



# GETTING STARTED MANUAL

*Your guide on how to  
navigate the member app*

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# *Table of* **Contents**

Introduction

Installing the Application

Accessing the Application

Navigating the Application



# *Introduction*

The EPPF Member mobile application has been developed in order to provide members of the Eskom Pension and Provident Fund real time, reliable access to their fund values and other personal information. By installing the application on a smart phone, you will at any time be able to view your information.





# Installing the Application

You will need to own a Smart Phone in order to access the application. Locate the relevant App Store on the phone. Search for the EPPF Member Application. The icon below is an illustration of what you will see on Google Play.

You will use your same log in details that you use for the member portal in order to access personal member records. Alternatively, you can contact the **EPPF Call Centre on the toll-free 0800 11 45 48** to obtain your log in details.

Install

Figure 2

Tap on the “**Install**” icon to load the application on the phone.

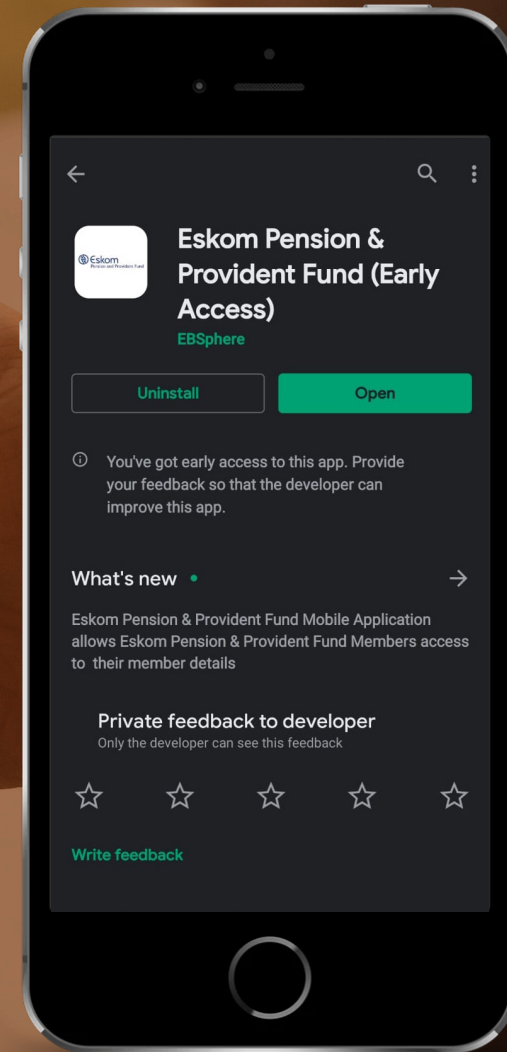


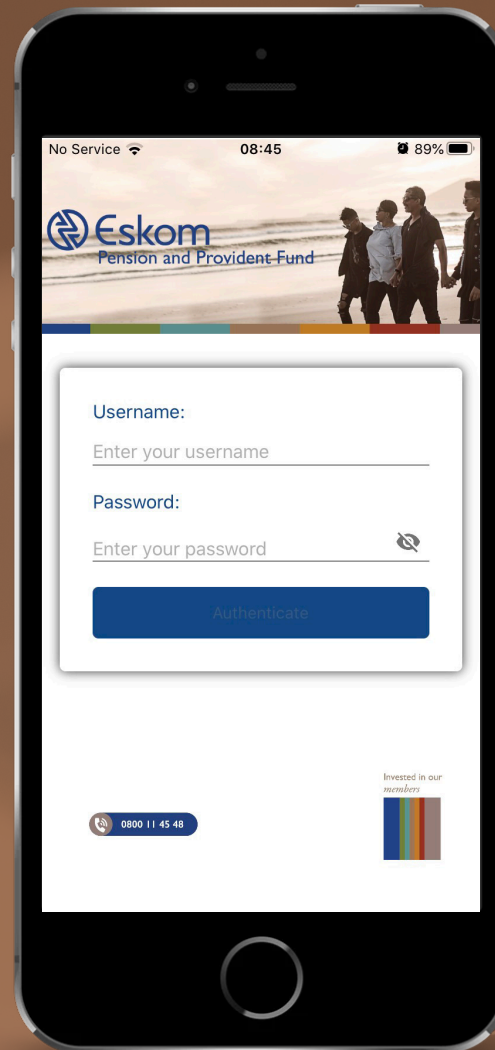
Figure 1

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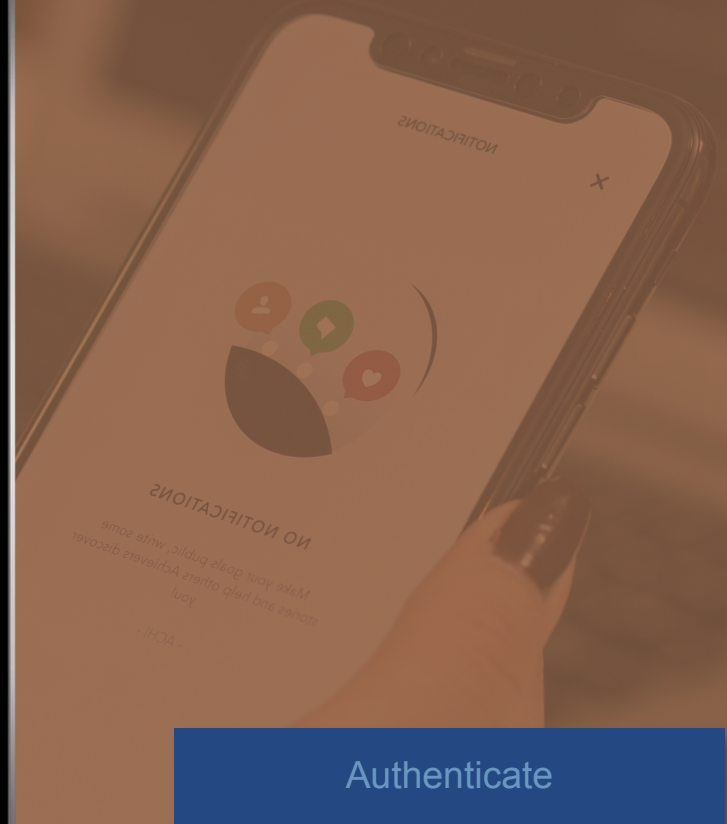
# Accessing the Application

A log in page will appear as per the figure 3.



*Figure 3*

Insert the Username and Password provided and tap on the “**Authenticate**” icon.



*Figure 4*

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# *Navigating the Application*

Once you have successfully logged in, the screen depicted in Figure 5 will appear:

*Figure 5*

You are now able to navigate through the application to view information. In order to view specific information simply tap on the relevant icon.



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# Accessing personal details

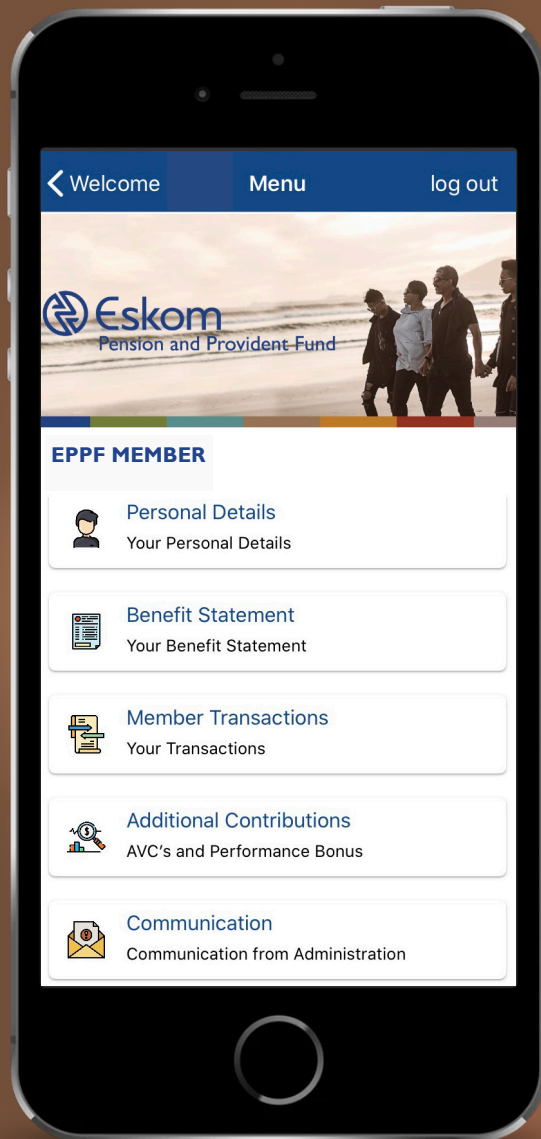


Figure 6

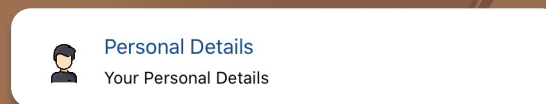


Figure 7

In order to view detailed personal information, tap on the “**Personal Details**” icon.

