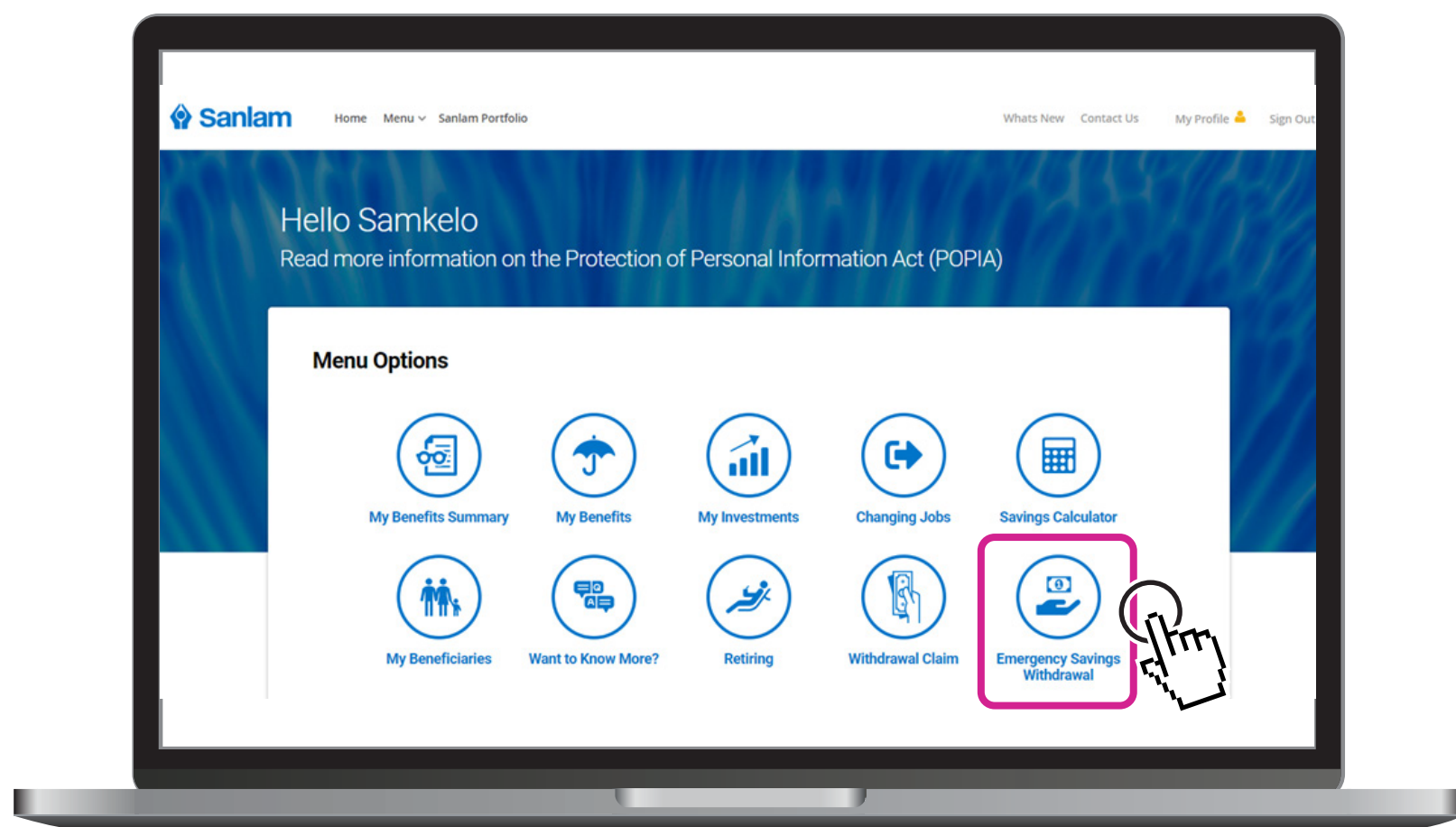


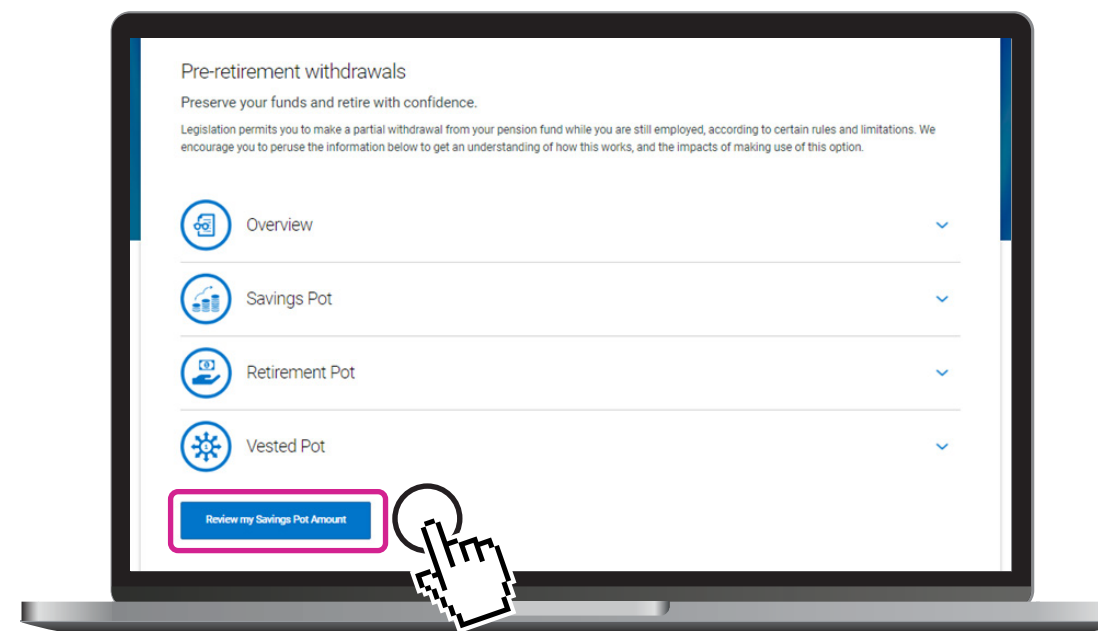
How to make an Emergency Savings Pot withdrawal

