



Eskom  
Pension and Provident Fund

# PENSIONER TALK

SUMMER, 2023

## *In This Issue:*

Maseboge Lefoka: Wisdom on the Way to Retirement **4**

In Case You Missed It: Pension Increase and Bonus **7**

Board of Trustees Elections: Important Information  
from the Independent Electoral Officer **11**

Meet the Coalface of C.A.R.E: EPPF's Call Centre Team **14**

In Conversation with the EPPF **16**

'Tis the Season: Look Out for These Festive Scams **19**





# *Contents*

- 3 Editor's Note
- 4 Pensioner Profile: Maseboge Lefoka
- 7 ICYMI: Pension Increase and Bonus
- 8 Shyless Nkuna-Shai: It's All About the People
- 11 Board of Trustees Elections: Important Information from the Independent Electoral Officer
- 13 Listening, Learning and Securing Your Future: EPPF's Integrated Annual Report
- 14 Meet the Coalface of C.A.R.E: EPPF's Call Centre Team
- 16 In Conversation with the EPPF
- 17 Tis the Season: Look out for these Festive Scams
- 19 A Special Year-End Message from the Chief Executive and Principal Officer



## *Editor's Note*

Dear Pensioner,

As we say goodbye to another remarkable year, it brings us great joy to present the festive edition of Pensioner Talk for 2023. For all of us, this is a time of reflection, celebration, and gratitude, and we hope this edition adds a touch of warmth and insight to your holiday season.

We have the privilege of featuring one of our esteemed pensioners, Maseboge Lefoka, who recently graced our head office with her presence. Her journey and reflections on retirement offer a poignant glimpse into the rich experiences that many Eskom employees have during their employment. It's a testament to the invaluable contributions each pensioner has made in their lifetime, shaping not only their careers but also the legacy of our community.

We're excited to bring you updates on pension increases and bonuses, ensuring you are well-informed about the financial aspects that matter most to you. Your well-being and financial security are paramount, and we are committed to keeping you abreast of the latest developments.

In the spirit of transparency and democracy, we bring you important information from the Independent Electoral Officer regarding EPPF's ongoing Board of Trustees elections. Your participation in this process is crucial, as it shapes the future of EPPF. We encourage all eligible members to engage actively in this process.

As we delve into recent events attended and engaged in, we share the highlights of our collective journey. These moments not only foster a sense of community but also serve as a reminder of the vibrant connections that make our network truly special. We're proud of Sonja Saunderson, our Chief Investment Officer, who has represented EPPF with great expertise as she attended conferences and roundtables this year.

In the midst of the joyous holiday season, we also recognise the need for vigilance. Our feature on safety tips against scams during this time aims to equip you with the knowledge to protect yourself and your loved ones. Your security is of utmost importance, and we want you to celebrate with peace of mind.

As we close the chapter on 2023, we express our deepest gratitude for your continued engagement with us. We look forward to endless opportunities to serve you better and better in the new year.

Wishing you and your loved ones a joyous festive season filled with warmth, laughter, and cherished moments.

With heartfelt regards,  
Rori





# Pensioner Profile:

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## *Maseboge Lefoka*





Maseboge Lefoka visited the EPPF head office to have a conversation with us this December. We were greeted by a woman who radiates warmth and compassion, but also an unmistakable confidence and sturdiness. Maseboge retired from Eskom in 2021, at a time when COVID-19 made many things in life uncertain. Looking back at the day she finally left employment, she plainly says, “It just felt too short. You go through your career not realising that time flies and, by the end of it, you feel as though it could have gone on for a few more years”. While admitting that she wasn’t quite ‘ready’ for retirement, Maseboge also can’t deny that it was time for her to rest. She had worked so many fulfilling years, that there really was no reason to resist the end of her tenure.

“I started working at Eskom in 1995,” she begins the story of her work as a nursing sister. Joining Eskom was part of a decision to transition from ordinary medical care to occupational health practice. This would allow Maseboge more time to spend with her family, particularly on weekends and public holidays, which had not been the case in the earlier years of her career. The transition was not only a way to curate a career that accommodated her lifestyle and values, but also a means to grow through an entirely new workplace experience.

