

TWO-POT WITHDRAWALS

Claim Guide



Dear Member

As you are aware, the two-pot retirement system came into effect on 1 September 2024. The Fund has hosted presentations & circulated regular communication regarding the principles & operation of the two-pot system.

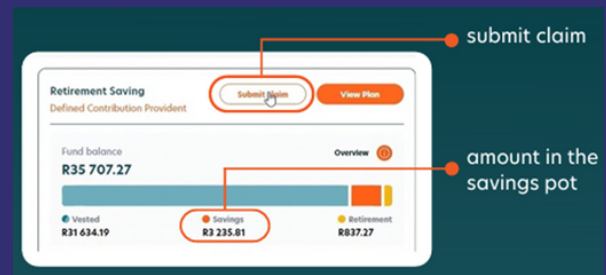
From a claims perspective, members are required to submit their own claims via AF Connect (the Alexander Forbes member platform). To do this, you will be required to register & follow certain steps. This guide is aimed at assisting you through that process. Please read through the **entire guide (especially the information at the end)** before starting.

Step 1 - Register

Visit <https://online.alexforbes.com> OR <https://mymoneymatters.alexforbes.com> & click on "Register" next to or under 'AF Connect'. Your username will be your ID number OR your e-mail address. Follow prompts & complete info per your ID/ passport. You need to create your own password. **N.B Your password may not contain your name or surname.**

Step 2 - Log in & start claims process

Once you have logged in, you will be able to see the amount available in your Savings Pot, as well as your vested pot. Remember, your retirement pot will be empty until your September contributions have been allocated. Click the button that says "Submit Claim" in order to start the claims process.



Step 3 - Get documents ready

It is recommended that before you proceed, you get some documents ready to ensure you input the correct info - you will be prompted to do this:

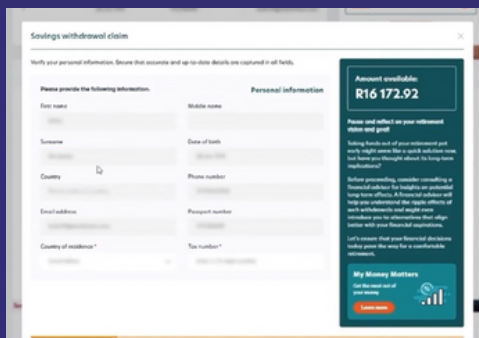
- ID/ Passport document
- Proof of Tax (e.g. a tax certificate)
- Proof of banking details (3 months statements/ bank letter)

Step 4 - Confirm Personal Details

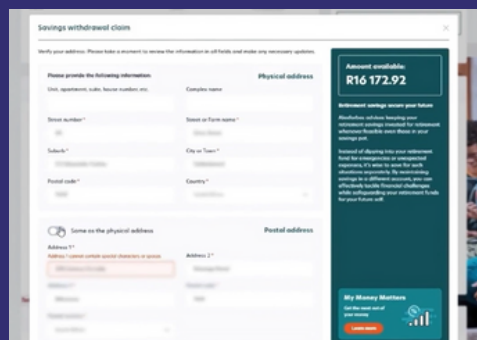
You will be asked to confirm your personal details. Alexander Forbes will be doing background checks against Home Affairs, so please ensure this matches your ID/ passport **exactly**. (i.e. do not use the name your colleagues/ family etc. call you if it is different).

Step 5 - Confirm contact & tax details

Please ensure when completing this step that you use your **current** tax number (i.e. the one Unisa uses when paying your PAYE tax to SARS on your salary).

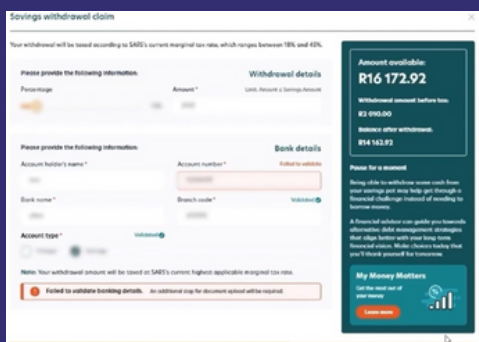


Step 6 - Confirm physical & postal address



Enter your physical & postal address. This should be your current details, matching up to what Unisa & your bank has on record.