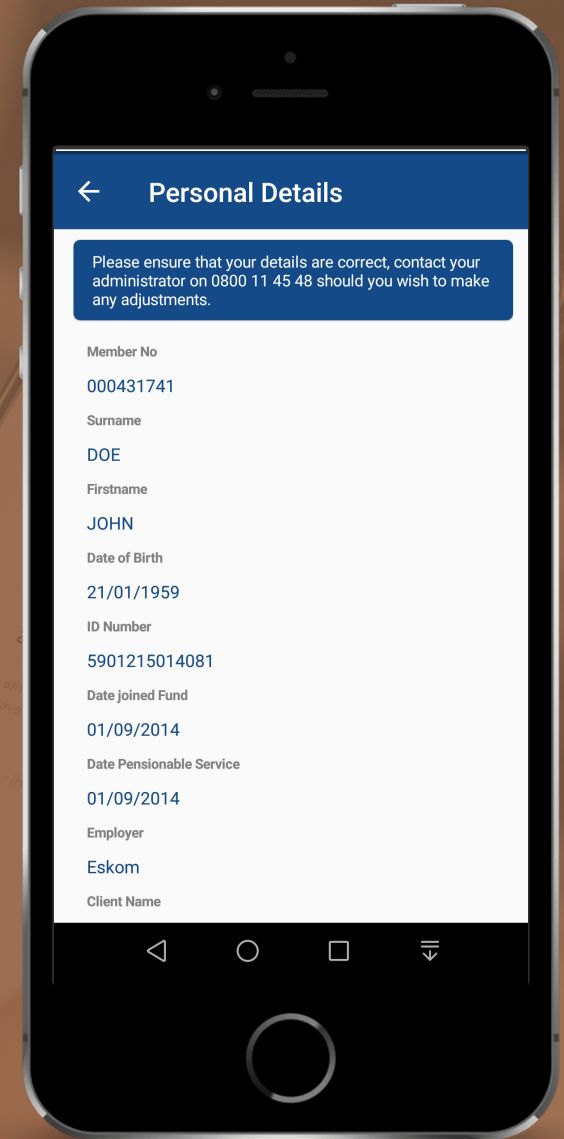


Figure 8

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# Viewing your benefit statements



Benefit Statement  
Your Benefit Statement

Figure 9

In order to view detailed statements, tap on the “**Benefit Statement**” icon.

The tablet screen shows the 'Benefit Statement' app with a blue header bar containing a back arrow and the title 'Benefit Statement'. Below the header are two tabs: 'Summary' (selected) and 'Last Contributions'. The 'Summary' tab displays the following information:

Statement Date:	Category:
26/08/2020	7.3%

Annual Pensionable Salary:	R 432,132.00
----------------------------	--------------

Normal Retirement Date	
Without a lump sum of in cash	
Monthly Pension	26,634.04
OR	
With a lump sum of 1/3 in cash	
Lump sum	1,023,162.46
Monthly Pension	17,756.02

At the bottom of the screen, a partially visible section titled 'III Health Retirement' is shown.

The smartphone screen shows the 'Benefit Statement' app with a blue header bar containing a back arrow and the title 'Benefit Statement'. Below the header are two tabs: 'Summary' (selected) and 'Last Contributions'. The 'Summary' tab displays the following information:

Death In Service	
Lump sum	864,264.00
Surviving spouse with no eligible children	15,980.42
Surviving spouse with only one eligible children	23,970.64
Surviving spouse with two or more eligible children	26,634.04

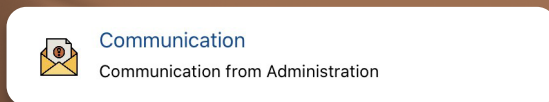
  

Withdrawal Benefits	
Additional Voluntary Contribution Scheme	0.00
Performance Bonus Contributions	180,199.33
Withdrawal Benefit	1,230,333.69
Total cash benefit before tax	1,410,533.02
OR	
Total EPPF Deferred Pension Scheme	1,460,908.23