1

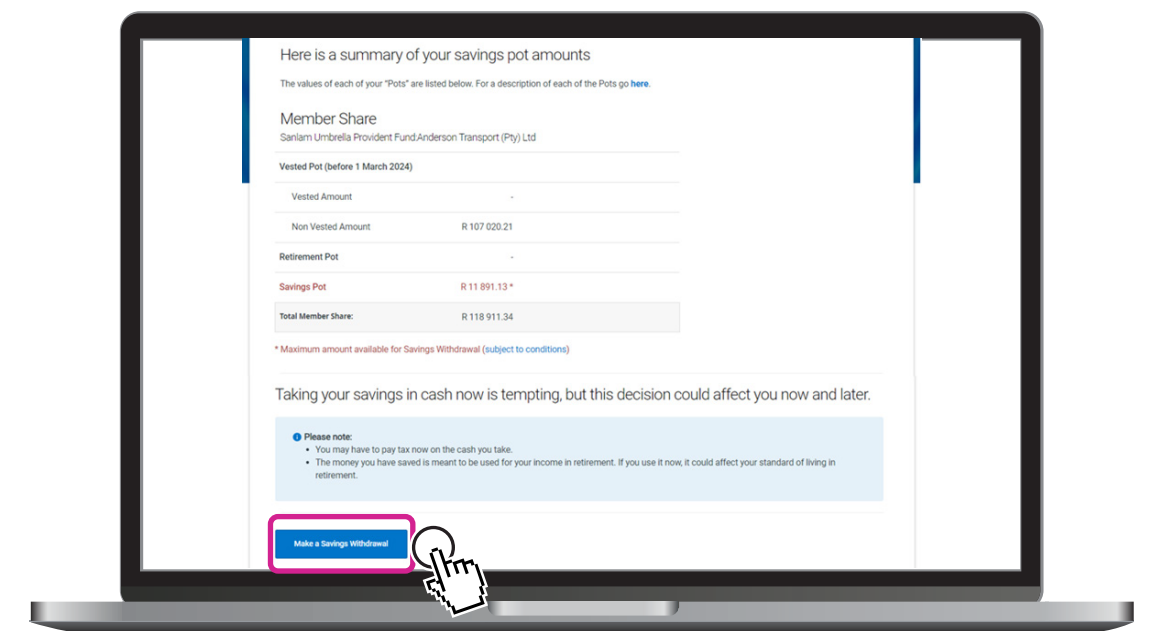


To make a withdrawal, click on the **Emergency Savings Withdrawal** icon.

