

PRETORIA OFFICE

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REGIONAL OFFICE

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Reg no. 35064

Complaints Procedure

Who may lodge a complaint?

Any member or member beneficiary may lodge a complaint about any aspect of the Fund's service delivery.

How to lodge a complaint:

- Submit an online complaint by making use of the "Contact us" link on our website.
- Contact the Manager Fund Administration at the branch where the incident occurred.
- Fax us or write to us.

Please provide us with the following details:

- Full details of complainant (name, surname, postal address, telephone number, fax, email address).
- A brief description of the nature of the incident.
- The branch name where the incident occurred.
- The complainant's expected outcome.

Once a complaint has been lodged:

The time frame to resolve the complaint in terms of the Fund's service level standards, are 30 days from the date of receipt.

In the event where the complaint cannot be resolved within the prescribed time frame, the customer will be informed of the planned action within 5 working days, from the date of receipt.

If the complainant is not satisfied with the outcome, he/she may lodge a complaint with the Pension Funds Adjudicator at:

4th Floor Riverwalk Office ParkBlock A, 41 Matroosberg Road

Ashlea Gardens, Extension 6

Pretoria

0181

Tel: 012 346-1738

Board of Trustees effective 1 November 2020: Mr C C K Antonio (Chairperson of Board of Trustees); Mr L Geldenhuys (Chairperson of Investment Committee); Ms M C Makgalemele (Chairperson of Communications Committee); Mr N J Nkuna (Chairperson of Legal Committee); Mr N C Cindi; Mr J M Dodo; Mr S J Mpembe; Mr L Mphuthi; Mr L R Nani; Mr P R Nolutshungu; Mr E A Schutte

Principal Executive Officer: Mr L Ndawana