

Power Talk

 Eskom
Pension and Provident Fund

May 2020

The
EPPF
Turns



*The burden
of debt*
on mental health

Industry News:
**Your guide to
prescribed
assets**

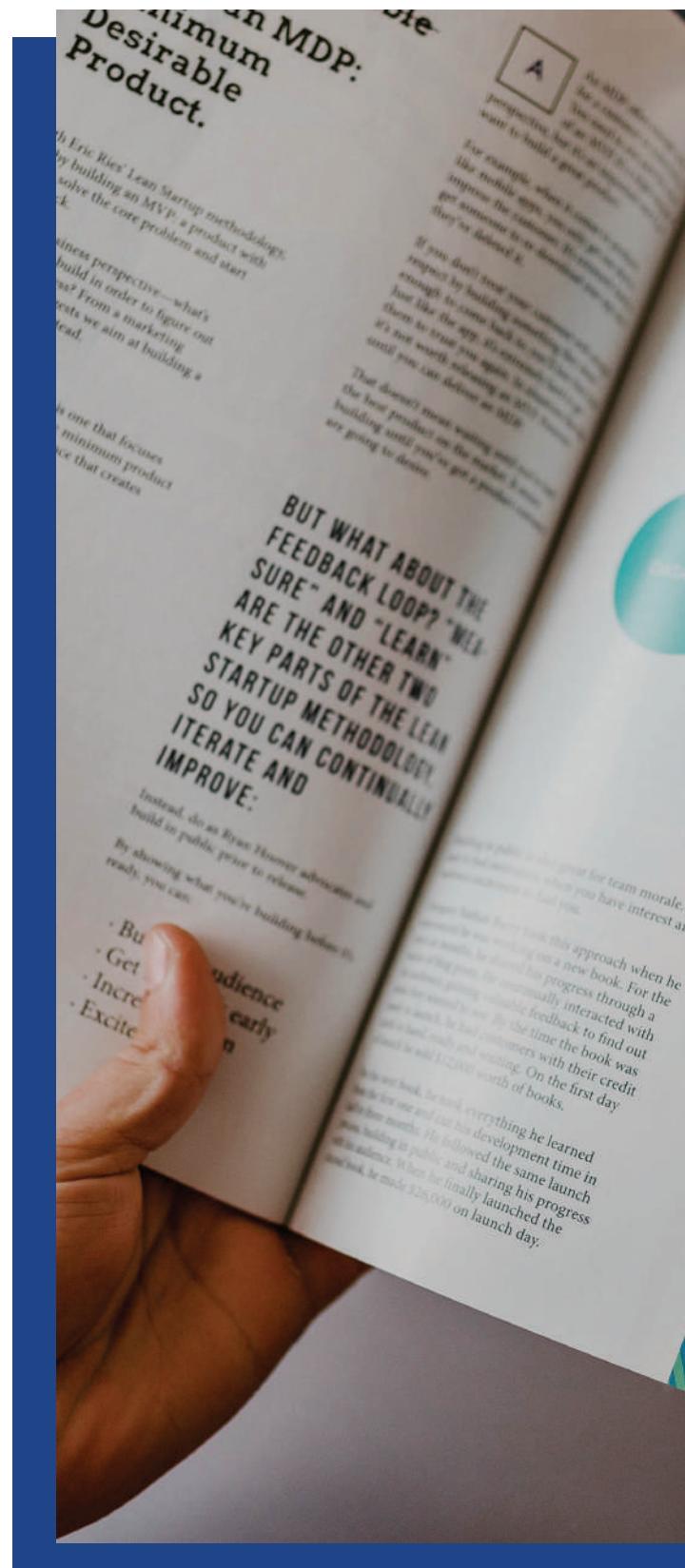
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Editor's Note

Welcome to the latest edition of Power Talk!

This year, the EPPF celebrates 70 years of existence. We are proud to be sharing this journey with our members, one of the Fund's most valued stakeholders.

This edition of Power Talk comes as the world is fighting to stop the spread of one of its most challenging pandemics yet. Countries and their economies have ground to a near halt to contain and eradicate Coronavirus. Although this means that we have been cut off from many of the activities we took for granted, it is important that we stay positive. Staying informed of widely accepted observations is the best way to manage this uncertainty.

Find the latest guidelines and developments around Coronavirus using reliable, validated sources of information. The South African Coronavirus website is such a source – visit the site on <https://www.sacoronavirus.co.za/>.

In this edition of Power Talk you will find some information on the proposal around the topical matter of prescribed assets. We will also look at government funding assistance for those who cannot afford it. With a spotlight on health, we will break down the importance of taking care of your vision, and the impact of debt on your mental health. Finally, enjoy our list of highly recommended books to read during lockdown.

We are dedicated to bringing you news on the latest developments at the EPPF and in the industry during our national lockdown. Take care of yourself, your friends, and your family during this time. Our communities will get through this crisis if we work together to keep each other safe by keeping to the recommended protocols. Stay home and stay safe.

We hope you enjoy this edition – happy reading!

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The EPPF Turns

*Looking back at our
key milestones and
looking towards
the future*

This year, the EPPF turns 70 years old! And what an incredible 70 years it has been. The EPPF was officially established in 1950 and has grown to become the second largest pension fund in South Africa and the largest self-administered retirement fund in asset size of over R140 billion in assets under management (as at 30 June 2019).

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As stated in our tagline, the EPPF is “Invested in our members” – this not just a statement, it is a promise to our members. We have over 81,000 members - over 33 000 pensioners, 43 000 active-members, 2 000 deferred pensioners and 3 000 beneficiaries.

