queries and product related queries.
- Keep the PE and its members abreast of the latest developments in the Fund and the Retirement Industry.

PEs must however ensure that the CFA they appoint is compliant in terms of the Financial Advisory and Intermediary Service Act ("FAIS Act"), No 37 of 2002. The appointed CFA must be FAIS accredited to give advice and, provide an intermediary service on pension fund benefits and long term insurance. FAIS also requires that CFAs acquire certification for Product-Specific Training. To assist PEs in this regard the Fund will perform the necessary vetting to ensure that the CFA the PE wishes to appoint is compliant.

Fund Membership

During the reporting period 127 new PEs were onboarded on the Fund, with a combined membership of 1 838 employees. The total membership on the Fund as at 30 June 2024 is 24 314.

Early access to retirement benefits and compulsory preservation (the "Two-Pot Retirement System")

The Two-Pot Retirement System legislation which came into operation on 1 September 2024 allows members limited access to a portion of their retirement savings before leaving the services of the employer. This is referred to as an emergency savings withdrawal from the savings pot.

Members need to be aware that an emergency savings withdrawal will have a tax implication and it will ultimately reduce their benefit at retirement, if continuous emergency savings withdrawals are being made without contributing more towards the Fund.

The Two-Pot Retirement System also introduced a component of compulsory savings whereby two-thirds of the monthly contribution received on



behalf of each member, from 1 September 2024, will only be accessible on retirement, subject to certain criteria.

With the Two-Pot Retirement System coming into effect, the Fund has issued newsletters explaining the workings of the new system and the changes introduced for effective administration of the new legislation. These changes include:

- Access to the Sanlam Corporate Portal (SC Portal) for PE and/or CFAs.
- Digital submission and administration of all emergency savings withdrawal claims.
- Digital extraction of individual member claim forms for normal withdrawals and retirement claims. These claim forms are pre-populated with the member's details on record, as well as their retirement benefit values for each pot.

Furthermore, the Fund held its very first client webinar on 19 September 2024, unpacking the Two-Pot Retirement System in detail and demonstrating how to navigate the SC Portal.

The Fund is committed to equipping and training PEs and CFAs, while ensuring effective communication to support you in better understanding the retirement fund landscape.

Closing

The BOT firmly believes that the Fund is evolving and closing a gap in the market where small and medium enterprises do not meet with the onboarding requirements of bigger commercial umbrella funds in the market. The BOT, in conjunction with the Sponsor of the Fund, is committed to continue to grow and develop the Fund to ensure that our members benefit from the economies of scale.

Acknowledgements

Allow me to express a sincere word of thanks to my fellow Trustees for their diligence in performing their duties to ensure that the Fund is well governed and that the retirement savings of members are properly taken care off.

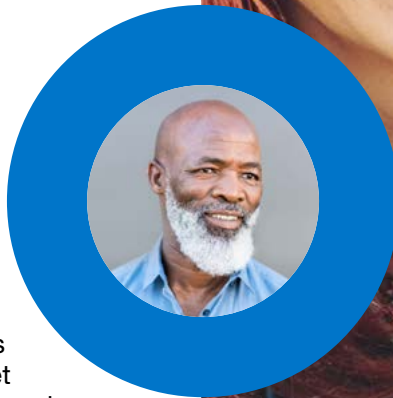
I also wish to thank our Principal Officer who works tirelessly to ensure that the affairs of the Fund are in order and that service levels are met.

The BOT also recognise the work done by the Fund's Service Providers and would like to thank them for their dedication.

Yours sincerely

Willem Welsh

Chairperson of the Board of Trustees



Message from the Sponsor of the Fund (Sanlam Umbrella Solutions)



A new dawn for the retirement landscape and working South Africans

Valued clients, as I reflect on the past year, I am reminded of the profound importance of partnership in achieving success, especially in the face of South Africa's complex and evolving landscape. Your continued support and collaboration have been invaluable in helping us not only deliver exceptional value to our members but also empower them to navigate an uncertain financial future. In a time when trust and confidence are at a premium, your trust and partnership has been essential in upholding our shared vision – to accelerate a better working South Africa where every worker, every family, and every community can be healthy and financially confident.

Your dedication, expertise, and commitment have fortified our collective efforts, allowing us to achieve remarkable milestones despite the challenges we face. Together, we are not just managing the present; we are shaping a future of financial confidence for all. I look forward to continuing this journey of mutual growth and success, building on the strong foundations we have laid.

The Two-Pot Retirement System: Building financial confidence through empowerment

In an era of deep uncertainty and declining trust, financial security has never been more important for South Africans. One of the most alarming indicators of this trust crisis is the declining confidence in the future of the country. The persistent economic struggles – sluggish growth, high unemployment, and widespread poverty – continue to weigh heavily on the minds of citizens. Business closures, job losses, and increased inequality have compounded these issues. Political instability, marked by frequent leadership

changes and corruption scandals, has further eroded public trust in the government's ability to lead effectively.

Recently, however, there has been a glimmer of optimism as the South African Reserve Bank announced a 25-basis-point reduction in the repo rate, the first rate cut since 2020. While the rate cut signals some relief for consumers, many still find themselves trapped in a web of financial challenges. Lower borrowing costs may offer short-term relief, but long-term solutions are needed to restore confidence and address structural economic issues.

