



OLDMUTUAL

# OLD MUTUAL SUPERFUND PRESERVER MEMBER GUIDE



**CORPORATE**  
RETIREMENT SOLUTIONS

DO GREAT THINGS EVERY DAY

# BEING A PRESERVER MEMBER SHOWS YOUR COMMITMENT TO YOUR FINANCIAL FUTURE!

Preserver allows you to continue your Old Mutual SuperFund membership, even though you have left your employer. This way your retirement savings will stay invested, and can keep on growing. What's more, you enjoy investment choice and excellent service at a good price.

This guide will help you understand how Preserver works and how you can get the most out of your membership. After all, you want to make sure that Preserver works as hard for you as you have worked to build up your retirement savings until now.

This Member Guide has been prepared based on legislation and the Rules of the Old Mutual SuperFund Pension and Provident Funds. It summarises what is provided for in the Rules of Old Mutual SuperFund and explains the tax consequences of the options available to you. Every effort has been made to ensure the information in this Member Guide is correct. However, should any error have been made, the Rules of the two Funds will apply. You are encouraged to read the Rules of the Old Mutual SuperFund. You can obtain a copy of the Old Mutual SuperFund Master Rules by phoning 0860 20 30 40. Remember: Your rights as a member of the Fund are contained in the Fund Rules.

# CONTENTS

<b>1. THE ADVANTAGES OF YOUR PRESERVER MEMBERSHIP</b>	<b>2</b>
<b>2. GETTING THE MOST OUT OF YOUR PRESERVER MEMBERSHIP</b>	<b>3</b>
<b>3. HOW PRESERVER WORKS</b>	<b>4</b>
• Membership	4
• Contributions	4
• The Two-Pot Retirement System	4
• Your Preserver Member Account	7
• Transferring other retirement savings to your Preserver Member Account	7
• Investment options	7
• Death, Disability and Funeral Cover	8
• Fees	8
• Service and Communication	8
<b>4. INVESTING YOUR RETIREMENT SAVINGS</b>	<b>9</b>
• Managing your investment risk	9
• Your Old Mutual SuperFund Preserver investment package options	10
• Switching from Absolute Growth Portfolio	11
<b>5. BENEFITS</b>	<b>12</b>
• Retirement	12
• Old Mutual Solutions at Retirement	13
• Disability/ Ill health early Retirement	14
• Death	14
• Savings Pot Withdrawal	14
• Withdrawal	14
<b>6. FINANCIAL PLANNING</b>	<b>16</b>
• The value of a financial planner	16
• Protection	16
• Wealth building	16
• Countdown to retirement	16
<b>7. USEFUL INFORMATION</b>	<b>17</b>
• How can I keep track of my retirement savings	17
• Avoiding hardship for your loved ones if you die	17
• Divorce and your Preserver retirement savings	18
• Submitting a claim	18
• How to claim your retirement savings	18
• Access to information	19
• Resolving disputes	19
<b>CONTACT DETAILS</b>	<b>20</b>

# 1. THE ADVANTAGES OF YOUR PRESERVER MEMBERSHIP

There are many advantages to being a Preserver Member, not least of which are:

- **You help keep your retirement plan on track.** Your retirement savings will stay invested, while you enjoy investment choice and flexibility
- **You keep your options open.** Although you should do everything you can to keep your retirement savings intact, we understand that sometimes you need access to cash. Should the need arise, you can withdraw your retirement savings in cash. Or you can transfer your retirement savings to another retirement fund<sup>1</sup>
- **You have the time and flexibility to make good choices.** Since your retirement savings have the ability to continue growing, you can take your time deciding what to do with them. This also gives you the time to speak to a financial adviser if you need to
- **You can select your retirement age.** You can choose to retire at any age once you have reached your 55th birthday

<sup>1</sup>Subject to legislation and the rules of the receiving fund, at the time of transfer.



## 2. GETTING THE MOST OUT OF YOUR PRESERVER MEMBERSHIP

To make the most of your Preserver retirement savings, you need to make sure you do the following:

### READ ALL ABOUT IT

Read through this Preserver Member Guide to get a full understanding of your benefits and investment options. It will also show you how to make Preserver a vital part of your financial planning for your future.

