

## WITHDRAWAL CLAIM FORM

FOR USE WHEN LEAVING YOUR EMPLOYER DUE TO RESIGNATION, RETRENCHMENT OR DISMISSAL

Please complete accurately, using CAPITAL/BLOCK LETTERS in blue or black ink. Tick (✓) blocks where appropriate. Return the completed form to your HR office. Please note that FULL COMPLETION OF ALL SECTIONS is necessary to ensure the processing of your claim.

### THE FOLLOWING SECTIONS ARE TO BE COMPLETED BY THE EMPLOYEE (MEMBER) IN THE EVENT OF RESIGNATION, RETRENCHMENT OR DISMISSAL

This form aims to explain your options related to your ISASA Pension or Provident Fund retirement savings to help you in your planning for a **happy retirement**. You will need to make an election regarding how you would like to handle your accumulated retirement savings when leaving your employer.

#### SECTION A RETIREMENT SAVINGS PRESERVATION WHEN LEAVING YOUR EMPLOYER (Resignation, retrenchment or dismissal)

Title

Surname

First name(s)

**This is an important decision that affects the rest of your life:**

- The ISASA Pension or Provident Fund Rules allow for you to select one of a few options regarding your retirement savings when you leave your employer.
- The option that you select will have an impact on your total accumulated retirement savings, and therefore on your ability to retire happily.



- Your retirement savings have been built up through your hard work over time. It is therefore important that you understand your options and make the **right decision**.
- For assistance or for more information on your options, please contact your financial adviser. If you do not have a financial adviser, you can email **membersupportservices@oldmutual.com** or send a **FREE SMS** to **30886** (please type "ISASA, your name, surname and ID number" in the body of the message) and one of our Old Mutual consultants will call you back within 48 hours. Alternatively, you can call 0860 38 88 73 (Sharecall) for assistance.

Please complete the following infographic accurately:

This exercise is important to assist you to calculate whether you are on track for a happy retirement, or whether you should continue saving. Correct completion will assist you to decide how to deal with your retirement savings. Please note that ISASA Pension and Provident fund and your HR personnel have access to all salary and savings information required below.

1. If I wanted to retire at age 55, I would need roughly:

2. So far, I have saved:

3. What I currently have is:

4. Based on my answer to (3) above:

in order to retire happily.

The above exercise provides a quick overview but should not be seen as completely accurate. Please contact a financial adviser for a more detailed review of your financial position. If you do not have a financial adviser, you can **email [membersupportservices@oldmutual.com](mailto:membersupportservices@oldmutual.com)** or send a **FREE SMS** to **30886** (please type "ISASA, your name, surname and ID number" in the body of the message) and one of our Old Mutual consultants will call you back within 48 hours. Alternatively, you can call 0860 38 88 73 (Sharecall) for assistance.

## SECTION B: ISASA PRESERVER (Preserve your benefit within the ISASA Pension Scheme or Provident Fund Scheme)

### KEY ADVANTAGES OF ISASA PRESERVER:

- **Keeps your retirement plan on track:** Your retirement savings will remain invested, while allowing you investment choice and flexibility.
- **Fuss-free and convenient:** Avoids the admin associated with transferring to another fund.
- **Keeps your options open:** Although you should do everything possible to keep your retirement savings invested, we understand that this is not always possible. Therefore, you will have access to your savings to take in cash, or to transfer to another retirement fund.
- **Gives you time and flexibility to make good choices:** Since your retirement savings will continue growing you can take the time to decide exactly how to invest them; it also affords you additional time to speak to a financial adviser.
- **ISASA Preserver** is the preservation option of choice by the Trustees.
- Please indicate below if you would like to transfer your retirement savings into **ISASA Preserver** and continue your planning for a **happy retirement**.
- If you would like to make an alternative decision please proceed to Section C ("ALTERNATIVE REINVESTMENT OPTIONS").

☐ TRANSFER TO ISASA PENSION OR PROVIDENT FUND PRESERVER



## SECTION D COURT ORDERS (Compulsory to complete)

Do you have any divorce order(s) and/or maintenance court order(s) against your benefit? Yes ☐ No ☐

If "Yes", please attach:

- original certified copy/copies of the relevant court order(s); and
- in the case of divorce court order(s), contact details of your former spouse/s (if not already supplied to Old Mutual).

## SECTION E BANKING DETAILS (Compulsory to complete for all benefit options)

Name of account holder

Bank name  Branch name

Account number  Branch code

Type of account: ☐ Cheque Account ☐ Savings Account

## SECTION F MEMBER'S PERSONAL DETAILS (All members to complete in full)

Identity number  Date of birth

Income tax number  (compulsory where member has worked in South Africa)

Passport number  (where no South African ID number is available)

Country of issue

### CONTACT DETAILS

Telephone number\* Code  No.

Cellphone number

Email address\*

**Residential address**

Unit number  Complex name

Street number

Street name

Suburb

City/Town  Code

**Postal address** (complete only if different from residential address)

Code

\* Insert the details at which you will be contactable after leaving this employer.

## SECTION G DECLARATION BY MEMBER (All members to complete)

I fully understand the options in terms of the Rules of the ISASA Pension & Provident Fund.