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Milestones through the years

The EPPF has, over the years, achieved significant milestones which have had an impact on the manner which we deliver our mandate to our membership. The Fund is founded on looking after the interests of our members, and this is evident in our key milestones since inception:

- **1986:** Voluntary Additional Benefit Scheme was introduced
- **1988:** EPPF took on the new name “Eskom Pension and Provident Fund,” and the Deferred Pension Scheme was launched
- **1994:** EPPF move into the Bryanston offices
- **1995:** EPPF first regional office opened
- **1999:** Performance Bonus Scheme was introduced to the EPPF
- **2014:** R100 billion exceeded for the first time by the fund's assets (managed on behalf of over 90 000 members)
- **2017:** R140 billion surpassed in assets under management for the first time
- **2018:** The first female Chief Executive and Principal Officer appointed
- **2019:** Award-winning year – ABSIP, NASP and PRI awards and recognition attained
- **2020:** New enhanced and agile pension administration system launched

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EPPF Strategy 2024

And this is just the beginning – the EPPF has plans to further transform and enhance the business to cement its place as an industry leader. Our EPPF Strategy 2024 looks at the below pillars as key factors to continuing to grow the organisation and improve how we serve our members and pensioners.

OUR STRATEGIC OBJECTIVES



Growing the **confidence** of our members by ensuring the sustainability of the Fund



Building our platform to **serve our members better**



Deliver member-centricity through **operational excellence**



Unlocking the **talent** of our Human Capital



Earning **trust** in our brand and reputation

EPPF VALUES

Our vision is “To be the most admired Pension Fund” – admired by our members and pensioners, admired by our peers and admired by potential employees. We want the EPPF to serve as a centre of excellence for the industry and for us to be leading the industry in terms of how we operate and serve members.

Our mission is to “To become a member-centric Pension Fund” which places the member at the centre of everything we do. Our new administration system is a leap in the right direction as it will offer new functionality and intuitive features which ensure that we are aligned with the needs of members and pensioners.

Share your EPPF experience

We are excited to continue this journey with our members and pensioners. Join us as we celebrate this momentous milestone by sending us your 70-year celebration messages. Share your experiences with the EPPF and you may be featured in future communications – email us on eppfcommunications@eppf.co.za.

We look forward to hearing from you!

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The burden of debt on mental health

The world is incurring many losses in its fight against the covid-19 pandemic. South Africa's economy is under as much pressure as the global economy. As a result, most South Africans are struggling to service growing expenses on a smaller income. Debtors are now more vulnerable to the mental pressures that come with debt.

The reality of the South African economy, even before the Covid-19 pandemic, is that not a lot of people earn salaries with enough room for constant deficit spending. Failing to recognise this fact, most South African consumers tend to live beyond their means. This lifestyle eventually leads them to incur debt.

Studies on debt and mental health

Debtors often experience higher levels of stress and depression, according to a recent study of 8,400 respondents between the ages of 24 and 32 years. The stress described here can manifest in various unhealthy ways. For example, stress often leads to sleep deprivation which makes you less productive during the day. The effects of sleep deprivation, such as forgetfulness and impaired judgment, can damage the meaningful social relationships in your life.



Even if you don't feel overwhelmed, anxiety over debt is likely to prevent you from getting regular medical attention for fear of the associated expenses. The impaired judgment that comes with sleep deprivation may cause you to overlook the free or inexpensive solutions to some of these challenges.

When dealing with stress, depression, and anxiety, meditation and mindfulness can be used in conjunction with professional therapy. A wide range of free online programs exist to guide you along this journey.

Getting help

You should seek professional help when you begin to experience, due to anxiety, depression or sleep deprivation, a difficulty in managing day-to-day tasks. You may be able to access free counselling sessions through an employee assistance program at work. Ask your Human Resources representative or Benefits Administrator about the options available to you. Alternatively, there are free helplines available (see list included below).

Psychological Responses to Debt

Is there a link between mental wellbeing and debt? The answer to this question is complex and will vary on a case-by-case basis. Researchers largely agree that debt and mental wellbeing exert a mutual influence on one another. Some research finds that worrying about debt triggers stress which reduces your resilience against challenges to your mental health. Conversely, other studies have proven that we are less likely to maintain financial self-control when our mental wellbeing has been disturbed. Whether the disturbance is caused by a financial emergency, like a car accident, or a behavioural pattern losing control over your finances can drive you closer to debt.

Here are 5 unhealthy emotional responses to debt to look out for:

1. Denial



Denial is an emotional response to debt characterised by avoiding the gravity of the situation. By doing things like

ignoring calls and notices from debt collection agencies, debtors in denial avoid confronting the facts of their financial situation. Unfortunately, avoiding the facts of your indebtedness prevents you from creating a workable plan to pay off what you owe. Denial doesn't discount the fact that debts often accumulate interest at rates much higher than some of the best savings and investment accounts.

No matter how much you want to keep working for your entire life, it is no excuse to not save for retirement. Having that money handy prepares you in case you retire earlier than anticipated. Without a retirement fund to fall back on, you'll be stuck in your "work forever" plan.

2. Stress



This response to debt is more common than denial. It is characterised by an obsessive degree of worrying about your debt. This response to debt can extend to other spheres of life, like creating an overwhelming fear of losing your job. This fear is not irrational since people who respond to debt in this way will be more likely to become less productive during the day because of the sleep deprivation caused by stress.

3. Fear and Panic



A fear and panic response to debt is more intense than a stress response to debt. Beyond obsessively worrying about your debt, you begin to assume worst-case scenarios whenever going through the data, discounting the possibility of administrative errors and leniency measures like payment plans. The thought of getting a late payment notice doesn't just make you uncomfortable, it gives you a rapid heartbeat, shortness of breath, dry mouth, a headache and the shakes. You start assuming that you'll be homeless if your house gets repossessed, or your car is going to break down on the way to work and you're going to get fired for being late. Nobody wants to live like that, and nobody should.

