



MAKING A DIFFERENCE

ICTS Tracing Services

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Private and Confidential

For Attention: The Board of Trustees

Date: 3 July 2017

ICTS Tracing Services Proposal

ICTS Tracing Services is an independent focused tracing provider to the retirement fund industry. We provide a range of unique services relating to the tracing of former members and beneficiaries of retirement funds.

Since inception, the ICTS Group has invested in new technologies that have greatly increased our operational effectiveness whilst at the same time improving efficiencies. In conjunction with our continuous training and upskilling of staff, these investments have enabled us to remain the industry leader while providing cost-effective products and service offerings.

ICTS Tracing Services is a wholly owned subsidiary of Investment Consulting and Trustee Services. We have extensive knowledge about the retirement fund industry whilst complying with governance and compliance principles, giving trustees peace of mind.

Our clients include the retirement fund administrators, life offices, pension and provident funds. We understand that a positive trace is the single most important result, and in doing so have established a formidable reputation as a tracing company within the retirement fund industry.

ICTS Tracing Services has been built by establishing long-term relationships with its clients. We recognize that every client is unique and faces a different set of challenges. Understanding the needs of our clients and the retirement fund industry, we take the time to focus on how our solution can provide the maximum benefit to our clients.

When you choose ICTS Tracing Services as your business partner you'll be working with a highly trained team that understands your Fund needs and the issues you face. We are committed to providing you with the latest technologies, proven systems and service excellence.

ICTS Tracing Services is BBBEE Compliant and is a Level 1 Contributor.

We are also proud to announce that our commitment to provide an exceptional service has been given recognition by being awarded the Tracing Agent of the Year Award for 2013 – 2016.



Services

ICTS Tracing Services provides the following services to retirement funds and administrators:

1. Validated Trace Only – Level 1
2. Validated Trace with Document Collation – Level 1
3. Investigative Trace Only – Level 2
4. Investigative Tracing with Document Collation – Level 2
5. Confirmation of Deceased – Date of Death – Level 1
6. Bank verifications

Validated Trace Only

We are able to provide the client with the verified contact details of the former member in order to facilitate effective communication. An important aspect of our tracing service is that we clearly establish via our verification process that the person we traced is the correct person and a former member of the fund. Quality control of the information provided is supported by encrypted telephone recordings.

Validated Trace with Document Collation

Once a member has been traced, we are able to distribute the claim form and collate the members' responses. This entails security protocol to prevent fraudulent claims on the fund and active follow ups with those members whose documents are outstanding. We are able to handle the distribution and collation of documents on a large scale and we will provide the client with a "Ready-to-Pay" document.

Investigative Tracing

When a former member is untraceable on the basic trace, or we have established that the former member is deceased or emigrated, we can offer the client an Investigative Trace. It is an in-depth trace which requires experienced personnel to locate and provide verified details of the former member or their beneficiary. This type of tracing is only conducted upon approval from the trustees. The fund has the option of the contact details trace or the trace with document collation.

Confirmation of Deceased Members

We will ascertain whether the person traced is deceased and will provide the client with a validated date of death. A deceased trace is viewed as a positive trace.

Bank Account Verifications



We are able to extend our validation service to include the validation of the traced individual's bank account details. We will contact the bank and ensure that the bank details provided are correct and belong to the traced member.

Facts and Figures

- To date we have successfully located over 400 000 former members.
- We have collected over 300 000 completed documents to date.

Site Visits

ICTS believes that we offer superior tracing services and we welcome the opportunity to show clients our operational set-up and systems as well as introduce them to the team. We encourage clients to make use of scheduled site visits.

Costs

Please note that all fees exclude VAT and work on a 'No trace, No fee' basis.

We also offer a 60 (Sixty) day guarantee on traces from the date of report which means that we will retrace a member at no additional cost within 60 days, if the Fund is unable to contact the member on the details provided by ICTS Tracing Services.

1	Validated Trace Only	R200.00 excluding VAT
2	Validated Trace with Document Collection	R325.00 excluding VAT
3	Investigative Trace Only	R1600.00 excluding VAT
4	Investigative Trace with Document Collection	R2000.00 excluding VAT
5	Confirmation of Deceased	R200.00 excluding VAT
6	Bank Verifications	R25.00 excluding VAT

Should you wish to discuss any of our tracing capabilities further, please feel free to contact me.



We look forward to the opportunity of working with you on this project.

Kind regards

Gavin Meiring

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