



The Alexander Forbes Trust

English | IsiZulu | Sesotho



alexforbes.com

alexforbes

insight • advice • impact

Welcome!

You are now a member of The Alexander Forbes Trust (the Trust).

- 
Getting to know the Trust
- 
Applying for other expenses
- 
Regular communication
- 
Valuable discounts on day-to-day goods
- 
Questions and answers
- 
Important words to understand
- 
Complaints



Contact us!



Telephone number:

0860 033 268 or +27 (0)21 410 7900

Fax number: +27 (0)21 410 7997/7504/7505

Send all your documents to:

Email address:

aft@fairheads.com

Physical address:

15th Floor, 2 Long Street, Cape Town, 8001

Postal address:

PO Box 4994, Cape Town, 8000

The Trust's main aim is to ensure that your educational needs are taken care of, and your money is managed in the best way possible so you can have peace of mind.

Getting to know the Trust

You are here

Let's navigate you through some important questions to help you to understand the Trust.

What is a Trust?

The Trust takes care of money you receive as a result of the death of a loved one. You have a professional person managing your money to make sure it is protected and lasts as long as possible. These professionals (trustees) always have your best interests at heart.



Why is my money in the Alexander Forbes Trust?

When an employee or a member of a retirement fund passes away, the employer or the trustees of the retirement fund can decide to put your share of the death benefit in the Alexander Forbes Trust. The Trust protects your money until you reach the age that is specified on your beneficiary certificate when you have to leave the Trust or there's no more money left in your account.

How do I get money out of the Trust?

- 1. As an income:** regular monthly income payment
- 2. Other expenses over and above the regular income:** this has a limit and must be applied for

How do I apply for money if I have other expenses?

You can apply for money for expenses like transport, uniform, books and so on, as long as you haven't reached your limit for the year. This "limit" for other payments is calculated every year to make sure your money lasts for as long as possible. Contact our offices to find out what your limit for the year is.



What exactly does the Trust do for me?

The Trust receives, manages and invests your money to make it last as long as possible. It also ensures your money is used to pay for your:



education



day-to-day expenses



personal growth



general wellbeing

How is my money grown in the Trust?

The trustees of the Trust have chosen investments that will help your money grow so that it can pay for your needs. Your money is invested in unit trust portfolios managed by Alexander Forbes Investments. The administrator, Fairheads Benefit Services, will send you a financial statement and an investment report every year to show you how your money has been managed.

This is how you apply for other payments



EDUCATION

If you need money for your education, please send us:

1. an invoice, statement or letter from the school, college or university on their letterhead with their stamp, showing:
 - your name (beneficiary)
 - grade, course or standard
 - a detailed breakdown of fees
2. most recent report card
3. bank account details of the school, college or university
4. the name of a contact person at the school, college or university, their telephone number, fax number and email address
5. a list of each item and prices for the school uniform, stationery and textbooks
6. written confirmation of transport expenses such as a letter from the transport company on their letterhead, listing the amount per month and the months to be included



Note: School fees take priority over other requests

Uniform requests are only granted every two years

The trustees are responsible for approving all payment requests



MEDICAL EXPENSES

For medical expenses, please send us a formal statement from the medical practice with a valid practice number



OTHER EXPENSES



For other expenses such as clothing, transport, school uniforms or books as the need arises, please send us:

- a signed letter explaining the request from the guardian, caregiver, or beneficiary who is over 18, as applicable
- an invoice, quote or statement supporting the request

How long will it take to receive the payment?

15
working
days

Peak times

December and March

Approximately 15 working days* from the date that we receive all required documents

10
working
days

Off-peak times

April to November

Approximately 10 working days* from the date that we receive all required documents

Remember, we cannot process the payment until all required documentation is received, so to avoid unnecessary delays ensure that all the required paperwork is provided.

*This does not include weekends and holidays.

**Some
important
information
to take note of:**



- All payment requests depend on the amount of money you have available
- Always write your address and cellphone number, and sign the application
- Write your unique reference code from your beneficiary certificate on all applications:
AFT - XXXXX/00000
- Apply for education expenses at least one month before the payment due date to avoid delays
- Large payments for other expenses will reduce your investment value and your monthly income payments



The Trust communicates with you regularly

At the beginning, to confirm that your trust account is opened

You get a welcome letter, a beneficiary certificate and this beneficiary guide when your trust account is opened.

At the beginning

1



2

Every year

Every year to confirm that you are still alive
A security check is done at least once a year

You can call us on
0860 033 268

Or you can send us a certificate of existence by August every year

This certificate needs to be signed by you and another person that you trust (witness)

Why?