Speaking to Maseboge reveals an unfettered passion for helping other human beings. She exudes the kinds of ‘people skills’ that a nursing sister needs in order to be exceptional. A poignant illustration of her care for others shines through when she tells of her time at Eskom’s main clinic in Midrand. There, she arrived to work at 6am every morning, even though the clinic only opened at 8am. “I never turned away anyone who needed help outside of the clinic’s operational hours,” she says. “One evening, as I was about to start my car and go home after a long day, a student knocked on my window, pleading for me to help her because she’d had an allergic reaction”. Later, after Maseboge had stabilised the student’s condition and called an ambulance, paramedics told her that her swift action had saved the young lady’s life. “It’s those kinds of experiences that brought me so much fulfilment as an occupational health practitioner. I love helping people,” Maseboge says.

After years of impactful human interaction, COVID-19 presented a challenging new way of working for Maseboge. She began working from home, which was strongly encouraged for employees her age. But as a medical professional, she missed the human interaction that made helping her patients so much easier. “When you work from home, you have to make diagnoses, referrals and recommendations based purely on what the patient tells you,” she explains. “But when you see someone in person, you pick up on subtle nuances that paint a bigger picture. A patient might walk in to consult for flu-like symptoms, but after spending some time with them you may discover that they’re actually grappling with depression. You don’t see things like that when you work from home.”

Thankfully, Maseboge didn’t have to settle into the new world of work. She retired shortly after the shift, and now spends her time on other activities. She shares that she has just begun taking swimming lessons, and her other hobbies like baking and cooking, have a little more of her attention. Gardening and traveling are also at the top of her agenda these days.







# *Wisdom on the Way to Retirement*

Maseboge's tips to prepare for peaceful  
pension years

## *Have your own objectives*

We all have different priorities, values and desires. In order to plan for your future and the finances that will carry you through it, you have to have a strong sense of what you want. Take the time to consider your own goals for the future, so that you aren't driven by what others are doing, because that won't always make sense for you. Have your own objectives, so that you can forge your own path towards them.

## *Educate yourself*

### *Leverage all the resources at your disposal*

Learn everything you can about money, savings and what your pension fund entails. You need to have a good idea of how your retirement savings accrue, how your pension is calculated, and what that will look like when you reach retirement age. Whether you take the time to read information made available by the Fund, or you consult your employer, make sure that you know all there is to know about your money.

## *Settle your debts before retirement*

It's important to realise that your monthly pension will likely be significantly less than the salary you've become accustomed to. In terms of a consistent monthly income, you just won't have as much to work with. That's why it's critical to settle any unnecessary debts you might have before you retire, so that your pension is spent on the things that matter most.

## *Live within your means*

This will always be applicable, at any stage in your life. If you don't need the flashy car, don't get it. Live in such a way that you're happy and content, but don't waste money trying to keep up appearances. Just do what works best for you.





November was a month of reflection at the Fund, which allowed us to take stock of our exceptional performance over the last financial year. EPPF shared positive news with members and pensioners, and the pension increase and bonus was key among these. The Board of Trustees approved a pension increase of 9% from 1 January 2024, and a total bonus of R13 150 per household.

The approved increase is 9% for all pensions, effective 1 January 2024. This comprises a full Consumer Price Index (CPI) increase of 5.4% and a special inflation catch-up increase of 3.6%. The Board was able to afford this increase after considering the good performance achieved by EPPF over the year.

- The increase will start with your 1 January 2024 pension payment.
- The increase reflects in your December 2023 payslip.
- If you began receiving a pension after 1 January 2023, you will receive a prorated increase (according to the number of months your pension has been paid during the year).

#### Pension Bonus

The bonus is made up of:

- A discretionary bonus payment of R8 150; plus
- An additional special bonus payment of R5 000, given the excellent investment performance for the year.

#### The increase and bonus are determined after the actuarial valuation each year

EPPF conducts an annual actuarial valuation exercise where the independent actuary compares the assets and liabilities of the Fund. These valuations are necessary to assess the long-term sustainability of the Fund. Following the latest actuarial valuation, EPPF had a healthy funding ratio. This means that the Fund is in a sound financial position and is able to meet its financial obligations through a solid investment strategy, despite global economic instability. Bonuses are paid at the discretion of the Board and are only declared after taking into account affordability and the sustainability of the Fund.

#### Remember, your pension increase balances inflation with Fund sustainability and affordability

Our objective is always to assist you as best we can in your retirement years. Our aim is therefore to provide an increase that matches the rate of inflation as measured by CPI. However, this is dependent on the Fund's affordability each year.