- I have sought financial advice where I have been unsure of my options. I understand that if I still require assistance, I can **email** [membersupportservices@oldmutual.com](mailto:membersupportservices@oldmutual.com) or send a **FREE SMS to 30886** (please type "ISASA, your name, surname and ID number" in the body of the message) and one of our Old Mutual consultants will call me back within 48 hours. Alternatively, I know I can call 0860 388 873 (Sharecall) for assistance.
- I confirm that I fully understand the decision that I am making and the implications thereof. I am aware of the consequences that this decision could have for my future and for my prospects of retiring happily and comfortably.
- I certify that all particulars furnished in this form and in the accompanying documentation are true and correct.
- For retrenchment benefits: I understand that I will lose the tax concession if I have elected to transfer a retrenchment benefit to another fund.

Member's signature

Date

## THE FOLLOWING SECTIONS ARE TO BE COMPLETED BY THE EMPLOYER

### SECTION H PARTICIPATING EMPLOYER'S BUSINESS DETAILS

Name of employer			
Contact person's name			
Telephone number Code		No.	
Cellphone number			
Email address			
Contact branch			

### SECTION I PARTICIPATING EMPLOYER'S SCHEME DETAILS

Scheme code	
Member's ISASA Pension or Provident fund reference number	

### SECTION J MEMBER EXIT DETAILS

Date of withdrawal		Final contributing month	
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#### Amount of final contribution:

Employee		Employer	
R		R	

#### TYPE OF WITHDRAWAL

<input type="checkbox"/> Resignation	<input type="checkbox"/> Retrenchment	<input type="checkbox"/> Dismissal
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**Note:** Be aware of the Rules of ISASA Pension Scheme and Provident Fund as the member may already be eligible for retirement benefits.

#### REMUNERATION DETAILS

Final GROSS <b>annual</b> pensionable salary at date of exit	R	
Final GROSS <b>annual</b> taxable salary at date of exit	R	

#### PRIOR CLAIM

Is any Prior Claim payable?	YES	<input type="checkbox"/>	NO	<input type="checkbox"/>
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**If "YES", complete a Prior Claim Form and attach it to this form.**

**You can obtain the Prior Claim Form online from [www.isasapensionfund.co.za](http://www.isasapensionfund.co.za) or by phoning the service centre on 0860 45 54 55.**

### SECTION K DECLARATION BY PARTICIPATING EMPLOYER

I,  the undersigned,  
hereby certify that:

- I am authorised to sign this form; and
- all particulars furnished in this form and accompanying documentation are true and correct.

Signed on behalf of employer

Designation

Date

COMPANY STAMP

## COMPLIANCE WITH THE PROTECTION OF PERSONAL INFORMATION ACT (PPI, POPI)

Old Mutual ISASA Pension or Provident fund scheme may collect, use and share your personal information for the following purposes:

- To administer your membership of the Old Mutual SuperFund;
- To provide you with information about offerings that will support and enhance your retirement benefits;
- To provide products or services to you, to carry out the transaction you requested and to maintain our relationship;
- For underwriting purposes;
- To assess and process claims;
- To conduct credit reference searches or verification;
- To confirm and verify your identity, address or banking details;
- To verify that you are an authorised user for security purposes;
- For maintaining the accuracy of your personal information;
- For operational purposes, and where applicable, credit scoring and assessment and credit management;
- For purposes of claim checks (e.g. the Industry Life and Claims Register);
- For the detection and prevention of fraud, crime, money laundering or other malpractice;
- To trace you where you are uncontactable;
- To conduct market or customer satisfaction research or for statistical analysis;
- For audit and record keeping purposes;
- For social responsibility purposes;
- In connection with legal proceedings;
- Sharing information with your employer (its intermediary/broker), your intermediary/broker (when applicable), service providers we engage to process such information on our behalf or who render services to us. These service providers may be abroad, but we will not share your information with them unless we are satisfied that they have adequate security measures in place to protect your personal information;
- To comply with legal and regulatory requirements or industry codes or when otherwise allowed by law.

You agree that we may view, search and update your information and you further agree we may, where required, process your special personal information (and share this information with relevant third parties) in order to achieve a purpose set out above.

You warrant that when you give us personal information about third parties, this information is accurate and correct, and you have received their permission to share their personal information with us.

You confirm that if you are giving consent for a person under 18 (a minor) you have the required authority to do so.

We may transfer your personal information to another country for processing or storage. We will ensure that anyone to whom we pass your personal information agrees to treat your information with the same level of protection as we are obliged to.

You may access the personal information that we hold about you and may also request us to correct any errors or, under certain circumstances request us to delete this information. In certain circumstances, you have the right to object to the processing of your personal information. To do this, simply contact us at the numbers/addresses listed below and specify what information you would like or if you have any questions about this Notice, please contact us at:

- ISASA Pension and Provident fund scheme service centre 0860 455 455
- [isasa@oldmutual.com](mailto:isasa@oldmutual.com)

You have the right to complain to the Information Regulator, whose contact details are:

- [www.justice.gov.za/inforeg/index.html](http://www.justice.gov.za/inforeg/index.html)
- General enquiries: [enquiries@inforegulator.org.za](mailto:enquiries@inforegulator.org.za)

Complaints (complete POPIA/PAIA form 5)

- [paiaacomplaints@inforegulator.org.za](mailto:paiaacomplaints@inforegulator.org.za) should your PAIA request be denied or there is no response from a public or private bodies for access to records you may use this email address to lodge a complaint.
- [popiacomplaints@inforegulator.org.za](mailto:popiacomplaints@inforegulator.org.za) should you feel that your personal information has been violated, you may use this email address to lodge a complaint.