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4. Anger



The anger response to debt is characterised by lashing out indiscriminately. Instead of panicking or denying, this debtor gets mad. They are mad at creditors who continually send them bills; mad at the mailman for delivering the bills; mad at their bosses for not paying them more; mad at their spouses for not making more money; and mad at themselves for getting into this mess. Beyond straining vital relationships in your life, this response to debt can cause migraines, heart disease and a vulnerable immune system.

5. Depression



This response to debt often sets in after a debtor has been through all the previous responses to debt (denial, stress, fear and panic, anger) only to realise that the problem has not been solved. People who struggle with debt are more than twice as likely to suffer from depression. This response to debt is characterised by hopelessness and low self-esteem. But, as stated earlier, it is often in these moments of weakness that we make reckless financial decisions to escape the true burden.

But there is good news...

Escaping debt can be as simple as it can be therapeutic. To do it you will need to commit to a reasonable plan to get rid of your debt as soon as possible.

Whatever the strategy, your goals should be to:

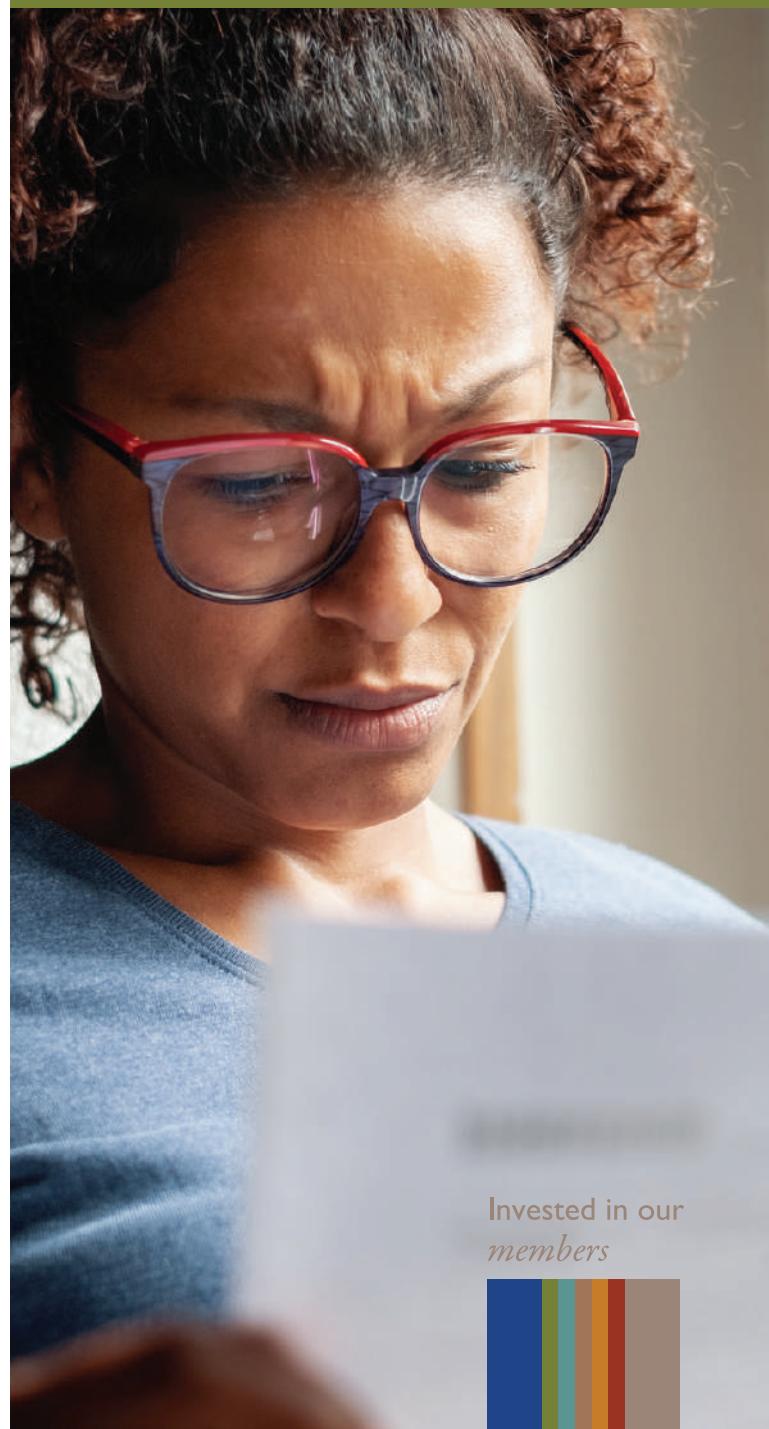
- Reduce your expenses
- Increase your monthly payments to creditors
- Reduce interest rates and
- Pay off your bills by a set date

Taking the initiative to recognise that you are struggling to manage your debt is a positive first step toward your financial freedom. This is an empowering feeling that can be achieved when you contact a debt management company (see information below). These companies can help you manage your debt by assigning credit counsellors to help you set up a budget that will be dedicated to your repayments. These credit counsellors can also work with creditors to reduce the interest rates on the money you owe.

All is not lost. Debt is not a life sentence. With some commitment, discipline, compromise, and expert help, you can get out of debt.

Want some help or more information?

- Cipla 24hr Mental Health Helpline: 0800 456 789
- Suicide Crisis Line: 0800 567 567
- South African Depression and Anxiety Group Line: 011 234 4837
- Debt Counselling in South Africa: <https://top10debtcounsellingcompanies.co.za>



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Your health - aiming for lifelong 20/20 vision

Clear eyesight allows us to navigate the world and experience it more fully. If you are fortunate enough to be born with this gift, you should not take it for granted. Taking care of your ability to see, like with the rest of your body, requires an active lifelong commitment.

