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**Subject:** Bursars Bulletin 10/2017: Death Claim Investigations  
**Attachments:** ICTS Tracing Services Proposal.pdf



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Dear Bursar

### **Death Claim Investigations**

Please note in the event of the death of a member the school must take all reasonable steps, to the satisfaction of the Fund, to:

1. Trace Beneficiaries and inform the Fund of all such steps taken by completing the death claim forms (please refer to page 24 of the admin manual):  
<http://www.isasapensionfund.co.za/bursar-application-forms>.
2. Obtain all documents, data and information concerning a deceased member's dependants and nominees, as the Board may require in order to execute its duties in terms of section 37C of the Act (the death claim forms in the administration manual will guide you on which forms and information is required);
3. Provide the details of bank accounts to the Fund for the payment of benefits;
4. All claims must be submitted via the e-claims process as provided by the Administrator to the Fund.
5. All requirements must be submitted to the Administrator within the timeframe specified in the Risk Policy to enable the Fund to claim the Risk Benefit;
6. In the event that the Fund is unable to claim the Risk Benefit within the stipulated timeframe and the claim is repudiated by the Risk Provider, the Fund shall not be liable for the payment of the Risk Benefit;
7. The school should provide additional information, documentation or clarity on the information provided as requested by the Administrator.
8. In the event that the school cannot trace beneficiaries of a member, the school may use the tracing services of ICTS at the school's cost. Appended is the ICTS tracing services brochure for your information.

Regards,  
**ISASA Team**