2

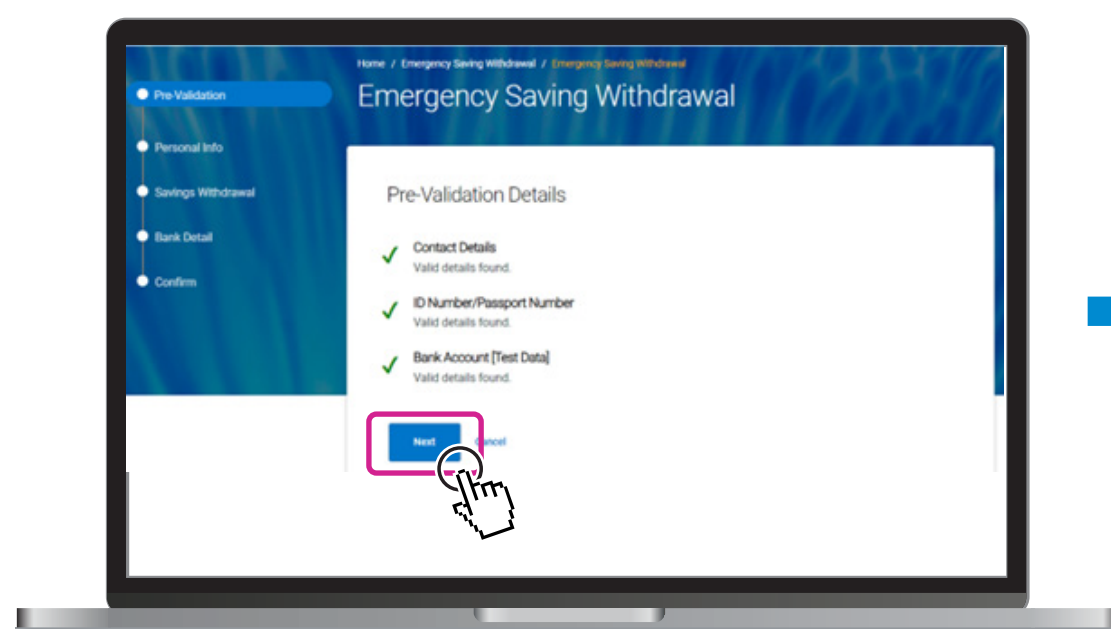


To see the balance in your Emergency Savings Pot, click on **Review my Savings Pot Amount**.

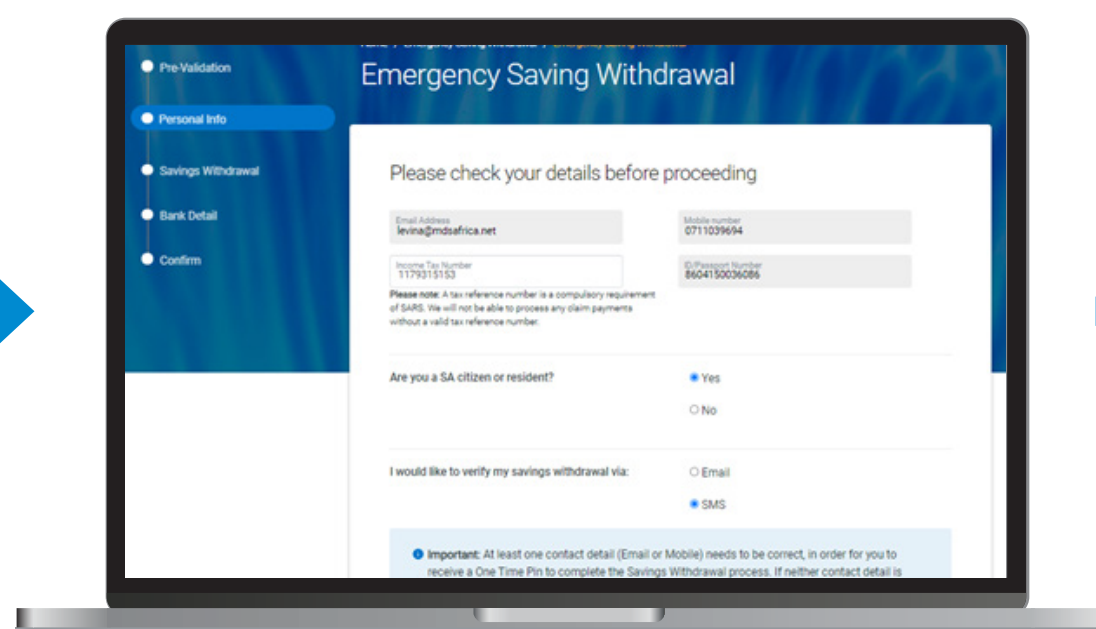


These are the balances in each of your pots. If you have more than R2 000 in your Emergency Savings Pot, you can make a savings withdrawal. Click on **Make a Savings Withdrawal**.