#### Pensioner engagement sessions

Our team looks forward to meeting and engaging with you soon. Please look out for communication on these online and in-person sessions. If you'd like to update your contact information, please get in touch with us using any of the following channels. Please click here for all our contact information.





**Shyless Nkuna-Shai:**  
*It's All About the People*



It makes perfect sense for a Human Capital executive to be fuelled by passion for people. It comes as no surprise, then, that Shyless Nkuna-Shai gets excited about human behaviour, connection and development. Yet, even though we naturally expect someone in her line of work to have a keen interest in these matters, there's still something particularly inspiring in the way Shyless speaks about other people.

It all began with a teenaged girl who was enchanted by what shapes people's identities. Having grown up in a small township in Bushbuckridge, Mpumalanga, Shyless was not only driven by the unquenchable need to discover more, but by the desire to create a better life for herself and her family. In her own words, she had generational curses to break. So, at the tender age of 16, she left home to embark on her junior degree, and eventually graduated with an Honours Degree in Psychology from the University of the Western Cape.

Today, a fruitful career as a Human Capital professional trails behind her. And no matter where she goes, Shyless emerges with a notable respect for the people around her. She has worked for companies like Discovery, Standard Bank, the Johannesburg Stock Exchange (JSE) and more recently, just before EPPF, the South African Reserve Bank. While those experiences have allowed her to grow as a professional, it's the opportunity to connect with others that she values most. "I still maintain connections with colleagues from my past roles. And not just people in the same line of work as me, but people from different career fields, too," she says. She speaks fondly of past and present colleagues and has a profound respect for the talent that makes organisations thrive.

It's difficult to ignore the fact that her workplace history leans heavily towards financial services. When she thinks about the reasons it has worked out this way, she has much to share about her love for this industry. "The fast pace of financial services has always spoken to me. I've known it to be the kind of space where things have to happen quickly. The dynamism and the talent that I've had to support has propelled me to develop myself, in an attempt to deepen my understanding of people and serve them better. Working in financial services even inspired me to embark on my Masters degree," she explains,

*“Our purpose as a Human Capital team is to be intentional about enabling people’s highest potential”*

Even now, as Executive of Human Capital at EPPF, her love for human connection hasn't died down one bit. It's in the way she relates to her own team, but also in the ways that she strategises to serve the employees of the Fund. "If the EPPF team is going to be able to serve members with care, as our values dictate, then they themselves need to be cared for".

As a core department at the Fund, the Human Capital team is responsible for creating an employee experience that allows our people to emerge as the best versions of themselves (See pages 47 – 50 of our [\*Integrated Annual Report\*](#) to learn more on how they're achieving this). The C.A.R.E values (customer-centricity, accountability, resourcefulness, and excellence) can only truly be embodied by a team that is cared for in itself. "EPPF exists to ensure that our members have a better financial future, but it really starts with our people," Shyless says.

Evidently, she's passionate about her role. This passion, however, broadens as she speaks about the Human Capital industry. Even though Shyless is educated in social sciences, she doesn't subscribe to the notion that Human Capital professionals must come from the same background. "It's believed that social science qualifications are important when it comes to the Human Capital fraternity. While this is partly true, the world of work is drastically changing," she argues. "Work is impacted by globalisation, the concept of 'brain drain', AI technology, access to information, and Gen Z, an entirely new generation, entering the workplace". Shyless suggests that the shifting landscape calls for different perspectives in the workplace, and where better to solidify that cognitive diversity than in Human Capital teams? "Creating Human Capital teams that boast different educational backgrounds and proficiencies allows diversity in thoughts, ideas and perspectives," she says. "So no, our line of work shouldn't be limited to those in the social sciences."



Given that she's a powerhouse at work, it's a privilege to hear about the rest of her persona. Shyless is family-oriented, and emphasises the joy she gets from being a wife, sister, aunt and friend. Part of the reason she's able to flourish professionally is due to the support she gets from her loved ones. She lives a balanced life at home, where she and her husband carry each other's loads as needed, instead of relying on strictly designated roles in the household. Even so, her femininity is nothing to shy away from. She cheerfully professes that she can't resist a good pair of shoes, and the clothing to match (those of us who've seen her in person can attest to her impeccable sense of style).