Nutrition and lifestyle choices are key considerations in ocular health. This means that, in addition to committing to a nutritious diet you should take up healthy lifestyle practices. These practices include regularly visiting an optometrist to track your visual health and detect eye diseases as early as possible. The frequency of the visits needed by each person will vary according to factors like their age, race, pre-existing conditions, and family health history.

Eye Tests and Exams

No one is exempt from the need for regular eye tests, no matter how good you feel your vision is. Routine vision screenings during general check-ups may be sufficient for some people. However, because some eye diseases show early onset signs, most adults will need to undergo comprehensive Dilated Eye Exams. (DEE)

During these examinations, the health practitioner administers eye drops to dilate your pupils. This will allow the healthcare provider a more comprehensive assessment of the delicate structures in your eye. Such structures include important tissues at the back of your eye like the retina, macula, and optic nerve. Comprehensive eye tests like the DEE give your eye specialist a better chance to detect diseases in their earliest stages so that they can be managed more effectively.

Other types of eye tests include:

- **Visual field test** – to measure your side (peripheral) vision. A loss of peripheral vision may be a sign of glaucoma.
- **Visual acuity test** – For this test you will be requested to read an eye chart about 20 feet away. It assesses how well you see at various distances
- **Tonometry** – Measures your eye's interior pressure. This helps to detect glaucoma.
- **Refraction Test** – Conducted only when your eye health practitioner detects a refractive error. Refractive errors are usually fixed with vision aids like spectacles or contacts. To find the perfect type of vision aid for you, you will be requested to look through a device fitted with lenses of different strengths to help your eye care professional figure out which lenses will give you the clearest vision.



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Top 10 Eye Care Tips

1. Stick to a healthy, balanced diet – Foods that are beneficial for eye health include deep yellow, and green leafy vegetables. Fruits and fish that are high in Omega-3 fatty acids (like Salmon, Tuna, and Halibut) can be just as beneficial.

2. Maintain a healthy weight – Obesity increases your risk of developing diabetes which enables the development of ocular diseases such as Diabetic Retinopathy or Glaucoma.

3. Get regular exercise – By regulating the effects of diabetes, high blood pressure, and high cholesterol, regular exercise can lower your risk of developing eye diseases.

4. Wear sunglasses – Prolonged exposure to UV-A and UV-B rays from the sun can raise your risk of developing cataracts and age-related macular degeneration. Protect your eyes by using sunglasses that are certified to block out 99 to 100 percent of both UV-A and UV-B radiation.

5. Wear protective eye wear – Always make use of the necessary protective eyewear when engaging in risky activities like home repairs, playing certain sports or when you encounter occupational hazards.

6. Avoid smoking – Smoking increases your risk of developing age-related eye diseases more rapidly and can damage the optic nerve.

7. Know your family medical history – It is important to know whether your family has a history of hereditary eye diseases. As an important part of your risk profile, this information can keep your ocular health professional alert to specific symptoms related to those hereditary eye diseases.

8. Know your other risk factors – As you get older, you are at higher risk of developing age-related eye diseases and conditions. It is important to know your risk factors because you may be able to lower your risk by changing some behaviours.

9. If you wear contacts, take steps to prevent eye infections – Wash your hands thoroughly before handling your contact lenses. Follow the prescribed contact lens cleaning instructions and replace them as advised.

10. Give your eyes a rest – Prolonged screen time can strain your eyes. To reduce eyestrain, try the 20-20-20 rule: Every 20 minutes, look away about 20 feet in front of you for 20 seconds.



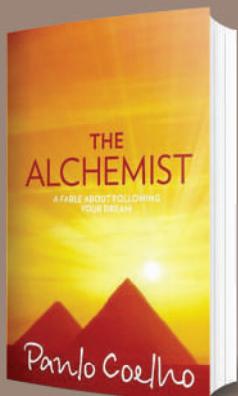
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Book list: *Revolutionary Reads*

The Alchemist

By Paulo Coelho



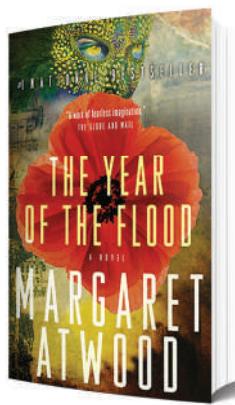
Paulo Coelho's enchanting novel has inspired a devoted following around the world. This story, dazzling in its powerful simplicity and soul-stirring wisdom, is about an Andalusian shepherd boy named Santiago who travels from his homeland in Spain to the Egyptian desert in search of a treasure buried near the Pyramids.

Along the way he meets a Gypsy woman, a man who calls himself king, and an alchemist, all of whom point Santiago in the direction of his quest. No one knows what the treasure is, or if Santiago will be able to surmount the obstacles in his path. But what starts out as a journey to find worldly goods turns into a discovery of the treasure found within.

Lush, evocative, and deeply humane, the story of Santiago is an eternal testament to the transforming power of our dreams and the importance of listening to our hearts.

The Year of the Flood

By Margaret Atwood

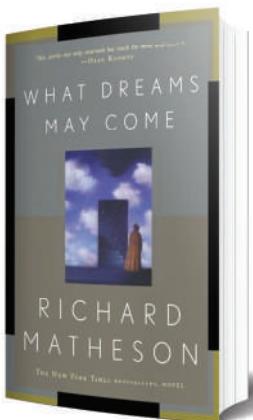


The times and species have been changing at a rapid rate, and the social compact is wearing as thin as environmental stability. Adam One, the kindly leader of the God's Gardeners--a religion devoted to the melding of science and religion, as well as the preservation of all plant and animal life--has long predicted a natural disaster that will alter Earth as we know it.