Public sentiment remains overwhelmingly pessimistic, as seen through responses in the [2024 Sanlam Benchmark](#) research, where over 60% of pensioners said they do not believe South Africa's challenges will be resolved within their lifetime. Respondents cite corruption as the root cause of the country's problems and emphasize the need for new leadership, job creation, crime reduction, and the provision of essential services like electricity and water.

In this challenging landscape, the introduction of the Two-Pot Retirement System offers a much-needed opportunity for financial empowerment. While broader economic recovery remains uncertain, this system allows workers to divide their savings into two parts: one dedicated to long-term retirement and the other for emergency financial needs. This flexibility is crucial in giving workers the means to manage financial crises without jeopardising their future.

Preparing our systems for the implementation of the new regime was no easy task since the final legislation had not yet been released for a large part of the year, and our administrators were building systems based on draft proposals. Even more important was to ensure we implement strong security measures to prevent fraud in the Two-Pot Retirement System, ensuring that

members' funds are protected even as they access emergency savings. From secure logins to rigorous bank verification, these protections are vital in maintaining trust and ensuring the system runs smoothly. The ability to withdraw emergency funds in a secure way is especially important in light of South Africa's ongoing economic struggles, and this system offers workers a financial lifeline in times of need.

Wealth Bonus Lifestyle for Sanlam Corporate Benefits

Financial well-being is not just about saving for retirement. Many South Africans are grappling with the immediate pressures of daily expenses, which is where Wealth Bonus Lifestyle for Sanlam Corporate Benefits initiative steps in. Launched in 2023, this initiative offers our members discounts on essential services such as groceries, transport, and credit reports, this program is designed to help employees stretch their income further.

As a reminder, the benefits our members have free access to include:

	Get 10% off fibre to your home, each month.
	Enjoy 2D blockbusters at R39 each (Mon-Wed) with refreshments at R40 each. Not on public and school holidays.
	Get 10% discount (4 tickets per year; standard and business class only).
	Save 5% on over 25 000 LekkeSlaap accommodation options across South Africa and Namibia.
	Enjoy 5% off accommodation.
	Get 20% off UberGo and UberX with after-hours trips (up to R150), 10pm-4am.
	Get fit the fun and affordable way with Planet Fitness and JustGym by getting 20% off your monthly gym fees.
	Access discounted Cambridge homeschooling for Grades 10-12 or free supplementary support, based on the CAPS curriculum for Grades 8-12. Children and adults get free access to a Social and Emotional Learning platform.
	Get 20% (up to R150) off your trips for up to two trips per year.
	Make your money go further with a large variety of grocery coupons redeemable at Shoprite and Checkers.
 Online Will	Get telephonic consultations, safe storage, and assistance with updating your beneficiary nomination forms – all for free.
 Sanlam Vital Doctor	GP, and nurse consultations – no medical aid required. Note: This benefit is only available to Sanlam Umbrella Solutions members (SUS).
 Credit Report	A free tool to help you understand your credit profile, so you can gain an accurate, holistic view of your financial position.
 Emergency Medical Response	Around-the-clock emergency medical support for you, your spouse and children.
 Burial Repatriation & Funeral Support	Assistance with the arrangement of the burial of a loved one by way of providing transport, assisting with claims processes, advice on matters like death certificates and more .
 Legal Assist	You have access to legal help via our 24-hour helpline, operated by experts ready to answer your legal queries.
 Trauma, Assault & HIV Assist	Get 24-hour assistance with trauma and assault, as well as HIV support for you, your spouse and children.
 Wealth Sense	You have access to our online content portal packed with information, tools and calculators to empower you to live your best financial life.

Analysing the usage of these benefits in the first half of the year, we note that three most popular benefits are the Sanlam Credit Report, Shoprite Checkers discount coupons and Uber discounts. Over 95 000 Sanlam Corporate members have requested a credit profile report to better understand their financial circumstances. The large number of grocery coupons – claimed through Shoprite Checkers – highlights the tough economic realities facing many workers today.

Rank	Benefit Description	Total usage in H1 2024
1 st	Sanlam Credit Report	95,323
2 nd	Discount Coupons	22,734
3 rd	20% off Uber after hours	18,496

As the cost of living continues to climb, programs like these provide much-needed relief, helping employees make smarter financial decisions while boosting their overall financial confidence. By offering these free benefits, Sanlam Corporate is not only providing immediate financial relief but also empowering members to take control of their financial futures. This aligns with our broader vision to **accelerate a better working South Africa**, where every worker, every family, and every community can be **healthy and financially confident**.

Restoring trust and confidence to accelerate a better working South Africa

Our mission remains focused on empowering our members to navigate financial hardships today without sacrificing their future. The Two-Pot Retirement System and Wealth Bonus Lifestyle for Sanlam Corporate Benefits are a few examples of how Sanlam Umbrella Solutions are playing a part in contributing to a secure and confident workforce. These initiatives are not just about managing retirement savings – they represent a broader commitment to improving the overall well-being of South Africans.

While the country continues to grapple with deep-seated economic and political challenges, the importance of financial confidence cannot be overstated. The recent rate cut is a positive signal, but we need more systemic solutions that empower workers to take control of their financial futures. Through financial innovation and partnerships between businesses and employees, we can begin to restore confidence.