Step 7 - Claim amount & banking details



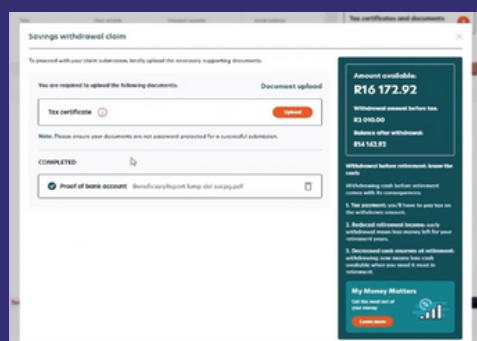
Select your claim amount either as a % of your Savings Pot **or** as a Rand amount (at least R2,000). Please note that investment return until date of disinvestment could affect this slightly.

Alexander Forbes does bank verification real-time with major South African banks. **N.B:** payment can only be made into **your personal** bank account. The details entered must be exactly correct & must be your primary account; where your salary is paid.

Step 8 - Upload supporting documents

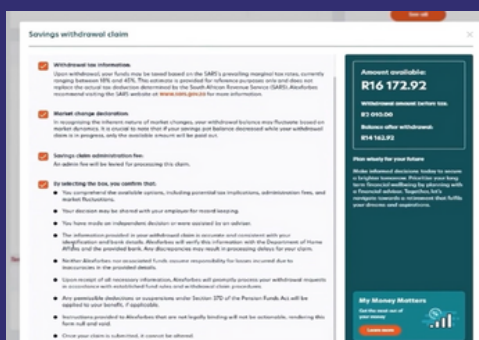
At this point, you might be asked to upload supporting documentation (e.g. your tax certificate or proof of banking details).

This is only likely to be required if any of the information you have provided does not match up to what Alexander Forbes has on file.

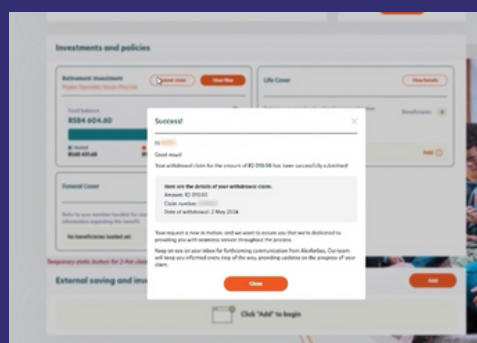


Step 9 - Accept disclosures

As you are submitting your own claim, you need to carefully read the terms, conditions, disclosures & what you are acknowledging before you submit.



Step 10 - View claim summary



Success! Your claim has been submitted. You can log on to AF Connect to check on your claim progress.

IMPORTANT INFORMATION

KNOWLEDGE BASED AUTHENTICATION

It is very important that Alexander Forbes is able to verify that you are the person submitting your claim. If through the claims process, there is a mismatch of information, you may be asked to do a Knowledge Based Authentication process. You will be asked five personal questions that are based on various data sources (credit bureaus/ what Alexander Forbes and UNISA have on record etc.).



This check process will consist of 5 questions:

- On your first attempt, you must get 75% of the questions correct.
- On your second attempt, you must get 80% of the questions correct.

Two failed attempts causes a 24 hour lockout before a retry is allowed. If you fail the authentication process, you will be directed to go to HR. (Please note that HR is a last resort, as they will only be able to submit the claim when they have capacity.

TAX

You are strongly advised to request a Statement of Account from SARS before submitting your claim in order to avoid nasty surprises. If there are outstanding penalties, arrear tax or similar, SARS may issue an IT88 that the Administrator will be required to enforce. ***You can ask SARS for a Statement of Account via e-filing, their digital channels or their WhatsApp number 0800 11 7277.*** You are also encouraged to access the two-pot calculator made available by SARS at:

<https://tools.sars.gov.za/sarsonlinequery/savings-pot-calculator>



ESTIMATED CLAIM TURNAROUND TIME



As this is a very new process for all parties involved, the claim turnaround time cannot be confirmed. It is estimated that it will be approximately 45 days, however, this will depend on the speed of tax directives, disinvestment and other processes. As Alexander Forbes accumulate actual claims data, they will communicate changes to the estimated claim turnaround time.

Need Help?

- Please visit the Fund's website at <https://unisarf.co.za/> for a wealth of information on the two-pot system
- If you experience any issues with logging in or registering, send an email with your ID number and screenshot of the error message to AFOnlineHelp@alexforbes.com.
- If you require any further information regarding two-pot specifically, please email the Fund's dedicated two-pot email address: UNISARF_twopot@unisa.ac.za.