### REGULARLY CHECK THAT YOUR PERSONAL DETAILS ARE VALID

Check all your personal details and beneficiary nominations, and keep these up to date by:

- Logging into your Old Mutual SuperFund Member web account, or
- Contacting the Old Mutual SuperFund service centre at 0860 20 30 40

### KEEP TRACK OF YOUR RETIREMENT SAVINGS AND INVESTMENT OPTIONS

To do this:

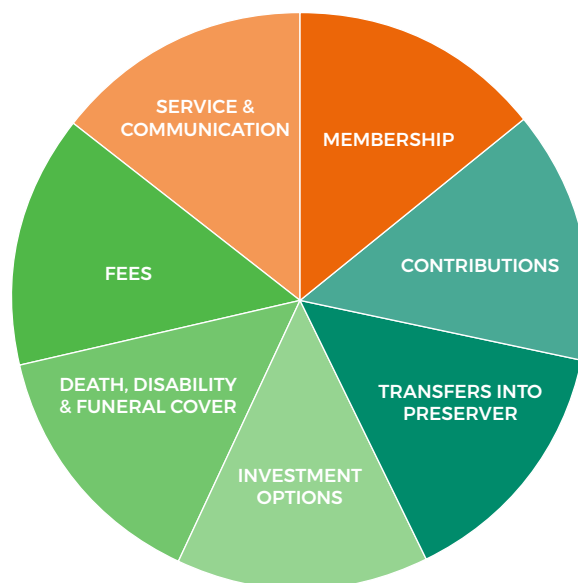
- Logging into your Old Mutual SuperFund Member web account.
- For more information on how to register for the service, refer to the Registration Guide in the Member pack or via the Old Mutual website [secure.oldmutual.co.za/registration](https://secure.oldmutual.co.za/registration).

### MAKE SOME DECISIONS; DO SOME PLANNING!

Consider your dreams and goals, as well as your fears and concerns, while you read this Guide. Start doing some serious thinking about a financial plan that will meet your needs. You may want to contact an authorised financial adviser to help you with this. We'll tell you how, later in this Guide.



## 3. HOW PRESERVER WORKS



### MEMBERSHIP

- With Preserver you continue your Old Mutual SuperFund Membership, even though you have left your employer.
- Preserver is subject to only the Master Rules of Old Mutual SuperFund. The Special Rules governing your previous employer's sub-fund no longer apply.

Please note that the investment portfolios as well as the investment and administration fees could be different from your current structure. For details regarding the investment portfolios and fee structures, please contact the service centre or access the Investment Portfolio and Fees list at [oldmutual.co.za/superfund/investment-funds](http://oldmutual.co.za/superfund/investment-funds).

### CONTRIBUTIONS

While Preserver may keep on growing the retirement savings you have invested, you are no longer able to make additional contributions.

### THE TWO-POT RETIREMENT SYSTEM

#### 1. What is the Two-Pot Retirement System?

The Two-Pot Retirement System enables you to access a portion of their retirement savings (before retirement) for emergencies. The remaining portion of your savings will remain "preserved", meaning you will have to keep most of your retirement savings invested until you retire.

Important details regarding the Two-Pot Retirement System is provided below.

#### 2. Who is it for?

It applies to any eligible Member of a South African pension, provident, retirement annuity or preservation fund. If you were a provident fund member were 55 years or older on 1 March 2021, and remained in Old Mutual SuperFund, you have the option to continue with the previous system or opt-in to the new Two-Pot Retirement System. If however you transfer out of SuperFund to another fund, you will automatically opt-in to the Two-Pot Retirement System. Important details regarding the Two-Pot Retirement System is provided below.

#### 3. How does the Two-Pot Retirement System work?

After 1 September 2024, all new retirement contributions (less administration fees and risk premiums, where applicable) will be divided into two Pots:

- A Savings Pot where one-third of contributions will be allocated and you will be able to access before retirement if required, and
- A Retirement Pot, where the remaining two-thirds will be kept for funding your income at retirement. This pot will be preserved until your retirement date.