As we look ahead, South Africa is entering a new age of financial empowerment, or what we call an Age of Confidence. By supporting workers in their daily lives and their long-term goals, we can accelerate a better working South Africa for all.

Nzwa Shoniwa
 Managing Executive:
 Sanlam Umbrella Solutions



Report from the Principal Officer



The BOT of the Sanlam Easy Retirement Plan monitors several aspects of the Fund to ensure good governance, compliance, operational efficiency and security. To this effect I would like to report on the following:

- **Annual Financial Statement as at 30 June 2023**

The Fund's auditors, Geyser and Du Plessis, have once again signed off, on an unqualified financial audit as at 30 June 2023.

- **Actuarial Valuation Report**

The purpose of an actuarial valuation is to investigate and report on the financial position of the Fund. A statutory actuarial valuation report must be submitted to the Financial Sector Conduct Authority ("FSCA") triennially. The last statutory actuarial valuation was performed as at 30 June 2023 and the FSCA is currently considering this valuation report. As at 30 June 2023 the Fund was 100% funded.

Administration Related Matters

- **Annual Benefit Statements**

In terms of legislation the Fund issues benefit statements once a year, as at 30 June.

The 30 June 2024 benefit statements were distributed in September 2024.

- **Contributions to the Fund**

I would like to remind PEs that contributions are payable monthly in advance. Failure to pay contributions may result in the PE being

held liable to pay late payment interest to the Fund and ultimately participation in the Fund will be terminated.

It is important to note that in terms of section 13A of the Pensions Fund Act, the late/non-payment of contributions constitutes a criminal offence, and the Fund is required to report the non-compliance to the FSCA to act against the person responsible for the payment of contributions within the PE.

The BOT is aware that PEs may experience financial difficulties from time to time and we invite PEs to contact the Fund Administrator immediately to discuss available options rather than defaulting on contribution payments.

- **Participating Employer (PE) and Contracted Financial Advisor Contact (CFA) Contact Details**

Having up to date PE and CFA contact details on record is vital to ensure that the Fund's communications reach all stakeholders. We urge PEs and CFAs to notify the Fund of any changes in contact details timeously. Any change in contact details must be submitted via the amendment forms available through the online Consultant Toolkit.

- **Member Contact Details**

The BOT has a fiduciary duty to ensure that the Fund has the up-to-date personal contact details of all its members on record. I urge PEs and CFAs to ensure that the Fund has the most recent minimum personal information on record for members. It includes the following:

- Full name and surname
- ID-number/Passport number
- Contact number
- Physical and/or postal address
- E-mail address
- Personal Income Tax number

A data file containing the personal member information can be submitted to easyretirement@sanlam.co.za.

PEs are also encouraged to assist members to register with South African Revenue Services (SARS) to obtain a personal income tax number, regardless their level of income. To pay a benefit, the Administrator of the Fund must apply for a tax directive from SARS, if a tax number is not available it will delay the payment process. The below tax tables are applicable from 1 March 2024 to 28 February 2025:

Withdrawal Benefit Tax Table

Taxable Income	Rate of Tax
R1 – R27 500	0% of taxable income
R27 501 – R726 000	18% of taxable income above R27 500
R726 001 – R1 089 000	125 730 + 27% of taxable income above R726 000
R1 089 001 and above	223 740 + 36% of taxable income above R1 089 000

Retirement and Fund Death Benefit Tax Table

Taxable Income	Rate of Tax
R1 – R550 000	0% of taxable income
R550 001 – R770 000	18% of taxable income above R550 000
R770 001 – R1 155 000	39 600 + 27% of taxable income above R770 000
R1 155 001 and above	143 550 + 36% of taxable income above R1 155 000

It must be noted that the Emergency Savings Withdrawal benefit will be taxed at marginal tax rates, and therefore the above tables will not apply.

Unclaimed Benefits

An unclaimed benefit is a benefit that has not been claimed by the member when leaving the service of employer before 1 March 2019.

The Fund will embark on an exercise to trace former members who still have a benefit in the Fund. The benefits of former members who could not be traced will eventually be transferred to the Sanlam Unclaimed Benefits Fund. A former member can claim the benefit at any time from the Sanlam Unclaimed Benefits Fund after the transfer.

Contracted Financial Advisor

The BOT would like to encourage CFAs to always stay abreast on Fund related matters and ensure compliance with the Fund's Product Specific Training. The aforementioned measures are in place to ensure that PEs and members receive correct and appropriate information pertaining to the Fund from the appointed CFA.

Fund Contact Details

To prevent delays with benefit payments and response on e-mail questions/queries relating to the Fund, PEs and CFAs must please ensure that they use the correct e-mail addresses. The contact details for the Fund are enclosed in this Report, under Annexure A.

Yours sincerely

Shiela Chanka
Principal Officer



The Fund's formal structure



The Sponsor

The sponsor of the Fund is Sanlam Umbrella Solutions, a business unit within Sanlam Corporate, a division of Sanlam Life Insurance Limited. The Sponsor is responsible for providing the necessary professional and technical resources so that an appropriate product offering can be delivered to the market. The Sponsor also provides the necessary capital to grow the membership of the Fund, to deliver economies of scale for the ultimate benefit of members.