Now it has occurred, obliterating most human life. Two women have survived: Ren, a young trapeze dancer locked inside the high-end sex club Scales and Tails, and Toby, a God's Gardener barricaded inside a luxurious spa where many of the treatments are edible.

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What Dreams May Come

By Richard Matheson

A LOVE THAT TRANSCENDS HEAVEN AND HELL

What happens to us after we die? Chris Nielsen had no idea, until an unexpected accident cut his life short, separating him from his beloved wife, Annie. Now Chris must discover the true nature of life after death.

But even Heaven is not complete without Annie, and when tragedy threatens to divide them forever, Chris risks his very soul to save Annie from an eternity of despair. Richard Matheson's powerful tale of life---and love---after death was the basis for the Oscar-winning film starring Robin Williams.



Built to Last: Successful Habits of Visionary Companies

By James C. Collins, Jerry I. Porras

This is not a book about charismatic visionary leaders. It is not about visionary product concepts or visionary products or visionary market insights. Nor is it about just having a corporate vision.

This is a book about something far more important, enduring, and substantial. This is a book about visionary companies."

So write Jim Collins and Jerry Porras in this ground breaking book that shatters myths, provides new insights, and gives practical guidance to those who would like to build landmark companies that stand the test of time.

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Industry News: Your guide to prescribed assets

Prescribed assets are a set of regulatory practices which were, historically, implemented in South Africa and presently in other African countries (namely, Namibia). Concerns about this regulatory practice being implemented in South Africa emerge from a campaign proposal, by South Africa's governing party, to:

"investigate the introduction of prescribed assets on financial institution funds within a regulatory framework for socially productive investments (including housing, infrastructure for social and economic development and township and village economy) and job creation whilst considering the risk profiles of the affected entities"

Media coverage of this election manifesto proposal has caused distress and concern among EPPF members and pensioners who may fear that their hard-earned retirement benefits may be endangered.

To date, the EPPF has received no obligation or pressure from the state to finance the bailout of struggling State-Owned Entities (SOEs). In addition, established financial services regulations such as the Fund Rules, the Pension

Fund Act and Regulation 28 exists to protect the interests of our members. We want to officially assure our members and pensioners that there is no need to panic about this proposal.

Here is a brief overview of the current situation.

1. What are prescribed assets?

The term 'prescribed assets' refers to legislative practices through which the government requires institutions such as pension funds and insurance companies to invest a part of their funds in state institutions or state bonds.

2. Does the government have an official prescribed asset policy?

No, there has been no official prescribed asset policy legislated by the government. This proposal remains a non-statutory election manifesto statement.

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3. When will we have clarity on how prescribed assets will be applied by the governing party?

It is too soon to determine how the government will treat its prescribed assets proposal, mainly because the governing party is still undertaking discussions with stakeholders and conducting more investigations. As such, no policy paper has yet been published by the government on the matter.

EPPF's position on prescribed assets, published on our website, details the history of prescribed assets in South Africa. The article also evaluates the likelihood of the implementation as well as the impact prescribed assets policies will have if they are implemented. We encourage our members and pensioners to familiarise themselves with our evaluation of the facts available so that they can understand the situation more thoroughly.

This article can be found on the EPPF website:
<https://www.eppf.co.za/newsroom/single-article/the-position-of-the-fund-on-prescribed-assets>.

The EPPF commits to keeping members and pensioners up to date on the latest developments concerning this issue, especially those developments which might affect the Fund and its stakeholders.

Source for Q&A section: Fundhouse



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The family is *growing*



*Nabeela
Golding*

Role: Tax Administrator

*Where did you start your career
and what was your role?*

I started my career at SARS where I was employed as a graduate Auditor.

When did you join the Fund?

I joined the Fund on the 6th of February 2020.

*What makes you passionate about your new role
or why do you love your job?*

I love being able to help our pensioners. To give them a sense of hope and relief when they call makes my work here meaningful. That empathy drives me. The more the pensioners tell me how much the Fund has helped them the more my love for this job grows.



*Thembani
Mabunda*

Role: Travel Coordinator

*Where did you start your career
and what was your role?*

I started my Career at MTN South Africa. I worked there as a Customer Service Consultant for Pre-paid Data Support. From MTN, I moved to Dimension Data as a Technical Support and Billing Administrator.

When did you join the Fund?

I joined the Fund on the 2nd of January 2020 as a Travel Coordinator tasked with Travel Management for the Fund.

*What makes you passionate about your new role
or why do you love your job?*

Joining the Fund has been a real highlight for my professional growth. After 10 years of working experience, a tourism management qualification and recognition by South African Tourism, the Fund has given me the room to reach my full potential in the field that I am passionate about.

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Sabelo Masuku

Role: Risk and Compliance officer

Where did you start your career and what was your role?

I started my career at FNB as a Sales and Service consultant. Thereafter, I moved to GPAA (Government Pensions Administration agency) as an intern and a Risk Management administrator.

When did you join the Fund?

I joined EPPF on the 3rd of February 2020

What makes you passionate about your new role or why do you love your job?

I love working in an environment where management is all about protecting the objectives of an organisation, where I learn new things every day. I love working with people from different work backgrounds and helping them manage the risks within their spaces.



Portia Matjea

Role: III-Health Administrator

Where did you start your career and what was your role?

I started my career at Steve Biko Academic Hospital working as a Neonatal ICU Nurse.

When did you join the Fund?

I started working at the Fund on 1 January 2020 as a III-Health Administrator.

What makes you passionate about your new role or why do you love your job?

