



### A WORD FROM THE PRINCIPAL OFFICER

Dear Member

It goes without saying that South Africans are navigating a tough economic environment. If you feel like you're at breaking point, you're not alone. And even though difficult times may lie ahead, I want to remind you that you've made important progress toward ensuring a financially comfortable retirement, simply by being a part of Old Mutual SuperFund. Our job and the vision of the **SuperFund Board of Trustees** is to help grow your retirement savings and assist you in making the best choices on your journey to retirement.

The hot topic of conversation in the retirement industry remains National Treasury's proposed Two-Pot Retirement System. While the new system's proposed implementation date is 1 September 2024, SuperFund will continue to update you on the hows and whys leading up to and after the date. Remember, this well-intentioned system, which will only apply to retirement savings contributions from the Effective Date, will encourage Members to preserve their retirement savings until retirement and simultaneously allow them access to 1/3 of their retirement savings per tax year. We encourage Members to see this as a type of 'emergency fund' that will allow you to fund unexpected expenses, and not a fund that you should cash out for any other reason. As far as possible, we want you to build a financial cushion for your retirement so that you can live comfortably, and with dignity and independence in your later years.

SuperFund is committed to providing Members with the best possible experience. That's why digital transformation is a top priority of our Member-centric strategy. Did you know you can track your retirement savings value and view your Statement of Benefits, among other things, securely and 24/7 through Old Mutual Secure Services and WhatsApp? This means you no longer have to wait for assistance to access the information you need. For detailed steps on how to register for Secure Services and access SuperFund on WhatsApp, please refer to the guide linked in this newsletter.



On that note, keeping your details updated with the Fund is essential for you to receive important information about your retirement savings and to access our digital platforms. If your details are not up to date, you may miss out on this important information. Please take a few minutes to update your contact information with the Fund. You can do this through your Employer, via the My Old Mutual app, on Secure Services, or by calling the SuperFund customer service team on 0860 50 60 70.

**Happy reading & stay safe this festive season.**  
Fiona Reynolds  
Principal Officer: Old Mutual SuperFund

### WE ARE DIGITAL! Convenience at your fingertips

SuperFund provides a secure and easy self-service option through the Old Mutual App (available on [Android](#) and [iOS](#)), [Secure Services](#) and WhatsApp.

<p><b>On the Old Mutual app, you can:</b></p> <ul style="list-style-type: none"> <li>View your retirement savings value</li> <li>View your product portfolio</li> <li>Keep track of your <b>Old Mutual Rewards</b> points and find out how you can earn and spend them</li> <li>Update your contact and personal details</li> <li>View any relevant documents</li> </ul>	<p><b>On Secure Services, you can:</b></p> <ul style="list-style-type: none"> <li>View your retirement savings value</li> <li>View your product portfolio</li> <li>Keep track of your <b>Old Mutual Rewards</b> points and find out how you can earn and spend them</li> <li>Update your contact and personal details</li> <li>Complete or update your Beneficiary Nomination Form</li> <li><a href="#">Click here</a> for a detailed registration guide</li> </ul>	<p><b>On WhatsApp, you can:</b></p> <ul style="list-style-type: none"> <li>Check your retirement savings value</li> <li>Download the Beneficiary Nomination Form</li> <li>Access your retirement and Withdrawal guide</li> <li>Access educational member content</li> <li>To access SuperFund on WhatsApp, scan the QR code or save 0860 933 333 as a contact. Send "Hi" on WhatsApp. Then, select option 4 ("View employment retirement savings").</li> </ul>
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Be on the lookout for an email or SMS from us soon. We'll prompt you to register on our **Secure Services** platform to ensure you can access your portfolio safely and securely.

### MEMBER SURVEY RESULTS: WE ASKED, YOU ANSWERED!

Thank you for completing our recent SuperFund Member Survey!

We value your feedback and will be using it to improve our services and make your membership experience even better.

Here are some of the key insights we learned:

<b>60% of respondents said they were aware of Two-Pot.</b>	<b>54% of respondents said they would withdraw from their Savings Component only when the need arises.</b>	<b>Over 70% of respondents said they preferred receiving detailed information on Two-Pot from SuperFund via email.</b>

### SEPARATING FACT FROM FICTION: COMMON MISCONCEPTIONS ABOUT THE TWO-POT RETIREMENT SYSTEM

MYTH	VS.	FACT
I will need to elect to join the Two-Pot Retirement System.	01	The move to the proposed Two-Pot Retirement System will be automatic for all retirement fund members, so no action is required. Provident fund Members who were older than 55 on 1 March 2021 will be the only exception - they will be given an option to opt in.
My retirement savings will disappear when the Two-Pot Retirement System kicks in.	02	Your existing retirement savings will be fully protected and remain invested in your current retirement funds. The Two-Pot Retirement System's rules will only apply to your FUTURE retirement contributions, starting on the proposed effective date of 1 September 2024.
I won't pay tax on withdrawals from my Savings Component.	03	Any withdrawals from your Savings Component will be taxed at your normal marginal rate of income tax rate.

