

## Eskom Pension and Provident Fund Claims process

### Withdrawal

- 1. Counselling** – All members exiting the Fund are required to meet with a Retirement Fund Consultant upon their exit. This will provide them with the information they need to make an informed decision when withdrawing.
- 2. Withdrawal Application** – The member with the help of Human Resources or an RFC must complete the claim form. This claim form is used to process the withdrawal benefit as per the member's instruction. If previously divorced members are encouraged to submit their divorce documents to the Fund to prevent delays should the divorce be legally binding on the Fund.
- 3. Documents** – All certified supporting documents requested on the application form must be provided to the Fund together with the claim form before the exit date.
- 4. Uploading** – The withdrawal claim form together with the supporting documents are securely uploaded to the EPPF's administration system.
- 5. Last Contribution** – EPPF awaits the final confirmation and the last contribution from the Employer before starting the withdrawal process. The contributions are received by the employer by the 7th of the month after your exit date. The Earnings Yield Rate is also updated for the month. Thereafter the contributions are uploaded and the processing of the claim commences.
- 6. Calculation** – The member's final withdrawal calculation is done in accordance with the Fund rules.
- 7. Tax** – The withdrawal benefit is sent to SARS to confirm the tax deductible.
- 8. Cash Lump sum** – The Nett cash lumpsum after the deduction of tax from the cash lumpsum is paid out. Members who elect to transfer/preserve their benefit have the payment made directly to the institution they selected.
- 9. Letter** – A payment letter detailing the lumpsum, tax and nett amount paid and the member's IRP5 certificate is posted to confirm that the claim has been finalised.