- 1 So that we know that you are still alive and we need to continue your payments
- 2 To prevent fraud

Over and above your yearly security checks

Every few years we may ask you to send a *certificate of existence form*, if you have not sent one in that year, for the additional security of your trust account. We will explain the process to you in the your covering letter that comes with the *certificate of existence form*.

Every couple of years

3

4

Certain applications

Sometimes, when you apply for money that isn't covered by your regular income

When an extra payment is made from your trust account, you may get a letter or sms to confirm the payment.

When you run out of money

If your money runs out before you reach the age of 18, we'll notify you that your trust account will be closed.

When you run out of money

5

Reaching the end date

If you reach the end date and you still have money in your trust account, you'll get a **letter of instruction form** to tell us what to do with the money. Your account will remain open, but the regular payment will be suspended. You'll have two options:

- ⌚ have the remaining money paid out to you OR
- ⌚ keep the remaining money invested in the Trust and for monthly payments to be made into your bank account

Please complete this form and send it back to us, together with a certified copy of your identity document or smart ID card (both sides). It may take up to 20 working days from the day that we receive all required documents for us to action your instructions.

NOTE: You can email or fax us copies of the **letter of instruction** form and your certified copy of identity document or smart ID card (both sides).

6



Alexforbes Rewards

We have partnered with Randgo, a digital shopping mall, to offer guardians and beneficiaries valuable savings and discounts on everyday products and services. The benefit partners and discounts are updated every month for a truly dynamic and exciting online shopping experience.

Here's what you can get:

Supermarket coupons



The coupon solution features rand value discounts from leading supermarket chain stores: Shoprite, Checkers, Checkers Hyper, and Pick n Pay.

Travel deals



Access to special deals on accommodation and holiday packages, no matter what the season.

Discounted airtime



Benefits for Beneficiaries ensures beneficiaries stay connected with convenient access to airtime at discounted rates.

Wellness coupons



The wellness coupons offer the perfect balance of products and services to create a truly customised well-being solution.



Smart shopping

tip #1:

These benefits are also available on your cellphone using USSD. There's a much wider range of benefits available on the online platform. Beneficiaries and guardians stand a chance of winning prizes for downloading vouchers!



Smart shopping

tip #2:

We will need your ID or passport number as well as your email address or cellphone numbers to register you for the online shopping adventure.

We take data protection seriously

We comply with legislation that protects data and personal information like the Protection of Personal Information Act.



Most common questions and answers

WHAT happens if the guardian's contact details change?

The guardian must send us a letter or email with their new contact details and your unique reference code from your beneficiary certificate. The letter or email must be signed by the guardian, or by the beneficiary if they are over 18, as applicable.

WHY should the beneficiary apply for an identity document (ID) as soon as possible?

As soon as they turn 16 years old, the beneficiary should apply for an ID at the nearest Home Affairs office to avoid fraud and also to allow for easier payouts. Please send us a copy of the beneficiary's ID as soon as you get it.

WHAT happens if the banking details change?

Send us a copy of the guardian's bank statement or the beneficiary's bank statement if they are over 18, as applicable.

WHAT happens if I choose not to receive a monthly income payment because I want to save the money in the trust account?

Send us a request in writing and explain how your day-to-day expenses will be paid for.

WHAT happens if the guardian changes or dies?

Contact Fairheads Benefit Services immediately on 0860 033 268.

Can I ask a family member or friend to call the Trust on my behalf?

No, unless you've informed the Trust that they have permission to get information about your trust account.

WHAT happens if the beneficiary dies before the end date when they have to leave the Trust?

The rest of the money in the trust account will be paid into the deceased's estate.



Important words for you to understand



Beneficiary (or member)

A person whose money is transferred from an employment-related policy or a retirement fund to the Alexander Forbes Trust.

Caregiver

A person who is not the guardian or parent but is responsible for taking care of a minor child, or an adult with mental disabilities.

Dependant

A person, like a child or a spouse, who the deceased was responsible for supporting.

Guardian

A parent, grandparent or another person appointed by the court, to take care of a child who is younger than 18.

Late member

A person who died while he or she was still a member of a retirement fund.



Trustees

People who are in charge of protecting your money and making sure that it is properly managed.

Trust account

This is an account opened for a beneficiary of a late member.

Death benefit

The money that is paid out when an employee or member of a retirement fund dies.

Limit for other payments (annual capital limit)

The yearly limit of how much money you receive for other payments, other than the regular monthly income.

Other payments (ad hoc payments)

Payments that are separate from monthly expenses and are made at the time when they are needed (such as school fees).



Regular monthly income payment

Payments made every month to a guardian, a caregiver, or a beneficiary who is over the age of 18, to cover day-to-day expenses.