But life isn't all about looking good. Shyless prioritises feeling good, too. For her, that involves plenty of family time, spiritual growth, warm days spent on safari, and international travel. The love of travel is, like much of her personality, linked to her love for people. More than exploring a bustling cityscape and a serene countryside, it's about immersing herself in the cultures and customs of others.

While being a people-pleaser is often frowned upon, this conversation with Shyless reveals how the concept can have positive connotations. When you have a strong sense of self, serving others can yield so much gratification. In an environment like EPPE, where serving members is the core of our existence, it is a special honour to be supported by a Human Capital team whose leader sees and addresses our needs.







# *Board of Trustee Elections:*

## Important information from the Independent Electoral Officer

### THINGS TO LOOK OUT FOR AS A VOTER

Voting for the trustees on the EPPF Board closes on 12 February 2024 at 16h00. Enough time has been made available for you to vote and for any issues that may arise to be resolved. **DO NOT LEAVE IT UNTIL THE LAST MINUTE.** Voting late leaves no room for resolving any issues that might arise.

#### Pension Number

- Your unique number, which identifies you as an EPPF member, is your Pension Number. When requested for the Pension Number, use what you ordinarily use as your unique number.
- Make sure that your Pension Number contains 9 numbers. To achieve this, use leading zeros where necessary.
- Example: If your Pension Number is 1234, it is comprised of 4 characters only. To increase it to 9 you need to add 5 leading zeros so that the number that is used for voting is 000001234.

#### Access Key

- For security and authentication purposes, all the voting platforms require your pension number and your unique Access Key. The Access Key has been sent to you via email and SMS. If you have not yet seen it, please check your email and SMS messages carefully. Also check your junk and spam folders on email. Your Access Key will also be contained in voting reminders that will follow.
- The Access Key is a 6-character unique code that contains alphabets and numbers. It is issued by the Independent Election Administrator and not by EPPF and it can only be used once as you vote.
- The following alphabets and numbers are easy to get wrong:
  - It is easy to confuse 0 (the number zero) and O (the alphabet used as the first letter in the word "Out").
  - The capital letter of "i", which is "I" is easy to confuse with the small letter of "l" and with the number "1".
- Please check your Access Key carefully before entering it. Also, make sure that there are no white spaces before, in-between and after the Access Key when copying and pasting or when transcribing it.

#### False Voting Attempts or Jumping Off before completing the vote

- You are encouraged to use your chosen voting platform and submit your votes when entering it, instead of only having a look and exiting before submitting your votes.
- Your votes will not be counted if you do not submit. To make sure that you have submitted, you should receive a confirmation number as proof of submission. If you have not received the submission number, it means that you have not voted.

#### Which Voting Platform to Use

EPPF has made available a total of 3 ways in which you can vote. These are:

- Online: A URL is provided for you to access the web-based online voting system.
- WhatsApp: You need to send "hello" to the WhatsApp number that is provided.
- USSD: A string/code is provided for you to dial as you would dial any number.

Invested in our  
*members*





You are free to independently choose the voting platform that you refer to use. Your choice of voting platform should ideally be made based on your circumstances, taking into account the following.

- a. Online requires connectivity to the internet via a smart phone or a computer,
- b. WhatsApp needs your phone and data, and
- c. USSD needs only your phone and a GSM connection via any of the cellular networks.

Remember that, even though multiple voting platforms are available, you can only vote once. The above voting platforms are made available per membership category. These are:

- a. Pensioners and Deferred Pensioners
- b. Bargaining Members and
- c. Non-Bargaining Members.

You can only vote within your category. You will not be able to vote in any other category. If the system states that your "pension number does not exist", it means that you are in the wrong category. Contact the Independent Elections Administrator via the methods listed below to have this investigated.

### Further Information

- a. Visit the dedicated elections website at [www.eppfelections.co.za](http://www.eppfelections.co.za)
- b. Look out for voting reminders that will provide you with your Access Key and how to connect to the voting platforms or visit the elections website for links to all the voting platforms.

### Assistance

- a. You will find a WhatsApp number and an email address for all queries on the elections website.
- b. An issues form can be submitted to the Independent Elections Administrator. The issues form can be found on the website.



