

Your Life

Learning **Planning** Living



Pension Scheme and Provident Fund

Guidelines & Frequently asked questions regarding Death Cases

1. Which forms must be completed when a member passes away?

- **Pension Scheme** (Part I & Part II):
 - The Old Mutual Death in Service Claim Form
 - The Old Mutual Details of Dependants & Beneficiaries Form
 - The Momentum Funds at Work Death Claim Form
 - The deceased's last 2 month's salary slips
- **Provident Fund:**
 - The Old Mutual Death in Service Claim Form
 - The Old Mutual Details of Dependants & Beneficiaries Form

2. Why must the Momentum Form be completed for the Pension Scheme members and not for the Provident Fund members?

- The Pension Scheme Lump Sum Death Benefit is currently insured with Momentum (although still processed through the Pension Scheme by Old Mutual), whereas the Provident Fund Lump Sum Death Benefit is insured with Old Mutual.

3. What supporting documents must accompany the claim forms?

- Refer to the Old Mutual Death in Service Claim Form which reflects a checklist of the documents required. **In addition** to this, the following are also required:
 - If the deceased had dependants who are over age 18 and still studying (either school or tertiary), proof of study must be included.
 - Where there are minor children, it should be established who the guardian/caregiver will be. Full details (name, title, contact details, email address - where available - etc.) must be provided as well as a certified copy of their ID documents and proof of banking details.
 - In the above case, an affidavit needs to be provided as proof of guardianship.
 - Where there are multiple spouses and therefore various family units clearly state (on the schools recommendation letter) which family members belong to which unit. Again full details (name, title, contact details, email address - where available - etc.) must be provided as well as a certified copy of their ID documents and proof of banking details.

- A recommendation letter (see Annexure 1 – word doc) from the school (refer section 4 below).
- Where possible, for each family unit, try to get the spouse or the guardian to complete the Budget (see Annexure 2 – excel sheet) which will assist both the Trustees and the Beneficiary Fund.
- It must be noted that the Trustees may request further documents or clarity in certain cases and that the school should be willing to assist where necessary. The school should therefore try to hold a meeting with all the potential beneficiaries in order to obtain the information required.

4. What kind of questions must be asked to the family to make sure we get all the required information up front?

- See (Annexure 3 – PDF) for a flow of possible questions.

5. What must be included in the school's recommendation letter?

- Before a recommendation is made the school should thoroughly investigate who the deceased's financial dependants are and their level of dependency on the deceased.
- Include all those that were financially dependent on the deceased at the time of death. This may include extended family members such as a mother or a father of the deceased.
- Include all those that were nominated on the Nomination of Beneficiary Form even if these people were not financially dependent on the deceased.
- Note that both this recommendation and the Nomination of Beneficiary Form will be used as a guideline for the Trustees who are required to make the final decision regarding the distribution.

6. What if the deceased was receiving an Income Disability Benefit from Old Mutual?

- The school will still be required is to assist the Trustees in obtaining certain information are therefore requested to obtain as much detail as possible, which may include meeting the family if necessary.

7. What is the deadline for these documents to be submitted?

- The Insurer must be notified of the member's death with 2 months of the members passing.
- The documents must be submitted by 52 weeks of the passing of the member.
- It is recommended that for the certified Death Certificate, the deceased's last 2 month's pay slips and the relevant Insurers' form be submitted as soon as possible even if the school is waiting for other documents. This is to expedite the process of the claim by the insurer.

8. Where must the documents sent?

- **Old Mutual Cape Town Postal Address:** Old Mutual, PO Box 1014, Cape Town, 8000.
- **Old Mutual Cape Town Physical Address:** Old Mutual, Mutual Park, Pinelands, Jan Smuts Drive, 7405.
- Mark all correspondence for attention Amanda Meyer.
- It is advisable that before the documents are posted/couriered they be emailed to the Old Mutual ISASA team in Cape Town on ISASA@oldmutual.com. In this

way the process can commence while the documents are being posted.

9. What happens once all documents have been submitted?

- Old Mutual will check that all the documents have been correctly submitted.
- The documents, together with the death benefit value, will be emailed to the Principal Officer for him to assess the case and prepare a Resolution of how the benefit is to be split amongst the dependants/beneficiaries.
- At this stage the Principal Officer may ask the school for additional information.
- The Resolution is then submitted to the Trustees for their approval.
- Once the Trustees have given their approval Old Mutual will email the Resolution to the school. The covering email will state that the Resolution is either in line with what the school had recommended or that it has been changed. It will also remind the school that the benefit can be paid as cash (post tax) or as annuity (pre-tax). (see point 10 below)
- The school will have two weeks to liaise with the dependants/beneficiaries and to confirm that they either agree with the Resolution or contest it. The school's reply is to be communicated back to Old Mutual via an email.
- Once the school has confirmed acceptance, of the Resolution, by the Dependants/Beneficiaries, the claim can be processed.

10. What options are available for payment of the death benefit?

- Cash – this option will be subject to tax before the benefit it is paid.
- Annuity (buy a pension) - this option is not subject to tax up front but the monthly pension will then be subject to tax (depending on the value of the monthly pension).
- Combination of Cash and Annuity.
- If the beneficiaries don't have their own financial advisor they can call the Old Mutual Call Center on 0860 388 873 where they can speak to one.

11. What if the Dependants/Beneficiaries are not happy with the Trustees' Resolution?

- Where a spouse or a guardian requests that they be allowed to invest the minor children's benefit outside of the Trustees' recommendation, the spouse or the guardian must make this request to the Trustees (see Annexure 4 - PDF).
- While these recommendations or changes will be considered, the Trustees still hold the responsibility of making the final decision.

12. How long will it take for the death benefits to be distributed to the dependants/beneficiaries?

- This all depends on the process in 9 and 11 above. On average it takes approximately 6 to 9 months depending on the complexity of the case.
- It should therefore be noted that where the school is aware of an urgent financial need, a request for advancement should be included in the initial documentation submitted by the school. Full details (reason for the advancement, amount, who it is payable to, banking details, contact details) are to be provided.

13. What if the school participates in the family benefit?

- As this is benefit not related to the fund, the school is to email all the required documents mentioned on the Family Cover Benefit Application Form to gapbpu@olmutual.com for processing.
- This should take about 48 hours to process.

14. How does the Fairheads Beneficiary Fund operate?

- The Fairheads Member Guide (see Annexure 5 – PDF) can be consulted for details. This can be provided to the Beneficiaries/Guardians also.

15. If the Dependants/Beneficiaries have a query on the Fairheads Beneficiary Fund who do they contact?

- The Call Centre on 086 010 2919
- Their Cape Town Office on 021 410 7998
- Email them on faibf@fairheads.com
- Note that the Call Centre is available in all official 11 languages