Certificate of existence

A form that is used to update your information and to confirm that you're alive.

Termination date

The date a beneficiary reaches the age of 18 or the date written in the beneficiary's beneficiary certificate.

Security check

A list of security questions we ask an individual to confirm that we are talking to the right person before we can share information about a beneficiary's account.

Unique reference code

We use your unique reference code to identify your file. It will appear in all letters and forms you get from us and starts with (AFT-XXXXX/00000). Use this number whenever you communicate with us.

Complaints

If you're unhappy with any aspect of our service, please let us know as soon as possible by using these contact details:



The Complaints Officer

The Alexander Forbes Trust
PO Box 4994, Cape Town, 8000

Email: complaints@fairheads.com

Fax: +27 (21) 410 7997/5877

Telephone: 0860 033 268 or +27 (0)21 410 7900
(if you are calling from outside South Africa)

Who to contact if your complaint is not answered within three weeks

The trustees of The Alexander Forbes Trust
Fairheads Benefit Services (Pty) Ltd
PO Box 4994, Cape Town, 8000

Fax: 021 410 7997 **Email:** aft@fairheads.com

What to include in your complaint

Because we want to address your complaint as quickly as possible, it helps if you can give us all the relevant information. This is the type of information we need to know:

- > Your full name and contact details such as your telephone numbers and email address. Please indicate whether you would prefer us to call you back or email you when we respond to your complaint.
- > Your unique reference code which begins with AFT-XXXXX/00000 or your identity number to help us make sure we are accessing the right person's records.
- > Details about your complaint:
 - Who you've dealt with and when if you have this information
 - What you'd like us to do to make things right for you
- > Your permission for us to use all the information you have given us to resolve your complaint.

What we will do

We will attend to your complaint as quickly and fairly as possible. If we find that it isn't a simple issue, we will keep you updated while we work on it. We will:

1 Let you know who your complaint liaison person will be:

Within 24 working hours of receiving your complaint, we will let you know that we have it and who your liaison person will be.

2 Resolve your complaint:

Immediately if we can – wherever possible. It is our aim to resolve your complaint immediately and give you feedback at the same time.

Within ten working days

We will do our very best to resolve it within ten working days and give you feedback.

Within the legislated time limit

Some complaints may be complex and involve many issues. In such cases, if we aren't able to resolve the matter within five working days, we will do so within the timeframe stipulated in the relevant legislation (which is generally 30 working days). We will keep you regularly updated so that you know exactly who is taking ownership of your complaint. We will follow through on the complaint to its completion.

You have a right to send your complaint to any of the following regulators if you're not satisfied with the progress or resolution of your complaint after 30 working days:

The FAIS Ombud

PO Box 74571
Lynnwood Ridge
0040

Telephone: 012 470 9080

Email: info@faisombud.co.za

Website: www.faisombud.co.za



The Consumer Goods and Services Ombud

PO Box 3815
Randburg
2125

Telephone: 0860 000 272

Fax: 086 206 1999

Email: info@cgso.org.za

Website: www.cgso.org.za



Contact us!

Call centre:

021 410 7900 or 0860 033 268

Fax number: 021 410 7997 / 7504 / 7505

Send all your documents to:

Email address:

aft@fairheads.com

Physical address:

15th Floor, 2 Long Street

Cape Town, 8000

Postal address:

PO Box 4994, Cape Town, 8000

Where to visit us

Alexander Forbes Trust and Beneficiary Fund Services

Alexander Forbes
115 West Street,
Sandton, Gauteng, 2146

Tel: 011 269 0180/0380

Fairheads Benefit Services – Administrator

15th Floor, 2 Long Street
Cape Town, 8000

Tel: 021 410 7900 / 0860 033 268

Other Alexander Forbes offices

Durban

Alexander Forbes Place,
10 Torsvale Crescent,
Torsvale Park
La Lucia Ridge Office
Estate La Lucia,
KwaZulu-Natal

Tel: 031 573 8000

Fax: 031 573 8311/2

Port Elizabeth

256 Cape Road
Greenacres
Port Elizabeth
6045

Tel: 041 392 8300

Fax: 041 392 8794

East London

Shortmill House
1st Floor, Quarry Office Park
Quartzite Drive
Selborne

Tel: 043 701 4800

Fax: 043 721 0028

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Plot 203
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Gaborone, Botswana

Tel: +267 365 1900

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Swaziland, Mbabane

Swaziland Employee Benefit
Consultants

2nd Floor Sales House
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Mbabane, Swaziland

Tel: +268 404 8001

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Mozambique, Maputo

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