The Board of Trustees and Principal Officer

The Board of Trustees is the body responsible for the management of the Fund and oversees the interests of the members. The individuals who serve on the BOT have extensive experience in the retirement fund industry. The BOT is assisted in fulfilling its duties by a Principal Officer and Service Providers contracted to the Fund.

The Principal Officer is independent from the Fund and Service Providers and has vast experience in the retirement fund industry. The Principal Officer oversees the day-to-day running of the Fund and liaises with various Service Providers on an ongoing basis.

Sub Committees

The BOT is supported by two committees, namely:

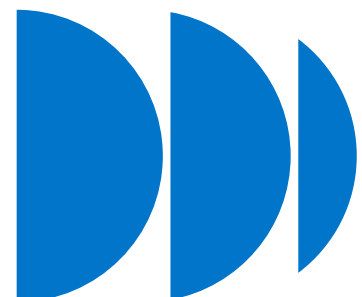
- 1 The Audit and Risk Committee; and
- 2 The Death Claims Committee

These Committees take care of specific day-to-day issues, and formally report and make recommendations to the BOT, who takes full responsibility for all BOT decisions on the Fund.

Service Providers

The Board of Trustees, in consultation with the Sponsor, appoints the Service Providers to the Fund. The contracted Service Providers are:

Fund Administrator	
Insurer of the Risk Benefits - Sanlam Retail Mass	
Benefit Consultants	 member of  Sanlam group
Asset Consultants	
Actuarial Services	
Independent Auditor	
Tracing Agent	



Trustees and Principal Officer



The **Independent Trustees** who serve on the Board are:



Willem Welsh
Chairperson



Steve Dold

The **Sponsor Appointed Trustees** who serve on the Board are:



Yolanda Cezula



Mpho Kgomongoe



Anita Roodman
Alternate Sponsor
Appointed Trustee

The **Principal Officer** is:



Shiela Chanka



Governance



The BOT is committed to achieve the highest standards of governance and ensure strong ethical behaviour. Trustees are required to comply with the Fund’s Code of Conduct.

The Fund’s Code of Conduct embodies the ethical characteristics listed in King IV (Report on Organisational Governance “King IV”) and sets out the roles and responsibilities of the Trustees to ensure good organisational governance.

The Code of Conduct

- Outlines ethical standards and procedures for the disclosure and management of conflicts of interest;
- Dictates confidentiality rules;
- Dictates compliance with the Rules of the Fund and applicable legislation; and
- Includes provisions to ensure fair treatment of members and beneficiaries and that the BOT act in the best interest of the Fund.

A Gift Policy is included in the Code of Conduct and the policy adheres to the provisions of Directive 8 – Prohibition of Acceptance of Gratification. Any breaches of the Gift Policy must be reported to the FSCA.

Neither the BOT nor an individual Trustee breached the Code of Conduct during the 2023/2024 reporting period. No regulatory penalties, sanctions or fines for contraventions of or non-compliance with regulatory obligations were imposed on the BOT or an individual Trustees.



Conflict of Interest

To hold the BOT accountable for ethical and effective leadership, the Fund has a Conflict of Interest Policy. Part of the requirements of the Conflict of Interest Policy is that all Trustees must complete a Declaration of Interest Form annually and declare any conflict to the BOT and Sub-Committee meetings.

No interest of concern was raised in 2023/2024 reporting period.

The BOT is further supported in its responsibility for organisational ethics by the Audit and Risk Sub-Committee, which oversees the implementation of, and management adherence to, ethics related matters.

Training

All the Trustees are compliant with the FSCA Conduct Standard 4 of 2020 pertaining to the minimum prescribed levels of skills and training requirement for Trustees (FSCA Trustee Training Toolkit).

Treating customers fairly (“TCF”)

The Fund participated in TCF self-assessment rolled out by the FSCA late in 2023 and although no feedback was received from FSCA the

BOT is comfortable that the Fund’s processes, procedures, and structures are mature and work well. Consequently, the Fund will continue to put more emphasis on improving and refining the holistic support provided to members.

Protection of Personal Information Act (POPIA)

The Fund collects and processes personal information in respect of all members participating in the Fund.

Once there is no longer a lawful reason for keeping personal information, the information is either destroyed or “de-identified”, so that it cannot be linked to an individual again.

Promotion of Access to Information Act (PAIA)

The Promotion of Access to Information Act (PAIA) gives effect to the constitutional right of access to information held by any private or public body that is required by any individual for the exercise or protection of rights.

Therefore, PAIA gives a member of a retirement fund the right to access information that he or she might require for the exercise or protection of any of his or her rights. A fee may be levied for the cost of providing the information.



Feedback from the Fund's Committees



Allocation of Death Claims Committee

Mandate

To consider, and approve, the allocation of death benefits in terms of section 37C of the Pension Funds Act, to a deceased member's dependants and/or nominees following their death. Secondary to that, the committee ensures that all claims receive timely attention.

Meetings

The Committee meets once a month to consider the allocation of death of benefits.

Members of the Committee

The Committee consists of:

Steve Dold	Independent Trustee and Chairperson of the Committee
Anita Roodman	Alternate Sponsor Appointed Trustee
Mpho Kgomongoe	Sponsor Appointed Trustee
Shiela Chanka	Principal Officer

Overview

The Committee is mainly responsible to allocate the member share in the Fund of a deceased member to his/her dependants in terms of section 37C of the Pension Funds Act. Although the insured group life cover benefit is provided in a separate scheme and paid according to the deceased member's beneficiary nomination form, the Committee monitors the payment of the group life cover benefit as well.