## FURTHER ENQUIRIES

All enquiries pertaining to the election should be directed to the attention of the Independent Electoral Officer at KDBS Consulting by:

**Toll Free:** 0800 128 452  
**WhatsApp:** 061 452 4499 or 076 627 7944  
**e-mail:** [eppfelection@kdb.co.za](mailto:eppfelection@kdb.co.za)  
**Election Website:** [www.eppfelection.co.za](http://www.eppfelection.co.za)





A top-down view of a person's hands holding several sheets of paper with various financial charts and graphs. The charts include bar graphs, line graphs, and circular gauges with percentages like 75%, 60%, 55%, and 80%. The person is wearing a white long-sleeved shirt. The background is a dark, textured surface.

# Listening, learning, securing your future:

## *EPPF's Integrated Annual Report*

EPPF released its Integrated Annual Report in November 2023. It presents an overview of how we navigated the tumultuous financial year of 2022/23 to maintain our commitment to secure your financial future. Our team goes in great detail about all the factors that influenced (and will likely continue to) our investment decisions. You'll also learn about our outlook and plans for the future. If you haven't seen it yet, we encourage you to follow along our journey [here](#).

Partnering with our members to understand and address their needs was, more than ever, integral to an overall successful year. By building relationships with our stakeholders, we made significant strides. We're proud to acknowledge that you were the driving force behind our ability to do more and be more.



In-service members \_ 38 718  
Pensioners & beneficiaries \_ 40 761



Bonuses paid to pensioners \_ R239m  
Pension increases \_ 4%  
Benefits paid \_ R6.65bn  
Black empowerment spending \_ R705m



Assets under management \_ R186.76bn  
One-year investment return \_ 14.23%  
Three-year annualised investment return \_ 11.93%





## *Meet the Coalface of C.A.R.E:*

### EPPF's Call Centre



EPPF's call centre stands as the frontline of member interaction, embodying the core values of C.A.R.E (Customer-centricity, Accountability, Resourcefulness and Excellence). Thuso Mofokeng, the dedicated Call Centre Manager at the Fund, shares her inspiring journey from a call centre agent in 2001 to her current role, weaving a narrative of passion, resilience, and a deep commitment to connecting with members. Dikeledi Mokoena, with a remarkable tenure of 15 years at the fund, also sat down with us to provide a seasoned perspective on the evolution of the call centre and its integral role in member services.

Thuso reflects on her unconventional career path. Despite initially aspiring to be a psychologist, fate led her to study marketing. However, a serendipitous encounter with a TV advert in 1998 ignited her passion for the call centre environment. Thuso's early career journey included roles in banking and claims administration before finding her way back to her first love – the call centre. Her move to EPPF marked a turning point, where her role evolved from supervisor to the impactful position of Call Centre Manager. For Thuso, this isn't just a job; it's a calling that brings her joy every day.

Similarly, the most rewarding aspect of Dikeledi's role as a call centre agent lies in the impact she makes on people's lives. Whether assuring beneficiaries that benefits will be paid or providing comfort to pensioners and their families during difficult times, Dikeledi also takes pride in being part of these moments. Knowing that her efforts contribute to easing the minds of others brings a sense of fulfilment to her role.

Both women emphasise the fact that the call centre isn't just about answering questions; it's about connecting with members on a human level. Thuso shares poignant moments, often occurring in December when pensioners feel a heightened sense of loneliness. In these instances, the call centre team goes beyond their duty, providing a listening ear and genuine empathy. They become more than just representatives; they become friends who understand the emotional needs of their callers. These experiences, though challenging, serve as a reminder of the profound impact a compassionate conversation can have on someone's life.

When asked about how her team embodies the C.A.R.E values not only towards members but among themselves, Dikeledi highlights the team's dedication and hardworking nature. Their commitment extends to meticulous organisation and a continuous pursuit of learning and developing best practices. With a positive high energy and a personal touch, the team is always available to provide advice and problem-solving support. Dikeledi mentions their unity during challenging times, stepping in when short-staffed to ensure office goals are met. Beyond duty, they create a welcoming and respectful environment for colleagues, forging bonds that go beyond the professional realm. Notably, the call centre team recently joined together to purchase a new wheelchair for Dikeledi, which she expresses sincere gratitude for.