### HAVE YOU CHECKED YOUR MEMBER BENEFIT STATEMENT?

In October 2023 SuperFund issued Members with a formal benefit statement. Your Annual Member Benefit Statement (MBS) shows you how well you're doing with your retirement savings. In your MBS, you'll find the SuperFund "RAG (red, amber, green) colour-coding status", which will help you to know whether you're on track for the retirement lifestyle you want one day.

#### What is my retirement status?

Your retirement status provides you with an indication of how "on-track" you are for a comfortable retirement in the FUTURE. This is based on your current member account balance, normal retirement age and expected future contributions and growth.

<b>RED</b> You are likely to not have enough at retirement.	<b>AMBER</b> You may not have enough to retire in comfort.	<b>GREEN</b> You should continue to monitor your savings.
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We strongly encourage you to consult a licensed financial advisor to plan for your retirement. TO IMPROVE YOUR STATUS, follow the guide below:

To improve from RED to AMBER to GREEN

You need to increase your future contributions by Rxx per month.

#### How do I improve my retirement status?

- Contribute to your Fund monthly
  - Increase your savings contribution or make additional voluntary contributions to the Fund. **Speak to your employer to find out what your options are.**
  - Save for as long as possible, and think carefully before retiring early. [Click here](#) to use your retirement calculator.
  - Avoid taking your retirement savings as cash when you change jobs, but rather **keep it in the Preserver Account in Old Mutual SuperFund.**
  - Pick an investment strategy that is appropriate for your needs by speaking to your **advisor** regularly. Find a financial advisor [here](#).

It's important to review your statement each year to make sure you're on track to meet your retirement goals.

For more information and to access your MBS via WhatsApp or on Secure Services, check out our recent MBS communication [here](#).

### WHY YOU NEED TO COMPLETE OR UPDATE YOUR BENEFICIARY NOMINATION FORM

As a member of a retirement fund, if you were to pass away before reaching retirement age, the SuperFund Trustees (Management Board) are required, by law, to determine who should receive your retirement savings (referred to as the "Death Benefit").

You can help them ensure the right people are financially supported by completing your nomination form [here](#) or on [Secure Services](#). Once complete, please give a copy to your family and/or Employer for safekeeping.

Check and update your Beneficiary Nomination Form regularly, especially after any life events such as marriage, divorce, adoption, childbirth, etc. To understand more about the death claims process, [click here](#).

We have processed and paid 48% more death claims during 2023 than we did in 2022 and would like to maintain this level of service. One of the key ways we can do this is if your Beneficiary Nomination Form is complete and up to date.

### DO YOU QUALIFY FOR AN UNCLAIMED BENEFIT?

An unclaimed benefit is any lump sum or pension benefit that is due to a retirement fund member (or his/her beneficiaries) that has remained unclaimed for a period of time, according to the Pension Funds Act.

Find out if you qualify for any unclaimed benefits from Old Mutual by [clicking on this link](#).

Then, select [CHECK NOW](#)

Insert your basic personal details and click "check".

Alternatively, call 0860 455 455 or 0860 33 77 77.



### MEMBER RESOURCES

Please click on the buttons below to read more.

<a href="#">Is my Employer paying my contributions on time?</a>	<a href="#">Help me understand how the Death Benefit works</a>	<a href="#">Read about the key insights from SuperFund's 2023 Summit</a>	<a href="#">Help me understand my retirement savings a bit more</a>	<a href="#">Inform me in detail about the proposed Two-Pot Retirement System</a>	<a href="#">View the Q3 Investment Update</a>
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### READ OUR COMMUNICATIONS IN YOUR LANGUAGE WITH A SINGLE CLICK!

Two-Pot Vol. 2	<a href="#">English</a>   <a href="#">IsiXhosa</a>   <a href="#">IsiZulu</a>   <a href="#">Sesotho</a>   <a href="#">Sepedi</a>   <a href="#">Afrikaans</a>
Member Newsletter May 2023	<a href="#">English</a>   <a href="#">IsiXhosa</a>   <a href="#">IsiZulu</a>   <a href="#">Sesotho</a>   <a href="#">Sepedi</a>   <a href="#">Afrikaans</a>
S13A – Are Your Retirement Contributions Paid on Time?	<a href="#">English</a>   <a href="#">IsiXhosa</a>   <a href="#">IsiZulu</a>   <a href="#">Sesotho</a>   <a href="#">Sepedi</a>   <a href="#">Afrikaans</a>
Your Death Benefit Explained	<a href="#">English</a>   <a href="#">IsiXhosa</a>   <a href="#">IsiZulu</a>   <a href="#">Sesotho</a>   <a href="#">Sepedi</a>   <a href="#">Afrikaans</a>
Your Member Benefit Statement	<a href="#">English</a>   <a href="#">IsiXhosa</a>   <a href="#">IsiZulu</a>   <a href="#">Sesotho</a>   <a href="#">Sepedi</a>   <a href="#">Afrikaans</a>

You can view your profile and access other services using one of our digital solutions

Secure Services	WhatsApp 0860 933 333	0860 20 30 40	<a href="mailto:superfund@oldmutual.com">superfund@oldmutual.com</a>
Old Mutual App	GET IT ON Google Play	Download on the App Store	EXPLORE IT ON AppGallery