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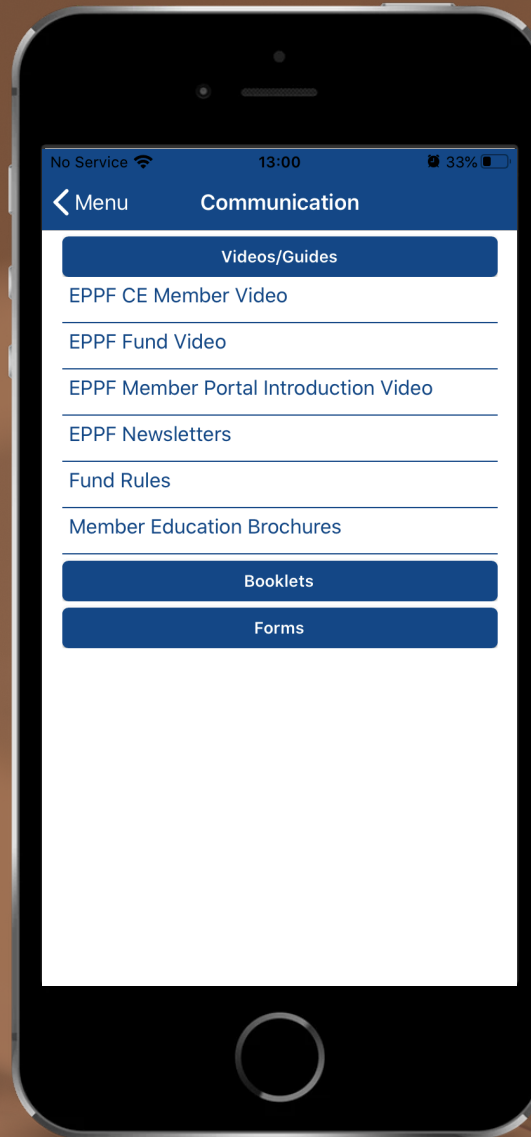


# Accessing communication resources



*Figure 10*

In order to view any communication or notes that have been recorded, tap on the “**Communication**” icon.

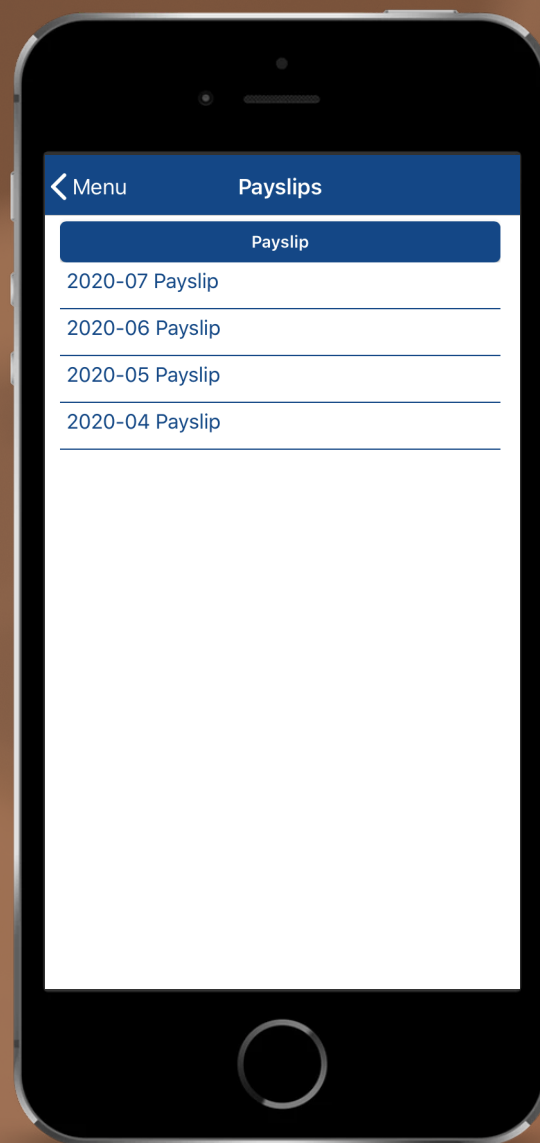


*Figure 11*

In order to exit the application, tap on the “**Log out**” icon.



# Accessing payslip



*Figure 12*

In order to view your payslip, tap on the **“Payslip”** icon.







## Contact us

If you have problems related to the app, please contact the **EPPF Call Centre on the toll-free 0800 11 45 48 or email [info@eppf.co.za](mailto:info@eppf.co.za)**

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