So, what does it take to thrive in the call centre environment? According to Thuso, it requires love, empathy, patience, and teamwork. The key is to constantly ask oneself how they would want to be treated if they were the member on the other side of the call. This introspective question becomes a guiding principle, ensuring that every interaction is infused with dignity and respect. Dealing with individuals facing diverse challenges demands a team that cares deeply and understands the power of positive communication. In a demanding space like the call centre, special people skills are essential. Dikeledi, drawing from her upbringing, attributes her ability to serve others effectively to the values instilled by her grandmother. The principles of uBuntu, humility, kindness, and patience guide her interactions.

The call centre is the coalface of C.A.R.E at EPPF. With daily member interactions and support amongst members of the team itself, one truly gets an accurate picture of what it means to be selfless when serving others. As a whole, the Fund extends its endless appreciation for embodying our values with great intention and commitment. If you're ever on the line with one of them, you can rest assured that they are serving you with the utmost dedication.





# *In conversation with EPPF*

## **Sonja Saunderson at the WorldPensionSummit**

EPPF's Chief Investment Officer, Sonja Saunderson, spoke at the Pensions & Investments WorldPensionSummit in The Hague, Netherlands on 11 October 2023. Sonja was part of a discussion titled 'Remaking of Emerging Markets - The Investment Conundrum', which explored the challenges associated with investing in emerging markets.

During the discussion, she highlighted the fact that emerging markets like South Africa have not contributed to the climate crisis as much as other markets, and yet are still held to the same high standards. "Developed economies have industrialised through cost effective energy from fossil fuels, while emerging markets still need fossil fuels to develop. Although emerging markets account for two thirds (2/3) of global carbon emissions, a just transition would aim to distribute the responsibilities for addressing climate change in a fair manner," she said.

Sonja represented EPPF with the high level of industry expertise and insight that we've come to appreciate about her.

Read more on the World Pension Summit here:  
[WorldPensionSummit | Pensions & Investments](https://www.pionline.com/WorldPensionSummit/Pensions%20&%20Investments)  
([pionline.com](https://www.pionline.com))



## **Sonja Saunderson at Women in ETFs South Africa's Year-end Function**

Sonja was also invited to speak at Women in ETFs (WE) South Africa's year-end function, which took place on 30 November 2023. WE is a global organisation that strives to 'connect, support and inspire' working professionals (including men) within the financial industry, with specific emphasis on the Exchange-Traded Fund (ETF) industry. This is achieved by:

- creating opportunities for professional advancement by expanding connections among women in the industry;
- offering guidance for the current and next generation of women in ETFs; and
- providing forums for education and idea sharing across the industry and beyond.

The South African chapter involves mentorship, events, marketing, sponsorship and education, which are championed by women within the financial industry who volunteer their time and expertise.





## *'Tis the Season: Look Out for These Festive Scams!*

The festive season is a cheerful time for most of us. It comes with rest and relaxation, and the opportunity to spend quality time with loved ones. But this time of year is also marked by increased financial activity, making it the perfect season for scammers. We've likely all heard about someone getting scammed. Though it's easy to believe that you could never fall victim, make sure you're equipped with the knowledge you need to recognise con artists and cyber crime from afar.

EPPF cares about your financial wellbeing, so we've put together a list of some common scams to look out for during this time.

### *Ponzi Schemes*

While this type of scam isn't new at all, many South Africans fall victim to it to this day. It is a kind of fraudulent investment scam that promises quick returns. If you're an earlier investor, your return is generated by taking money from later investors. You'll be asked to contribute money by paying it directly to someone (who isn't a registered investor), and then need to wait a certain period of time to get a multiplied amount of your original investment. Your return will come from others who join the scheme and pay money to you. This can go on until the last person in line is left without a return.

### *Phishing*

Phishing is a type of cyber attack in which attackers use deceptive tactics to trick individuals into revealing sensitive information, such as usernames, passwords, credit card numbers, or other personal and financial details.

The term "phishing" is a play on the word "fishing," as it involves baiting victims and attempting to lure them into providing confidential information. Phishers often send emails or messages that appear to be from a legitimate and trustworthy source, such as a bank, government agency, or well-known company. These messages may claim there is a problem with the recipient's account, that they've won a prize, or some other urgent matter.

### *Real Estate Scams*

In rental scams, fraudsters may pose as landlords or property managers advertising fake rental listings. They might request a security deposit or rent payment upfront, often before the victim has had a chance to view the property.