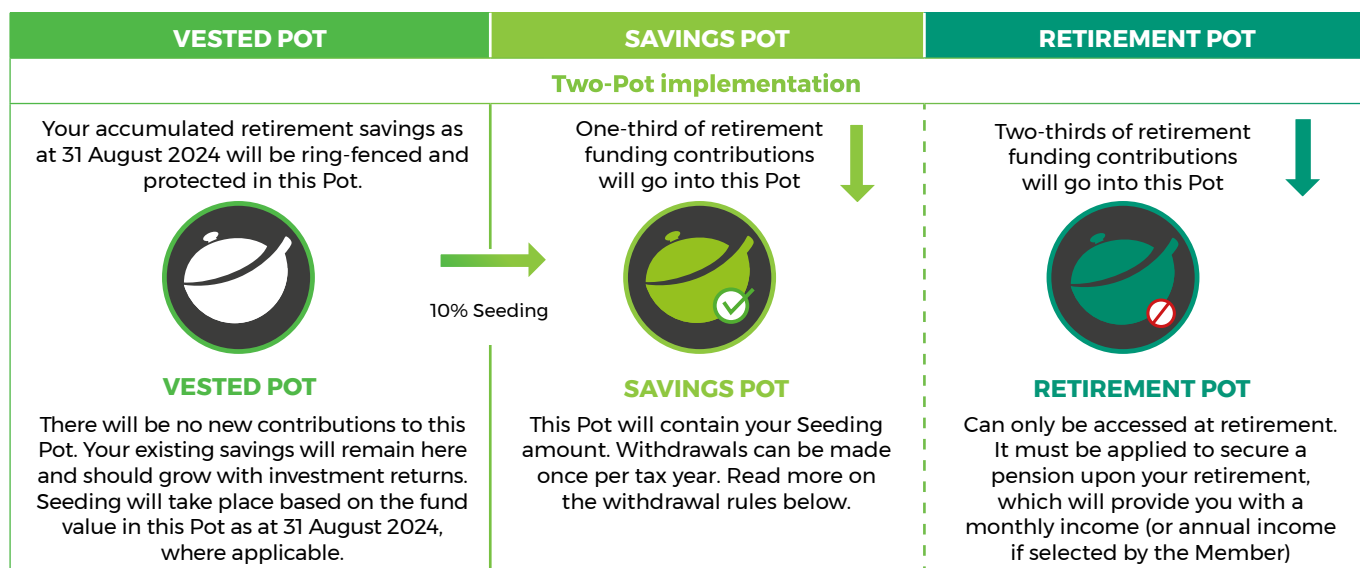
As a Preserver Member, you will not receive future contributions, so this does not apply to you.

#### Seeding

- On or after 1 September 2024, there will be a once-off automatic allocation of 10% of your existing retirement savings (capped at R30 000) transferred to the Savings Pot as an opening balance.

All retirement savings up to 1 September 2024, will be ring-fenced in the Vested Pot and the previous rules relating to how you can take your benefit in cash or not, will continue to apply.

#### Here's a breakdown of how it will work for SuperFund Preserver as at 1 September 2024:



**Note: Two-Pot will affect future retirement fund contributions (from 1 September 2024). As a Preserver Member, you will not receive future contributions, so this does not apply to you**

#### 4. What Members need to know:

- Old Mutual SuperFund Members will be able to enquire or withdraw via WhatsApp. It is very important that we have your correct cell phone number, which you can update using the Old Mutual App (the digital home for your savings, insurance and investment portfolio) or via [Secure Services](#).
- The full Savings Pot amount can be withdrawn, however a withdrawal minimum of R2000 is applicable.
- If you were 55 years or older on 1 March 2021 and part of the Old Mutual SuperFund Provident Fund on 1 March 2021, you will need to opt-in to the Two-Pot Retirement System to qualify for a Savings Pot withdrawal.
- A transaction fee will be deducted from each Savings Pot Withdrawal value.
- What you don't spend from your Savings Pot will be available as a lump sum when you retire.

#### 5. MORE ABOUT THE VARIOUS POTS (Three Pots will be available from 1 September 2024)

##### 5.1. Savings Pot

- On or after 1 September 2024, 10% of your existing retirement savings (capped at R30 000) will be transferred to your Savings Pot. This is a once-off automatic allocation.
- You can access your money from the Savings pot before retirement. You will be charged a transaction fee for each withdrawal to cover administration costs.
- Withdrawals can happen only once per tax year between 1 March and 28/29 February.
- The withdrawal is set at a minimum of R2 000. The maximum amount will be the balance available in the Savings Pot.
- The Savings Pot is designed to be your lump sum at retirement. Any amount withdrawn before retirement will reduce your lump sum.
- Any amount from your Savings Pot paid out on retirement or death will be taxed at the current retirement fund lump sum benefit scales.
- Withdrawals from the Savings Pot before retirement or death, are taxed as part of your annual taxable income, calculated using your marginal tax rate.