The diversity of the work that I do ensures that no day is like any other. There is a genuine spirit of teamwork, cooperation and shared goals all revolving around delivering the highest quality of customer service to our clients.



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Funding for students with the National Student Financial Aid Scheme (NSFAS)

Education is one of the most important tools that any young person can be equipped with. It opens opportunities for learning, employment, and financial freedom. However, despite the need for education it is not always accessible to students from poor backgrounds. This is where institutions such as the National Student Financial Aid Scheme (NSFAS) are critical.

Introduction to NSFAS

The National Student Financial Aid Scheme is a government entity under the Department of Higher Education, Science and Technology established according to the NSFAS Act 56 of 1999. NSFAS was established to provide financial support to disadvantaged students who wish to further their studies at public universities or TVET colleges.

NSFAS funds disadvantaged students through low interest-rate loans, part of which can be converted into grants according to academic merit. This is a great advantage that allows students the ability to get the education they need and pay back the loan when they are gainfully employed. NSFAS also administers benefits left in the estate of a deceased breadwinner to maximise the value of those benefits for children of the deceased.

Trust accounts at the EPPF

At the EPPF, one of the core services we administer are trust accounts. This benefit is defined as a legal arrangement through which funds or assets are held by a third party (the trustee) for the benefit of another party (the beneficiary). In the EPPF's case, these

trust accounts are held by the Fund on behalf of minors (children under the age of 21).

As an organisation that is invested in its members and cares about their livelihood and future, we monitor how these funds are utilized by beneficiaries. Our observations reveal a concerning trend. Some beneficiaries exhaust their trust funds early in their academic journey without an option of alternative financial assistance from immediate family members or third-party sponsorship. As a result, they are unable to further their studies and complete their desired university or college qualification.

Eligibility for NSFAS

Part of the cause of this trend is the fact that many trust account beneficiaries are unaware that they are eligible to apply to NSFAS for funding. NSFAS assists millions of South African citizens who wish to further or complete their studies but lack the financial resources to do so. Trust account beneficiaries are urged to apply for this source of funding as an initial resort. Like all other financial aid entities in the sector, NSFAS outlines the minimum requirements that must be met to be eligible for funding. Read more information on NSFAS below.

Applying for NSFAS study assistance

Please note that financial assistance is only considered for students who have been accepted at a higher learning institution and meet all the requirements to study towards higher education.

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Who qualifies for NSEAS funding?

- All South African citizens
- All SASSA grant recipients qualify for funding
- Applicants with a combined household income not more than R 350 000 per year
- Persons with disability: combined household income must not be more than R 600 000 per year
- Students who started studying before 2018 whose household income is not more than R122 000 per year

What does the financing cover?

For students enrolling to University

- Accommodation – costs for private accommodation must not exceed costs of university residence
- Transport (up to 40km from the institution) R10 000 per year
- Living allowance R 14 000 per year
- Book allowance R5 000 per year
- Incidental/ personal allowance R2750 per year for students in catered residences

For students enrolling to TVET colleges

- Accommodation in an urban area R24 000 per year
- Accommodation in a peri-urban area R 18 000 per year
- Accommodation in a rural area R 15 000 per year
- Transport (up to 40km from the institution) R10 000 per year
- Transport R7000 per year
- Incident/ personal care allowance R2750 per year

Contact information

To find out more information:

- Visit the NSFAS website on <https://my.nsfas.org.za>
- Go to the NSFAS offices at any higher learning institution near to you
- Call 0800 067 327

Please share the above information with your families and anyone you know who might benefit from the funding available at NSFAS.



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Interest rates

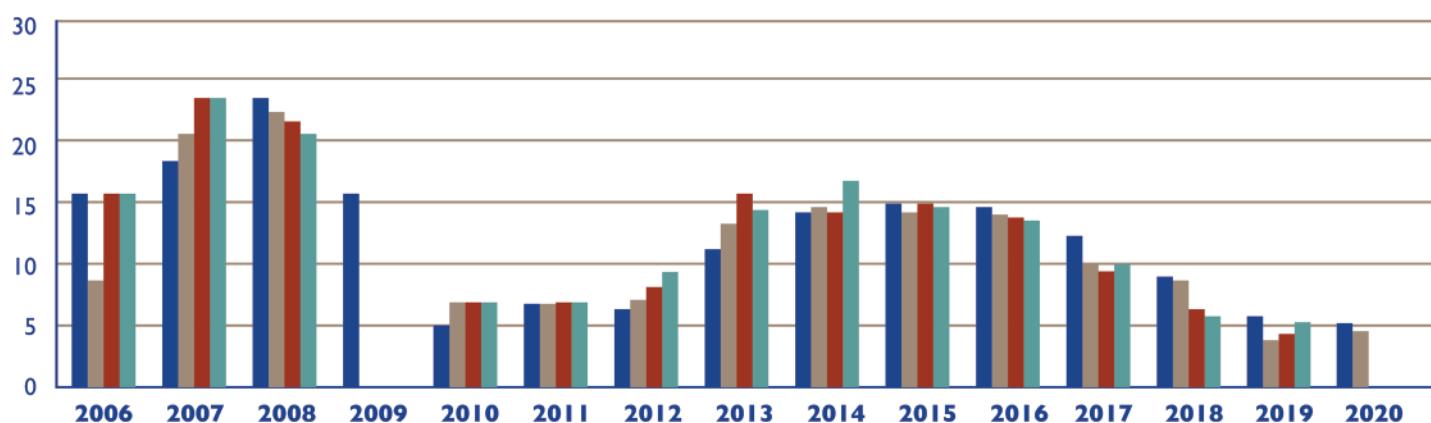
Each quarter, the Board of Trustees of the EPPF reviews the interest rate applicable to the Additional Voluntary Contribution Scheme (AVC) and the Deferred Pension Scheme, taking into consideration the financial performance of EPPF's investments.