Scammers may also promote fake real estate investment opportunities, promising high returns with little risk. Investors may be asked to contribute funds to a supposed real estate venture that doesn't actually exist.

### *Online Marketplace Scams*

As the popularity of online marketplaces continues to grow, fraudulent transactions are becoming more prevalent. One common online scam targeting sellers involves a buyer proposing to meet in person to pick up the product. The buyer agrees to the price and initiates a supposed "deposit" into the seller's account. Once the seller receives a fake payment notification from the buyer, they proceed to hand over the product, but the money never actually reflects in their account.





## *Tips to Stay Safe*

### *Stay Informed*

Keep yourself updated on the latest scams and fraud tactics. Awareness is the first line of defence against scams.

### *Verify Communication*

Be cautious of unsolicited emails, phone calls, or messages, especially if they request personal or financial information. Verify the legitimacy of the communication by contacting the supposed sender through their official contact information.

### *Use Strong Passwords*

Ensure that your online accounts have strong, unique passwords. Avoid using easily guessable information, such as birthdays or names, and consider using a mix of letters, numbers, and symbols..

### *Secure Personal Information*

Be cautious about sharing personal information, such as identity numbers, bank details, or credit card information. Only provide this information to trusted and reputable sources, and only when it is reasonable to do so.

### *Monitor Bank Statements*

Regularly review your bank and credit card statements for any unauthorised transactions. Report any discrepancies to your financial institution immediately.

### *Install Security Software*

Invest in reputable antivirus and anti-malware software for your computer and keep it updated. This can help protect against malicious software that scammers use to gain access to personal information.

### *Report Suspicious Activity*

If you encounter a potential scam that involves your financial service provider or employer, report it to them through their official contact information.





*A Message from Shafeeq  
Abrahams,  
EPPF's Chief Executive &  
Principal Officer*







## *Dear Pensioner,*

Incredibly, we're in the final month of 2023. This has been a productive and exciting year for us as EPPF as we continued our endeavours to improve our level of service to you, our valued members. It's with a joyful heart that I thank you for your ongoing support.

### **EPPF remains financially secure**

We have shared our Integrated Annual Report with you, and in there you'll read about how the Fund has performed remarkably well, despite a global economic investment climate that continues to be highly volatile. If you missed our email and text to you, you could access the report by clicking [here](#).

Broadly, EPPF remains financially sound with assets under management at R190 billion at the financial year that ended on 30 June 2023, compared to R170 billion in 2022 and R166 billion in 2021. Our funding level was 155% on 30 June 2023, compared to 139% in 2022 and 145% in 2021. Our funding level should give you peace of mind that the Fund continues to be financially secure.

We continue to take care of your now, so that you don't have to worry about your future. Pensioners, in particular, will remember the Fund reviewed its pension increase policy to assess whether our practices met our obligations. The process ended with us amending the Fund Rules to ensure pension increases are indexed to inflation with the minimum pensioner increase not being less than 60% of the consumer price index (CPI). This year, we were pleased to announce an annual pension increase of 9%, which will be implemented in January 2024. This comprises a full CPI increase of 5.4% (based on September 2023 CPI) and an inflation catch-up increase of 3.6%. Pensioners will also be receiving a bonus payment of R13 150, comprising a standard bonus payment of R8 150 plus an additional special ad hoc discretionary bonus payment of R5 000.

**Our theme of listening, learning and securing your future has informed the scope of our work** Eskom's unbundling is a topical matter. We meet with the employer regularly to discuss issues and solutions to support changes within the organisation. We analysed the possible impact on the Fund's financial health. Our actuarial modelling confirms that the Fund will continue to remain financially sound after the Eskom bundling.

- The two-pot retirement system, as proposed by government, is expected to now come into effect next year, however the final date has not been confirmed. We are preparing our systems to be ready when the draft bill becomes law to allow members to access a portion of their future retirement savings, subject to the applicable rules around the process.
- We are also on top of developments with the Conduct of Financial Institutions Bill, which is on the horizon to become law soon. We are confident that we are already applying its main consideration which is to ensure customers are treated fairly.