- If you have retirement savings in SuperFund Pension Fund and SuperFund Provident Fund have two separate Savings Pots and can withdraw from both.
- Each time you withdraw from a Savings Pot, you will be taxed at your highest marginal tax rate. This is the tax rate that applies to the highest portion of your income.
- If you have any outstanding taxes payable to SARS (South African Revenue Service), this will be deducted before your benefit is paid. A transaction fee will be deducted from each withdrawal value.

### **5.2 Retirement Pot**

- The Retirement Pot will follow you throughout your working life, even if you change employers or Funds.
- This Pot can only be accessed on death or at retirement.
- No withdrawals can be made from this Pot before retirement.
- When you retire, the full amount in the Retirement Pot must be used to purchase a pension from Old Mutual or an Insurer of your choice, which will give you a regular income during retirement.
- Should you die before retirement, the balance in your Retirement Pot will be paid to your beneficiaries.

### **5.3 Vested Pot**

- This Pot consists of your accumulated retirement savings in the Fund as of 31 August 2024.
- This Pot is subject to the rules applicable prior to the Two-Pot Retirement System (e.g. can be accessed if leaving employment).
- Your retirement fund contributions on 31 August 2024, minus the amount transferred to your Savings Pot, will remain in the Vested Pot, and will be allocated investment returns. The Vested Pot will remain subject to the retirement rules that applied up to the date the new regulations came into effect.
- No further contributions may be made to the Vested Pot. It will continue to grow with investment returns less administration fees.
- Provident Fund Members age 55 and older as at 1 March 2021, who did not opt-in to the Two-Pot Retirement System and stayed in the same fund, may continue contributing towards their Vested Pot.

### **6. What key information is needed from you for the Two-Pot Retirement System?**

- First names
- Surname
- ID number/passport number
- Cell number
- Tax number
- Email address

All these must be as accurate as they are on the government system that generated them (Home Affairs and SARS). If incorrect, it may cause a delay in benefit payment.

### **7. Members 55 years and older on 1 March 2021**

The Two-Pot Retirement System will affect all retirement fund types, i.e. pension, provident, retirement annuity and preservation funds. However, there is an exception for Provident Fund Members who were 55 years or older on 1 March 2021 and are still Members of the same fund.

Below are the rules that applied to all Provident Fund members effective 1 March 2021:

Vested Provident Pot - Prior to 1 March 2021: Provident Fund Members could access their entire retirement benefit in cash.

Vested Pension Pot - After 1 March 2021: Provident Fund Members' ongoing contributions were subject to the same annuitisation requirements as pension fund Members.

Members who were 55 years or older on 1 March 2021, and remained in the Fund, were excluded from this requirement and therefore not impacted by these changes (i.e. they were still able to take 100% of their benefit in cash at retirement). However, these Members will be given 12 months in which to opt-in to the Two-Pot Retirement System from 1 September 2024.

### **8. Can a member withdraw from all the pots when they resign from a job?**

The Two-Pot Retirement System introduces mandatory preservation. In other words, it requires a Member to preserve a portion (two-thirds) of their future retirement savings until the day they retire. Prior to the Two-Pot Retirement System, a Member could access all their retirement savings if they resigned or was dismissed or retrenched. Under the Two-Pot Retirement System, they can only access their Vested and Savings Pots (subject to accessibility rules), when they leave their job before retirement.

## 9. Options at Retirement (You may retire from age 55)

- Use the full amounts in the Savings, Retirement, and Vested Pots (if applicable) to buy an income annuity to provide a regular income during retirement.
- Take a portion or the full amount in the Savings Pot as a cash lump sum (subject to tax).
- Take up to one-third of the Vested Pot (if applicable) as a cash lump sum but must use the rest to buy an income annuity.
- If two-thirds of the Vested Pot (if applicable) plus the amount in the Retirement Pot (full amount) is less than R165 000, you may take the full amount as a cash lump sum.

## 10. When may you access the full retirement value before age 55?

- If you no longer live in South Africa (cessation of tax residency) as defined by SARS, subject to taxation.
- In the case of cessation of South African tax residency, i.e. where you have intention to cease being a tax resident in South Africa, you will be able to access your Retirement and Vested Pots before actual retirement.
- If you are on permanent disability, provided the disability claim is approved.