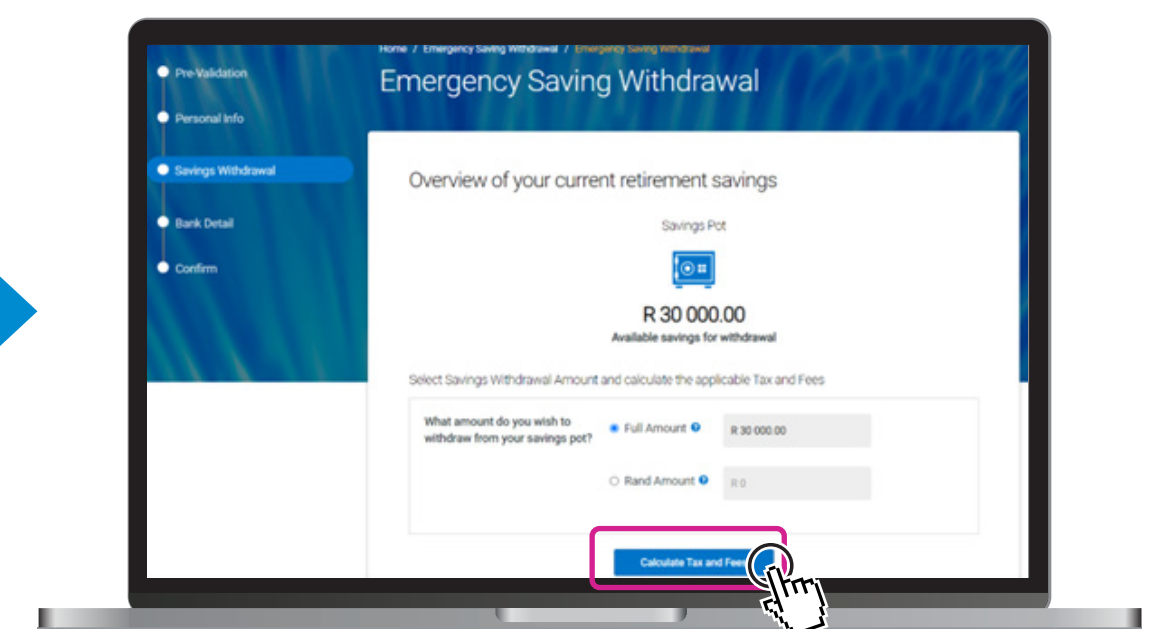
3



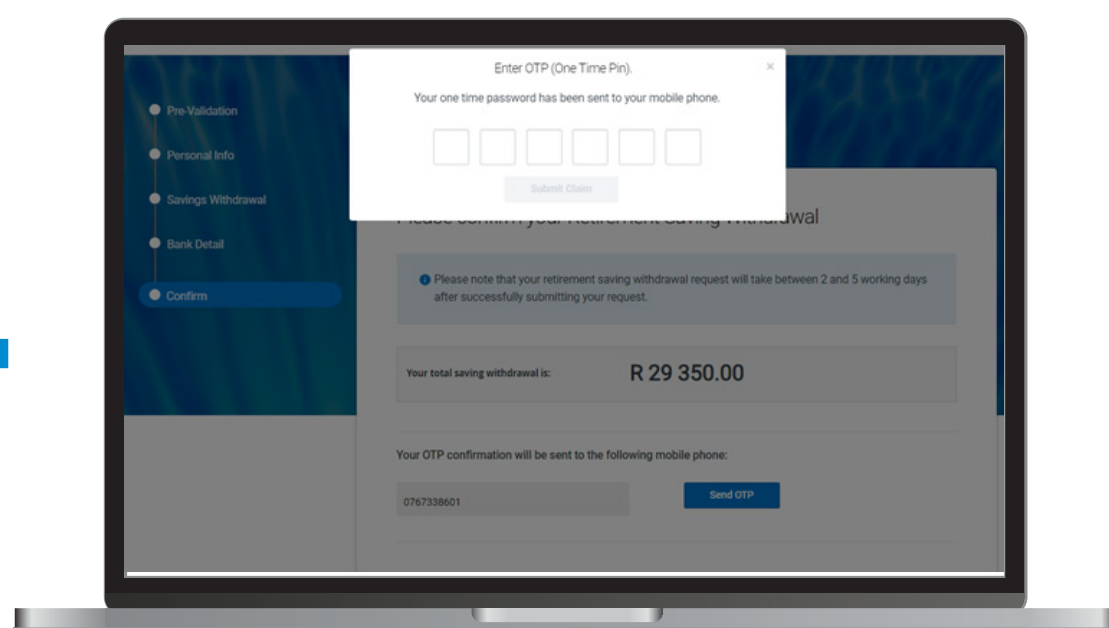
This shows that your contact and bank details have been validated. Click **Next**.