### **Voting is underway for the Board of Trustee elections**

We've had the privilege of working alongside an astute Board of Trustees. The board members are heading into the last few months of their tenure with the new board set to take office on 1 June 2024. I'm grateful to our board members for their ongoing strategic guidance and support to EPPF. Voting is currently underway for the trustee elections and will wrap up on 12 February 2024. An independent provider manages the elections to maintain the sanctity of the process. For more information on the elections, please visit [www.eppfelections.co.za](http://www.eppfelections.co.za)



## **We're excited about EPPF's future**

Now that we've closed out our strategy for Vision 2024, we are beginning to roll out what we've termed EPPF 2.0. The following objectives will guide all our work over the next five years:

- Create peace of mind for our members by ensuring the sustainability of the Fund.
- Serve our members with care, empathy and excellence.
- Lead effectively.
- Impact positively on our communities and stakeholders.
- Secure our future.

As a member, you remain at the heart of all we do. If you'd like to get in touch with the team, you'll find our contact information here and please don't forget to update your details, if they've changed, so we're able to remain in touch with you.

Let me take this opportunity to wish you and your families a blessed festive season and all the best in 2024. We remain hopeful that the future will be better and that the new year will bring positivity, happiness and prosperity to you and your families.

Kind Regards,  
Shafeeq Abrahams  
Chief Executive and Principal Officer





# Contact Us



Register on [www.eppf.co.za](http://www.eppf.co.za)  
to access your payslip



Please update your personal details  
before the payroll closing date



Please update your personal details  
before the payroll closing date

## Eskom Pension and Provident Fund Contact Details

Call Centre Toll-free Number: 0800 11 45 48  
Website: [www.eppf.co.za](http://www.eppf.co.za)  
Email: [info@eppf.co.za](mailto:info@eppf.co.za)  
Postal address: Private Bag X50, Bryanston, 2152  
Website address: [www.eppf.co.za](http://www.eppf.co.za)  
Fax: 0866 815 449

Living outside of South Africa? Call +27 10 013 3366

## Head Office and Walk-in Centre

Isivuno House, EPPF Office Park  
24 Georgian Crescent East  
Bryanston East  
Johannesburg, 2191  
Tel: 011 709 7400  
Mobile: 067 429 0042

## Emalahleni Walk-in Centre

House no 27, Eskom Park,  
Visagie Street, Emalahleni, 1035  
Tel: 013 693 3240 / 013 693 3918  
Mobile: 067 429 0035 / 067 429 0030

## Cape Town Satellite Office

60 Voortrekker Road, Belville, 7530  
Tel: 021 915 2721  
Mobile: 067 429 0210

## East London Satellite Office

Sunilaws Office Park, Block A  
Corner Quenera Drive and Bonza Bay Road,  
Beacon Bay, East London 5241  
Tel: 043 703 5772  
Mobile: 067 429 0034

## Durban Satellite Office

25 Valley View Road, New Germany 3620  
Tel: 031 710 5206  
Mobile: 067 429 0114

## Limpopo Satellite Office

66 Hans Van Rensburg Street,  
Polokwane Central, Polokwane 0700  
Tel: 015 230 1392  
Mobile: 067 429 0035

WhatsApp 072 741 7774 USSD \*120\*1037# EOS USSD \*134\*20072# Web Chat [www.eppf.co.za](http://www.eppf.co.za)

## Third-party contact Details

### INDWE

(Car & Home Household Insurance)

Telephone number: 011 912 7300  
Email: [indwe@indwe.co.za](mailto:indwe@indwe.co.za)  
Claims: [newclaims@indwe.co.za](mailto:newclaims@indwe.co.za)

### SANLAM SKY

(Voluntary Burial Scheme)

Telephone number: 0860 302 922  
Email: [Eskomservicing@sanlamsky.co.za](mailto:Eskomservicing@sanlamsky.co.za)  
Whatsapp chat: 0860 222 556  
Claims: [Eskomclaims@sanlamsky.co.za](mailto:Eskomclaims@sanlamsky.co.za)

### MEDICAL AID CLAIMS AND AUTHORISATIONS

Bonitas Medical Aid  
0860 002 108

Bestmed Medical Aid  
0860 002 378

Sizwe Medical Aid  
0860 100 871

Medihelp Medical Aid  
0860 100 678

Discovery Medical Aid  
0860 998 877

### MEDICAL AID CONTRIBUTIONS

Email: [medicalaidqueries@eppf.co.za](mailto:medicalaidqueries@eppf.co.za)

Invested in our  
members