## 11. The Two-Pot Calculator

### HOW TO USE THE TWO-POT CALCULATOR?

- 1 Scan the QR Code. It will open WhatsApp on your phone and will pre-populate the words **"Two-Pot"**. **Select send**.  
OR
- 2 Send **"Hi"** to **0860 933 333**. You will see menu item number 8. Two-Pot. Type **"8"** and select send.
- 3 Select **Calculate**
- 4 Select **Continue** and enter your **SA ID Number**
- 5 View your **Savings Pot estimate value**



## YOUR PRESERVER MEMBER ACCOUNT

Your Member Account is made up of a Vested Pot, Savings Pot and Retirement Pot.

Your Member Account consists of:

- amounts transferred from Old Mutual SuperFund via your previous employer,
- amounts transferred from other funds (if any), and/or
- investment returns (could be positive or negative)

less

- expenses such as administration and investment fees

## TRANSFERRING OTHER RETIREMENT SAVINGS TO YOUR PRESERVER MEMBER

You may consolidate all your retirement savings in Preserver. You do this by transferring amounts into Preserver from other pension, provident or preservation funds that you are a Member of. You can do this if these amounts are available for transfer.

If you choose to consolidate any other retirement savings into Preserver in the future, the Two-Pot Retirement System rules will apply. The transfer amount will be split across the Vested, Savings and Retirement Pots (based on what is received from the transferring fund).

## INVESTMENT OPTIONS

1. Your retirement savings will remain invested, subject to the investment options that are available to Preserver Members.
2. **If you were an Old Mutual SuperFund Customised Member before transfer into Preserver:**
  - You will remain in the investment portfolio(s) that you were invested in at the date you left your employment. Should you elect to switch out, only the standard range of Preserver portfolios will be available to you. Once you have elected to switch out, you will not be able to switch back into the investment portfolio(s) that you were invested in as an active Member (via your previous employer).
  - No future lifestage switching will take place in Preserver if you were invested in a bespoke Lifestage arrangement prior to the transfer. You may elect one of the standard Lifestage arrangements available in Preserver should you wish to remain in a Lifestage investment package.

3. **If you were an Old Mutual SuperFund Choice or Old Mutual SuperFund Easy Member before transfer into Preserver:**
  - You will remain in the investment portfolio(s) that you were invested in at the date you left your employment. If you want to make an investment switch, the standard range of Preserver investment portfolios is available to you.
  - If you are in a standard Lifestage arrangement, future Lifestage switches will continue to operate as per the Lifestage model.
4. There is no minimum amount for investing in Old Mutual SuperFund Preserver
5. Please see Section 4 for more information on the investment packages and funds available. It also has information on investment fees, and the rules for investment switching

## DEATH, DISABILITY AND FUNERAL COVER

As a Preserver Member you do not have any group risk cover, such as death or disability cover. You are able to buy this cover through Old Mutual or any other Insurer and tailor it to your needs. Call Member Support Services at 0860 38 88 73 for more information or to apply for additional risk cover. Or, if you are moving to a new employer, that company may offer you group risk cover.

## FEES

- A monthly administration fee is charged in line with your investment package. This fee comes off the balance in your Preserver Member Account.
- If the Fund needs to trace you or your dependants and nominees, tracing costs will be charged. These will come off the balance in your Preserver Member Account.
- No fee is payable when you switch between investment funds or between investment packages.
- Depending on how the investment manager charges investment fees, these will either be deducted from the income of the investment portfolio, or from the balance in your Preserver Member Account. Please [click here](#) to access a list of all available investment portfolios and the fees thereof.
- A transaction fee will be deducted from each withdrawal value.
- Please note that the above fees are subject to change.

## SERVICE AND COMMUNICATION

- As a Preserver Member, you have access to many helpful services designed to keep you in touch with your retirement savings
- You will receive regular reports via email. Make sure we have your correct email address by checking the personal details section on your Old Mutual SuperFund Member website account or phoning the Old Mutual SuperFund service centre at 0860 20 30 40.