The AVC scheme enables in-service members to make additional voluntary contributions in order to enhance their retirement or withdrawal benefits. The Deferred Pension Scheme, provides a "parking" or preservation facility for the retirement money left in the EPPF by former in-service members, the "deferred pensioners".

In-service members earn interest on the AVC Scheme and deferred pensioners earn interest on the Deferred Pension Scheme.

When considering the impact of our interest rates, one should consider the long-term nature of retirement funds and avoid looking at short-term rates only. There may be times when our interest rates are higher than those available in the open market, while at other times the rates may indeed be lower. This is due to the fact that our interest rates are based on past performance on a rolling four-year basis, thus lagging behind interest rates in the market. Over the longer term however, the end result should be comparable. The graphs shows the EPPF interest rates applied for each quarter from 2006:

Fund Interest Rates %



YEAR	QUARTER 1	QUARTER 2	QUARTER 3	QUARTER 4
2006	16%	16%	16%	16%
2007	18.5%	21%	24%	24%
2008	24%	23%	22%	21%
2009	16%	0%	0%	0%
2010	5%	7%	7%	7%
2011	7%	7%	7%	7%
2012	6.5%	7.25%	8.25%	9.5%
2013	11.5%	13.5%	16%	14.7%
2014	14.5%	14.7%	14.63%	17.15%
2015	14.9%	14.5%	15.16%	14.84%
2016	14.93%	14.19%	13.96%	13.87%
2017	12.52%	10.25%	9.64%	10.18%
2018	9.13%	8.40%	6.21%	5.78%
2019	5.92%	4.06%	4.54%	5.09%
2020	5.07%	4.42%		

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Update of Personal Information

It is important for the Fund to have accurate and up-to-date records of your personal information. We use this information to communicate with you and to be able to correctly administer your pension. We urge you to keep us informed if any of this personal information changes, including the correct spouse's date of birth and other personal details.

Should you experience a significant life event, such as a divorce, please ensure that you update the Fund with this information.

To update your personal information, call 0800 11 45 48 or visit our website and make the changes on our recently revamped member portal.



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Werk jou persoonlike inligting by

Dit is vir die Fonds belangrik om akkurate rekords te hê wat jou jongste persoonlike inligting bevat. Ons gebruik hierdie inligting om met jou te kommunikeer en jou pensioen reg te administreer. Ons moedig jou ten sterkste aan om ons daarvan in kennis te stel as enige van hierdie persoonlikeinligting verander, onder andere jou eggenoot se korrekte geboortedatum en ander persoonlike besonderhede.

As daar 'n groot verandering in jou lewe is, soos 'n egskeiding, moet jy seker maak dat jy hierdie nuwe inligtingvir die Fonds stuur.

Om jou nuwe persoonlike inligting vir ons te gee, bel 0800 11 45 48 of gaan na ons webtuiste en doen die veranderinge op ons ledeportaal wat onlangs opgeknapp is.



Ho fana ka tlhahisoleseding ya moraorao mabapi le wena

Ho bohlokwa haholo hore Letlole le be le ditlaleho tse nepahetseng le tsa moraorao tsa tlhahisoleseding ya hao. Re sebedisa tlhahisoleseding ena ho buisana le wena hape e re thusa hore re sebetsane le ditaba tsa penshene ya hao ka tsela e nepahetseng. Re kopa hore o dule o re tsebisa haeba tlhahisoleseding ena ya hao e fetoha, ho akarelletsa le letsatsi le nepahetseng la tswalo ya molekane wa hao le tlhahisoleseding leha ele efe e nngwe mabapi le wena.

Haeba ho ka ba le ntho e kgolo e fetohang bophelong ba hao, jwaloka ho hhalana le molekane wa hao, ka kopo netefatsa hore o tsebisa Letlole ka tlhahisoleseding ena.

E le hore o fane ka tlhahisoleseding ya hao ya moraorao, letsetsa 0800 11 45 48 kapa o etele webosaete ya rona ebe o etsa diphetoho leqepheng la ditho tsa rona le sa tswa ntlafatswa.



Ukunikeza imininingwane yomuntu yamuva

Kubalulekile ukuba i-Fund ibe nemmmgwane yakho enembile futhi yamuva. Sisebenzisa le mmmmgwane ukuze sixhumane nawe futhi sikwazi ukulawula impesheni yakho. Sikunxusa ukuba uhlale usazisa uma kukhona imininingwane yakho eshintshayo, kuhlanganise nemininingwane enembile ngosuku lokuzalwa koshade naye neminye imininingwane yakho.