The primary focus of section 37C of the Act, is to provide for the financial dependants of the deceased member so that they are not left destitute and dependent on the State for their financial welfare. For purposes of allocating the member share of fund, the Committee must take note of the allocation in the member's beneficiary nomination form but is not obliged to allocate as requested therein. When allocating the benefit, the Committee first looks at the financial needs of those dependants who were financially dependent on the deceased member. One of the observations of the Committee is that in many cases, the fund benefit available for distribution is simply inadequate to cover the dependency needs of the beneficiaries. The situation is somewhat improved where a group life assurance benefit is applicable and payable, in addition to the member share. The group life assurance benefit makes a significant difference in meeting the needs of loved ones left behind.

For the period July 2023 to June 2024, 55 new death claims have been recorded.

During the reporting period the Committee finalised 155 death claims and the benefits were paid to the beneficiaries of the deceased members.

The biggest challenge for the Committee is to identify the dependants of a deceased member and to determine the level of financial dependency of potential beneficiaries on the deceased member.



The Committee is reliant on the assistance of the relevant PE and family members of the deceased member to obtain the required information so as to allocate the death benefit in a fair and equitable manner.

The Committee is facing the following challenges:

- Incomplete claim forms.
- Potential beneficiaries do not provide all the relevant information.
- Incorrect or conflicting information is provided to the Committee.
- Supporting documentation not being submitted timeously.
- Absence of beneficiary nomination forms.

The above is delaying the payment of the benefit and the Committee is cognisant of the fact that, in most cases, the family of a deceased member is in desperate need of the money.

It is therefore of utmost importance that the Committee receives comprehensive information and all the required documentation as soon as possible after the passing of the member.

The Committee would like to remind members and PEs that the group life cover benefit and funeral benefit, if applicable, must be paid strictly according to the deceased member's nomination form. In the absence of a nomination form, the benefit must be paid to the deceased member's estate.

A considerable number of members do not complete a nomination form or do not update it when circumstances change. PEs are requested to encourage members to review their nominations at least annually.

Audit and Risk Committee

Mandate

- To oversee the year-end process including the production and submission of the annual financial statements (AFS) to ensure the Fund's compliance with laws and regulations.
- Ensure compliance with the Fund's governance policies and procedures.
- Ensure that the PEs are compliant with section 13A of the Pension Funds Act and contributions are paid timeously.
- To recommend the appointment of a suitable auditor and monitor the performance of the appointed auditor.
- To review and monitor the Fund's risk exposure and make recommendations accordingly.

Meetings

The Committee meets at least 3 times per year.

Members of the Committee

The Committee consists of:

Steve Dold	Independent Trustee and Chairperson of the Committee
Willem Welsh	Independent Trustee
Yolanda Cezula	Sponsor Appointed Trustee
Shiela Chanka	Principal Officer

Overview

The Committee focuses on:

- The engagement letters from the independent external auditors and their fee budget.
- Planning of the financial year-end closure together with the Administrator's fund accounting team and the independent auditor.
- Discussing, and agreeing on the approach to follow should any issues arise.
- Meeting with the fund accounting team from the Administrator that prepares the AFS and the Independent Auditors to consider the AFS, the Representation letter from the BOT to the Auditor, and if appropriate, address internal control issues.
- Confirmation that all agreed changes to the AFS and representation letter were correctly completed before providing these documents to the BOT for approval.
- Considering, and where appropriate, ensuring the implementation of any additional recommendations raised by the Auditors, or other relevant professional and statutory bodies, to adhere to best practices.
- Considering the adequacy of the internal controls and the governance environment.
- Fund Governance and Risk Management.
- Consider actuarial valuation reports and ensuring the implementation of any recommendations made by the Fund's Actuary.
- Monitor administration service levels.
- Monitor cashflows
- Monitors PEs defaulted in terms of section 13A of the Pension Funds Act.
- Monitors section 14 transfers in and out of the Fund

Independent external auditors

Geyser and Du Plessis did not provide any non-audit consulting work and they were not involved in preparing the AFS. To further ensure independence, and to mitigate the familiarity risk, lead partner rotation takes place on a regular basis and the fund reviews the independency of the firm and the quality of their audit service on an annual basis.



Fund accounting and finance function

The Fund does not employ a chief financial officer and finance team. Instead, the Administrator of the Fund allocated a financial manager and fund accounting team to the Fund. The audit committee closely monitors the quality of their service relating to accounting, managing of ongoing internal controls, cash flow and related financial functions, as well as the year-end closing process and preparation of the AFS.

Risk management

The Committee is required to identify the risks faced by the Fund within the scope of its mandate, rate and prioritise them. The BOT reviews the top risks regularly and ensures that appropriate action is taken to manage or contain these risks, within the set risk tolerance levels. The nature and extent of the risks and opportunities the BOT is willing to take, are set out in the Fund's risk schedule. Care is taken to consider undue, unexpected or unusual risks. The Fund has a particular future-focus on risks that have disaster potential in an uncertain socio-economic environment.

Ethical leadership

The Fund, in terms of its rules, offers participation in a commercial umbrella fund sponsored by Sanlam. The Fund management, governance and compliance duties are undertaken by a professional, representative BOT, comprising a balance of power as required by King IV.

