

## **Eskom Pension and Provident Fund Claims process**

### **Death of a Pensioner**

1. The Fund is notified of the death by a family member or via the monthly payroll which does an upload from the Department of Home Affairs.
2. The applicant needs to complete a Death Application form. This form provides information that the Fund requires to load the spouse and/or eligible children.
3. The applicant is to provide the Fund with the relevant supporting documents as indicated on the application.
4. The Fund uploads the application form and documents securely onto the EPPF's administration system.
5. The final pension value is calculated in accordance with the rules of the Fund.
6. The monthly pension values along with any deductions as indicated on the application is loaded.
7. The arrear monthly pension is paid. Thereafter the pension is run by means of the EPPF's payroll system on a monthly basis.
8. A payment letter is sent to the beneficiary(ries) providing them with the details of their monthly pension.
9. A payslip is provided to each recipient of a pension on a monthly basis.