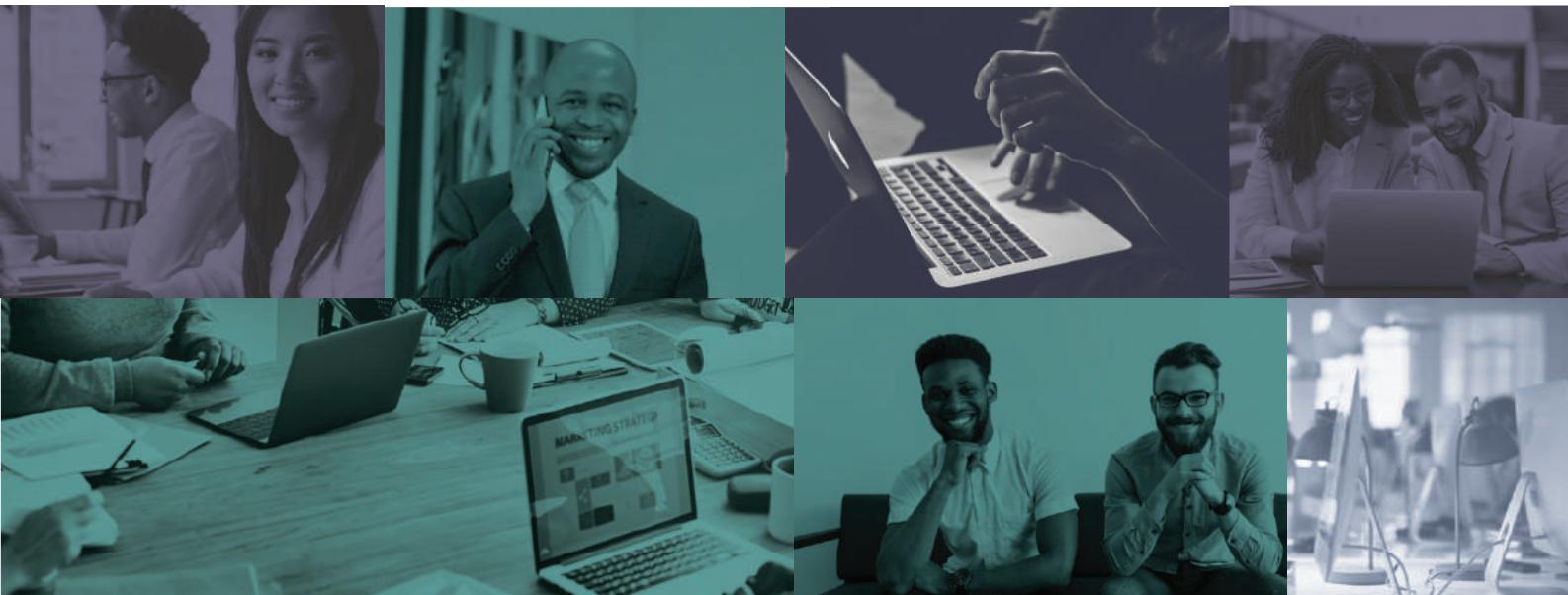
Uma kwenzeka ukuphila kwakho kushintsha ngendlela ephawulekayo, njengokuthi udivose, sicela uqiniseke ukuthi uyayazisa i-Fund ngaleylo mininingwane.

Ukuze uthuthukise imininingwane yakho, fonela u-0800 11 45 48 noma uvakashele ingosi yethu ukuze wenze izinguquko ohlwini lwamalungu ethu.



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NEW EPPF PENSION ADMINISTRATION SYSTEM LAUNCHED

Advanced digital solutions are constantly improving service delivery for customers. The EPPF is enthusiastic about this. As such, we have been working to update the digital solutions provided by our pension administration platforms. By doing this, we aim to deliver services to our members with greater speed, efficiency, and accuracy.

In late **April 2020**, we introduced the new Pension Administration System – a more agile and robust platform that came into full effect on **April 30, 2020**.

This new system includes an enhanced member portal, which many of you often use. The resultant member-portal is best-in-class. It is user-friendly, modern, efficient, and delivers key services to members more seamlessly. From the EPPF website you

can either login to your existing member portal profile or register as a new user.

You can also view our new member portal introductory video on our website. We have created a "Getting Started Manual," also available on the website, that will guide you through using the new member portal. If you have any problems related to our website or our new member portal, please contact the **EPPF Call Centre on the toll-free 0800 11 45 48 or email info@eppf.co.za**.

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Eskom Pension and Provident Fund Contact Details

Call Centre Toll-free Number: 0800 11 45 48
Call Centre Landline: 011 709 7400
Call Centre Fax Number: 0866 815 449
Email: info@eppf.co.za
Postal address: Private Bag X50, Bryanston, 2152
Website address: www.eppf.co.za

Head Office and Johannesburg Walk-In Centre

Reception Switchboard: 011 709 7400
Physical address: Isivuno House, EPPF Office Park,
24 Georgian Crescent, Bryanston East,
Johannesburg, 2191
GPS Coordinates: S26 02.437 E28 01.101

Emalahleni Regional Office / Walk-in centre

Contact: 013 693 3240 / 013 693 3918
Physical address: House No. 27, Eskom Park, Visagie
Street, Emalahleni, 1035

East London Satellite Office

Contact: 043 703 5772
Physical address: Sunilaws Office Park, Block A,
Corner Quenera Drive & Banza Bay road, East
London 5241

Cape Town Satellite Office

Contact: 021 915 2721
Physical address: Eskom Western Cape Regional
Office, 60 Voortrekker Road Bellville, 7530

Polokwane Satellite Office

Contact: 015 230 1392
Address: 66 Hans Van Rensburg Street,
Polokwane Central, Polokwane, 0700

Durban Satellite Office

Contact: 031 710 5206
Address: KwaZulu-Natal Eskom Regional Office, 25
Valley View Road New Germany, 3620

Eskom Compulsory Death Benefit

Telephone Number: (011) 800 8597 or (011) 800 2612
Fax Number: 086 668 6065
Email Address: pensionerqueries@eskom.co.za

Sanlam Contact Details (Voluntary Burial Scheme)

Queries related to the new scheme and your benefits
must be directed to Sanlam at:
Telephone Number: 0860 302 922
Email Address: Eskomservicing@sanlamsky.co.za

Sanlam: Existing record amendments and claim submissions

Contact Number: 0860 302 922
Fax Number: 0860 276 884
Email for claims: eskomclaims@sanlamsky.co.za
Email for servicing: eskomservicing@sanlamsky.co.za

Indwe (Care and household insurance claims)

Call Centre Number: 0860 843 244 / (011) 912 7300
Email Address: hobackline@indwerisk.co.za
Homeowner new claims:
newclaims@indwerisk.co.za

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