The benefit structures and offerings align with the needs of various groups of members and employers; are easy to understand; convenient to use; offer outstanding value; are transparent; and cost-effective. All the offerings are reviewed regularly to help ensure good retirement outcomes for our members. The BOT, the Sponsor and its service providers are aligned to this common goal and they are measured on the actual outcomes for members.

Complaints



Overview

The Pension Funds Adjudicator rolled out an arrangement, where complaints will only be considered by its office once the complaint has gone through the Fund's internal dispute resolution procedures. The BOT support this initiative as it will ensure greater efficiencies in the industry and allow the Fund to connect directly with members to address and resolve concerns more promptly.

During the reporting period the Fund received 68 complaints, of which 47% were benefit payment related. The complaints pertaining to benefit payments are as follows:

- **The time it takes to pay the claim:**

It is important to note that for the Administrator to pay a resignation or retirement benefit the applicable claim and supporting documentation must be submitted to the Fund. In addition, the benefit payment is subject to SARS issuing a tax directive.

- **The members are not receiving assistance from their PE to claim their benefit:**

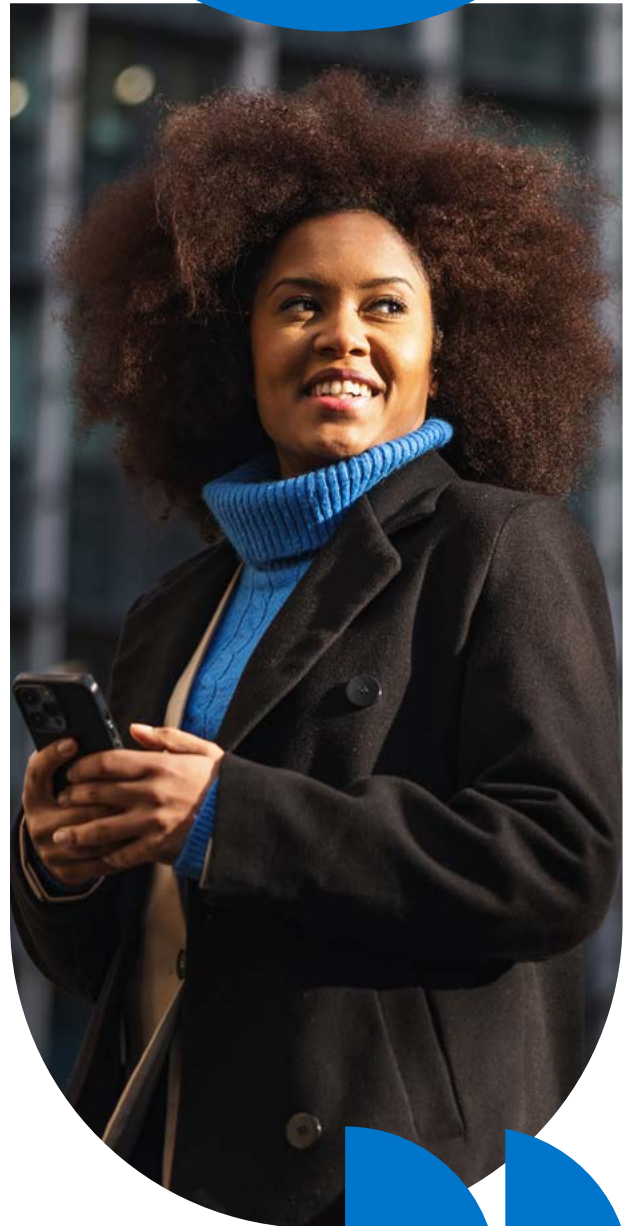
PEs are to note that it is their responsibility to submit a claim to the Fund. The Administrator will not process a claim if it was not submitted by the PE or appointed CFA.

- **Outstanding contributions:**

In some cases, the PE did not pay contributions for the full period the member was on the Fund. The PE will be requested to pay the outstanding contributions plus late payment interest to the Fund before the benefit can be paid. The PE is again reminded that the non-payment of contributions constitute a criminal offence.

Other complaints related to a slow response on queries/requests directed to the Fund. PEs and CFAs are reminded to use the correct communication channels when directing a query to the Fund.

All complaints are thoroughly investigated and complainants are provided with a written response to the complaint.



Investment Feedback



Financial markets

Financial markets performed well in the post-election period. The FTSE/JSE All Share Index TR improved by 8.2% in the second quarter of 2024, 4.1% of which was generated towards the end of the quarter. It was mostly financial and retail shares that steamed ahead while industrial shares remained lacklustre and mining shares performed poorly. Listed property shares continued the recovery that started in October 2023.

The rand exchange rate experienced volatility in the second quarter of 2024, with the highest level recorded at R19.30 and the lowest level at R17.87. Despite the volatility, the monthly closing values of the rand remained relatively stable at approximately R18.80 up to May 2024, but strengthened to R18.19 by the end of the second quarter.

Fund Performance

The contributions received under the Fund, after costs and fees, are invested in the Sanlam Wealth Preservation Portfolio. The Portfolio aims to provide capital protection and is targeting a gross investment return above CPI+4% over a rolling 4 year period

As at 30 June 2024 the Fund’s total value of assets was **R679,248,692**.

