

HOW TO CLAIM

STEP 1: YOUR DEPENDANTS OR BENEFICIARIES MUST FILL IN A CLAIM FORM

Where to get a claim form:

- www.transportsectorfund.co.za
- Call 011 544 8300 or visit the Sanlam TSRF Walk-in centres in Johannesburg, Durban and Bellville (Cape Town);
- Employer's HR department.

A certified copy of the death certificate must be attached when sending in the claim.

Remember if the funeral claim is for an active member, the death must be reported to the Sanlam Front Office within 3 months from date of death.

STEP 2: GET THE EMPLOYER TO SIGN AND STAMP THE CLAIM FORM

Your employer or HR department will need to sign and stamp the claim form so that the claim can be processed and payment made.

The following is required to finalise claim:

- Completed claim form (all fields!), signed by dependant/beneficiary with date, and signed and stamped by employer with date;
- An affidavit by the member/dependant/beneficiary confirming the relationship to the deceased, i.e. wife or brother;
- Copy of 1 month bank statement showing member/dependant/beneficiary's name, stamped by bank or letter from bank confirming bank details and reflecting member/dependant/beneficiary's name and ID number. If passport holder a letter from the bank confirming valid passport number linked to bank account.
- No payments will be made to a third party's bank account.
- SARS tax number required and for passport holders a letter from SARS linking valid passport number to the SARS tax number;
- Certified copy of member/dependant/beneficiary's ID/ passport.

STEP 3: SUBMIT CLAIM

Submit the signed and stamped claim form with the required supporting documents to members@rflipf-sanlam.co.za. Sanlam will in turn refer approved applications to Bophelo Life for payment.

THE CLAIMS PROCESS

1. All documents are received and verified
2. Bank verification is received;
3. Payment is made.

ROLE PLAYERS INVOLVED IN THE FUND

Sanlam Front Office - they are responsible to ensure contributions are paid by the employer, assist members with enquiries, receive claim forms and make sure they are complete before submitting to Bophelo Life Insurance for processing.

SALT EB Back Office - they receive the contribution schedules from Sanlam and allocate contributions to members' accounts. SALT receives completed claim forms from Sanlam, process and pay these claims. SALT is responsible for the administration of member records and compiling the financial statements of the Fund as well as producing the member benefit statements. SALT is also responsible for the administration of Death and Disability Benefits.

Bophelo Life Insurance Responsible for Funeral Benefits.

FUND DETAILS

Fund no: 12/8/37811
Fund website: www.transportsectorfund.co.za



FRONT OFFICE ADMINISTRATORS

members@rflipf-sanlam.co.za

salt

EMPLOYEE BENEFITS

BACK OFFICE ADMINISTRATORS

Tel: (011) 544 8300
Email: rfinfo@salteb.co.za
FSP: 18929



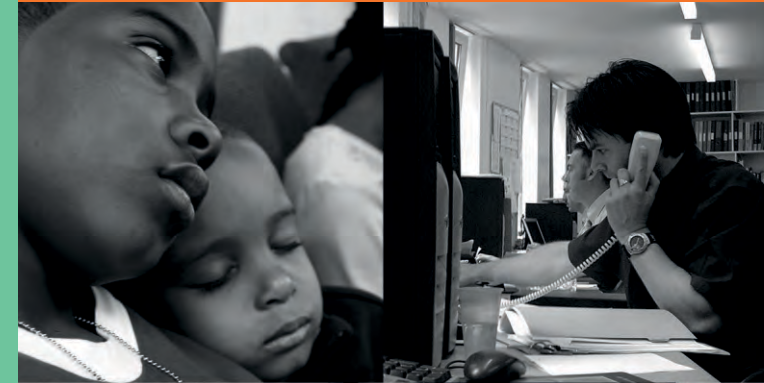
BOPHELO LIFE
INSURANCE

members@rflipf-sanlam.co.za

Disclaimer:

In cases where communications and Fund rules differ, the TSRF Fund rules will apply

FUNERAL BENEFITS



TRANSPORT
Sector Retirement Fund

Moving Towards A Better Future

FUNERAL BENEFITS

FUNERAL BENEFIT

The funeral benefit pays out if you and/or any of your immediate family members die.

WHO IS COVERED?

All active members of the Fund and their immediate family members are covered by this benefit provided contributions are paid on time and are up to date. Part of the money your employer contributes every month pays for this benefit.

This benefit covers up to 6 registered spouses and up to 6 children.

If you exit the Fund you will no longer be covered by or be able to claim for funeral benefits.



REPATRIATION OF MORTAL REMAINS

In the event of the member's death outside of their home town (at least 150 km away), this benefit will pay towards the cost of transporting the deceased to a location in their home town within the territory.







THIS SERVICE INCLUDES:

- Telephonic assistance with the arrangement of funeral or cremation, should the event occur outside the normal place of residence.
- Transferring of ashes to the normal place of residence after cremation within the territory.
- Assistance with obtaining the death certificate should the death have occurred in unnatural or unusual circumstances

All costs to be borne by the Insurer. This cover is applicable to main members only (not family).

FUNERAL BENEFIT COVER

The Funeral benefits are as follows:

	BENEFITS SCALE MAIN MEMBER/ SPOUSE R 50 000
	CHILDREN Aged 14 - 21 years (up to 29 if studying full-time) R 37 500
	Aged 6 - 13 years R 10 000
	Aged 1 - 5 years R 10 000
	Aged 0 - 11 months R 4000
	Stillborn R 3000

FUNERAL CLAIMS

To avoid any payment delays, submit claims as soon as possible.

Funeral claim payments are made within 48 hours after all documents have been received.

DEATH CLAIMS

If the TSRF Fund member has passed away, a death claim must also be submitted by your dependants or beneficiaries.

The death of an active member must be reported within 3 months from date of death, to the Sanlam Front Office (Fund).

NOTE

ACTIVE MEMBER:

A member who is currently contributing to the Fund

IMMEDIATE FAMILY MEMBER:

Your spouse or your children (either biological or adopted)

REGISTERED SPOUSE:

A husband or wife recognised by South African Law