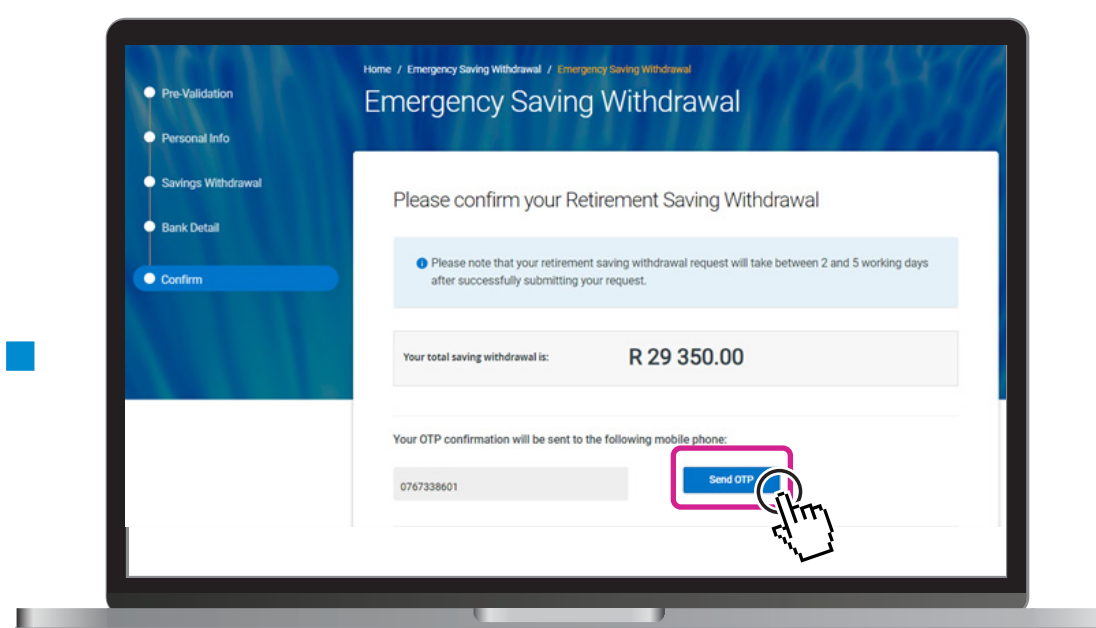
Check your details on the screen. Confirm if you're a SA citizen or resident and if you want to verify your savings withdrawal via email or SMS.



Indicate the amount you want to withdraw. This can be the full amount available or enter a Rand amount. Click **Calculate Tax and Fees**.