The below table reflects the gross returns as at 30 June 2024:

	MRQ	1 Year	3 Years (p.a)	5 Years (p.a)	10 Years (p.a)	Since Inception (p.a)
Wealth Preservation Portfolio	3.9%	12.7%	11.0%	10.8%	9.0%	10.5%
Benchmark	4.1%	12.4%	10.5%	9.4%	7.9%	10.9%
CPI +4%	2.2%	9.2%	10.0%	10.8%	9.0%	9.2%

Please refer to the fund fact sheet for an analysis of the portfolio, as at 30 June 2024.



Rule Amendments

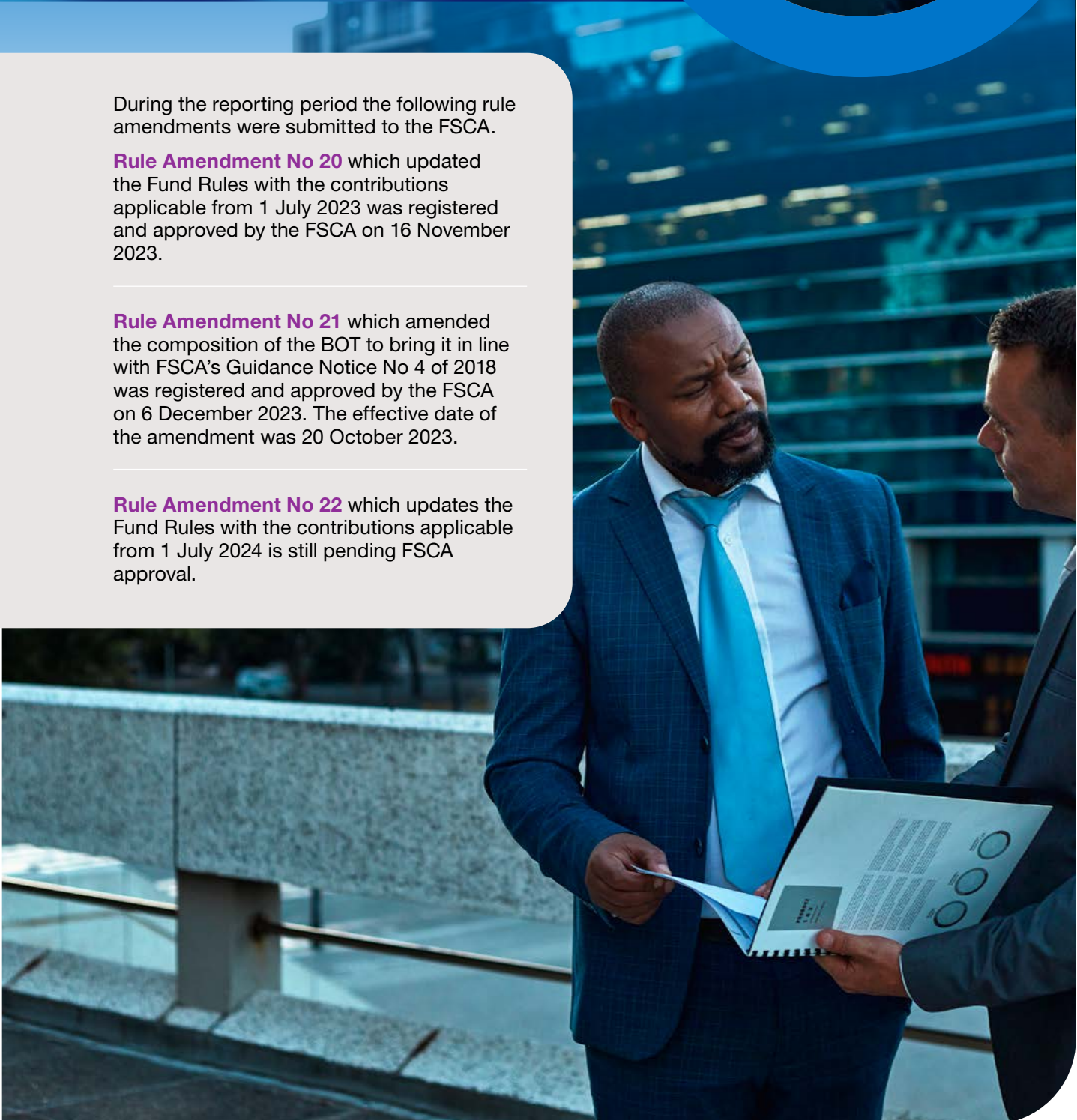


During the reporting period the following rule amendments were submitted to the FSCA.

Rule Amendment No 20 which updated the Fund Rules with the contributions applicable from 1 July 2023 was registered and approved by the FSCA on 16 November 2023.

Rule Amendment No 21 which amended the composition of the BOT to bring it in line with FSCA's Guidance Notice No 4 of 2018 was registered and approved by the FSCA on 6 December 2023. The effective date of the amendment was 20 October 2023.

Rule Amendment No 22 which updates the Fund Rules with the contributions applicable from 1 July 2024 is still pending FSCA approval.



General Fund Information



Statutory alternatives	Fund status
Registered name	Sanlam Easy Retirement Plan
Registered as an	Type B Umbrella Provident Fund
Umbrella Sponsor	Sanlam Life Insurance Ltd
Registration date	07/01/2004
Approval date	07/03/2006
Registration number	12/8/34855
Approval number	18/20/4/39342
Funding model	Defined Contribution Fund
The Fund's financial reporting period	From 1 July to 30 June
Fund exemptions	Section 7B(1)(b) of the Pension Funds Act
The Fund's registered postal address	Private Bag X 14, Highveld Park, 1069
The Fund's registered physical address	Westend Office Park Building D, 254 Hall Street, Die Hoewes, CENTURION, 0157
Bank account	ABSA Acc no: 170167580

Principal Officer	
Full name	Sheila Chanka
Company	Independent Principal Officer
Postal address	Private Bag X14, Highveld Park, 1069
Physical address	Westend Office Park Building D, 254 Hall Street, Die Hoewes, CENTURION, 0157
Telephone number	0112861181
Email address	Shlela.Chanka@aca.sanlam.co.za

Appointments for Sanlam Easy Retirement Plan

	Administrator	Sponsor
Company	Sanlam Life Insurance Ltd Sanlam Corporate: Core Solutions	Sanlam Life Insurance Ltd Sanlam Corporate: Umbrella Solutions
Postal address	PO Box 1, Sanlamhof, 7532	
Physical address	2 Strand Road, Bellville, Cape Town	
Telephone number	(021) 947 9111	(021) 947 1125
Reg number S13B / FAIS	24/85	
Email address	easyretirement@sanlam.co.za	

	Secretariat	Consultant: Governance & Compliance
Company	Simeka Consultants & Actuaries	Simeka Consultants & Actuaries
Postal address	Private Bag X14, Highveld Park, 1069	
Physical address	Westend Office Park Building D, 254 Hall Street, Die Hoewes, CENTURION, 0157	
Telephone number	(012) 436 9914 063 687 9036	
Reg number S13B / FAIS	N/A	FAIS Number 13900

Risk Insurer	
Company	Sanlam Developing Markets Limited (Retail Mass)
Postal address	PO Box 1941, Houghton, Johannesburg, 2041
Physical address	11 West Street, Houghton, Johannesburg
Telephone number	0860 222 556
FSCA approval number	11231
Type of risk	Group Life, Lump Sum Disability, Family Funeral Cover

Specialist Investment Consulting	
Company	Simeka Consultants & Actuaries
Postal address	PO Box 787439, Sandton, 2146
Physical address	Building 2, 11 Alice lane, Sandton, 2196
Telephone number	011 286 1107
Reg number S13B / FAIS	FAIS Number 13900

Annexure A

Sanlam Easy Retirement Plan **Contact Information**

Use the right contact for the right service

Client service is very important to us. But when your email or phone call does not reach the right destination, we cannot be as effective as we want to be. **So, help us help you.** To receive the right service, send your query/documents to the right contact.



New Employer Application Enquiries

Email: EasyRetirement@sanlam.co.za

- All new employer participation enquiries

Monthly Schedule & Contributions

Email: EasyRetirement@sanlam.co.za

- Cancellation of a member from the debit order
- Adding of new members
- Monthly membership lists
- Members to be taken off the debit order due to death or retirement and resignation.
- Banking detail changes
- Address detail changes
- Debit order enquires.
- Commission enquiries

Client Contact Centre

WhatsApp: **086 122 3646**

Email: SCClientCare@sanlam.co.za

Phone: **086 122 3646**

- Following up on claims
- Obtaining benefit statements
- Fund values requests
- Obtaining tax certificates, for benefit payments

Section 14 Transfer

Email: SEB.Terminations@sanlam.co.za

- Following up on Section 14 transfer progress

Consulting Fee Enquiries

Email: EasyRetirement@sanlam.co.za

- All consulting fee enquiries

Withdrawal and Retirement Claims

Email: SanlamEB@sanlam.co.za

- Claim documents submissions
- Submission of outstanding/additional information required to process claims

Escalate to Jo-Anne Watt:

Joanne.Watt@sanlam.co.za

Death and Disability Claims

Email: SanlamEB@sanlam.co.za

- Submission of death and disability claim documents
- Following-up on claim progress

Funeral Claims

Email: GBGAPClaims@sanlamsky.co.za

- Submission of funeral claim documents
- Following-up on funeral claim progress

Divorce Orders

Email: Divorce.SCCore@sanlam.co.za

- Divorce order submissions
- Submission of outstanding/additional information required to process the divorce order
- Following up on divorcer order claims

Maintenance Claims

Email: MaintenanceOrders.SCCore@sanlam.co.za

- Submission of maintenance claims
- Following up on claim progress

Section 37D Claims

Email: SanlamEB@sanlam.co.za

- Section 37D claims submissions
- Following up on claim progress

Escalations for Sanlam Easy Retirement Plan

Escalate to Zunayed Haroun

Client Relations Manager

Phone: +27 11 778 6485

Zunayed.Haroun@sanlam.co.za

Escalate to Mika Mashaba

Client Support Specialist

Phone: +27 12 683 3866

Mika.Mashaba@sanlam.co.za



Please don't send multiple emails to different addresses or to personal inboxes of staff.

This slows down the process.

Use the right subject line

- Make sure the member number/ employer code is included in the subject line of your email
- If you've received a reference number, include it in the subject line
- Reply to the email received without changing the subject, if applicable.



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