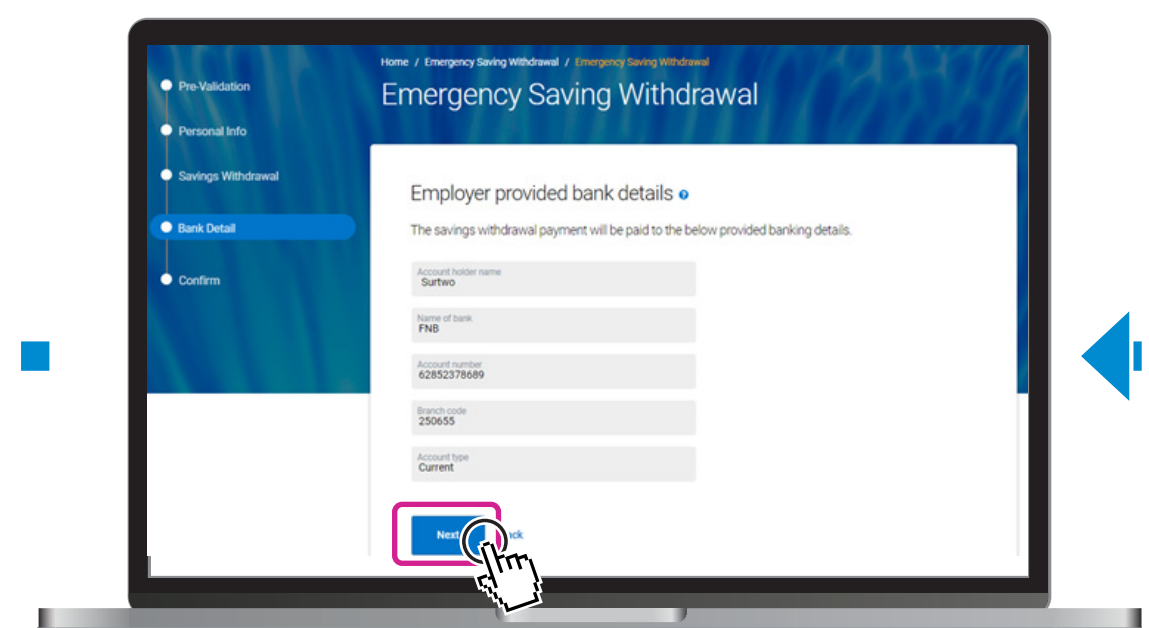


Enter the OTP that was sent to your mobile number via SMS.

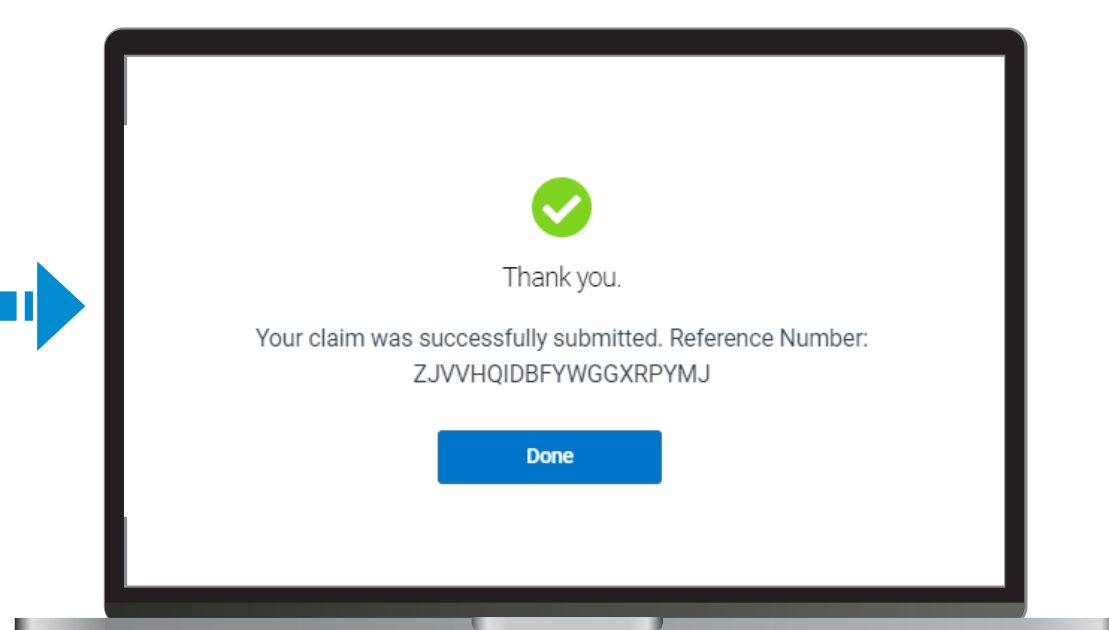


This is the amount that will be paid to you after tax and fees have been deducted. Note: Your claim will be processed by Sanlam within 2 to 5 working days. You will only be paid once SARS has issued a tax directive, which could take up to one month.

If your mobile number is correct, click **Send OTP**.



If your bank details are correct, click **Next**.



If the OTP is correct, you will get confirmation that your claim was successfully submitted. Keep your unique reference number handy for any queries during the savings withdrawal process.

If you need help, please contact the SC Client Care on:
SCClientCare@sanlam.co.za
 or send a WhatsApp or call on: 0861 223 646 from 8am- 5pm Monday to Friday excluding public holiday