The reports include:

- An Annual Member Benefit Statement
- Quarterly Investment Reports
- Quarterly Preserver newsletters
  
- You have access to the member website: If you are not already registered, then you need to do so.  
This service gives you:
  - 24/7 secure access to your fund values and personal details
  - The ability to view current and previous reports and statements
  - The ability to switch between investment fund
  - The ability to view all statutory and regulatory communication
  
- A dedicated service centre is available at 0860 20 30 40. Trained consultants will answer all your service queries, including questions about:
  - Making a claim
  - Updating your personal details (via phone, sms, email, etc.)
  - Updating your beneficiary nomination
  - Switching between investment packages
  - Preserver Members are able to send a Whatsapp to 0860 933 333

## 4. INVESTING YOUR RETIREMENT SAVINGS

As a Preserver Member, you have a choice of how and where your retirement savings should be invested. Choosing the right investment package and funds for your retirement savings is very important in order to reach your retirement goals.

### MANAGING YOUR INVESTMENT RISK

As with any investment, your Preserver retirement savings are exposed to some risk. It is, therefore, important that you understand the different types of risk to ensure that you make the right investment decision.

**Please read this section carefully before making any investment decisions.**

No matter how your money is invested, it will always be exposed to some risk. This means there is a chance you might not achieve your long-term goals.

There are many risks, but you need to know about three main ones.

**These are:**

- **Inflation risk** – This refers to the chance of your investment not growing enough to beat inflation. This is the main risk that all members face. Investment funds are designed to manage this risk
- **Volatility risk** – This refers to the chance that the market performs poorly just when you want to access your investment. Inflation and volatility risks can work against each other. By reducing volatility risk, you may increase inflation risk, and the other way around
- **Interest risk** – This refers to the possibility of long-term interest rates dropping before you buy your pension. This will result in a decrease in the monthly pension that you can buy with your retirement savings if you buy a level or fixed escalation pension that is guaranteed for life

**Let's take a closer look at these risks and how they may affect you.**

#### **Inflation risk**

Do you remember how much one Rand could buy you ten years ago? Definitely much more than now! Inflation has made your one Rand worth less over time. So the buying power of your money has decreased. This means you can buy less with that money now, than you could in the past.

If you want your money to grow, you have to make sure that the investment return you receive on your money is higher than the rate of inflation. When the rate of inflation is low, you won't notice its effect as much.

Many people believe that their money will grow adequately in an investment, such as an ordinary bank account. Although the Rand value of this money may grow with some interest, inflation will still reduce the buying power of this money in the long term.

#### **Volatility risk**

This type of risk causes the value of investments to fluctuate in line with changing economic and market conditions. Volatility risk becomes very important when you withdraw from your Preserver Member Account.

If your money is invested in high volatility risk investment funds, and the market falls just before you withdraw from the Fund, the value of your investment could be greatly reduced. Generally this is the risk that is referred to when talking about a person's risk profile.

The amount of volatility risk you can take is up to you. Some people want total security, while others are prepared to take a risk if it means that they might get better growth.

Generally, a younger person, who has more time to recover from short-term losses, can afford to take more volatility risk than an older person who is close to retirement. However, as you grow older, you should reduce volatility risk so that your fund savings are not negatively affected by major market changes just before your retirement.

#### **Interest risk**

This risk only applies to someone who wants to buy a level or fixed escalation pension with his or her retirement savings. The risk is mainly that long-term interest rates may drop when you want to buy your pension. If the interest rates drop, investment returns are lower. As a result, the monthly pension that you can obtain will be less.

#### **The impact of risk on your investment decision**

Every Member of Preserver is different. So, there are different investment packages to choose from, depending on how involved you want to be in the investment of your money.

The most important step you can take towards your future financial security is to develop a plan. Then you need to choose your investment package and investment funds in line with that plan. If you're not sure how to do this, call Member Support Services at 0860 38 88 73, and they'll help you contact a financial adviser.

Your main decision is which investment package suits you best. The next section explains the four investment packages – each of differing in terms of cost, your level of involvement and your investment choices.

## YOUR OLD MUTUAL SUPERFUND PRESERVER INVESTMENT PACKAGE OPTIONS

The investment packages are:

- Lifestage
- Trustee selected default (currently Old Mutual Absolute Stable Growth)
- Old Mutual Albaraka
- Strategy
- Extended

Even though Preserver offers you a lot of investment choice, it might not include some of the investment funds you had before.

**Note: Please speak to an authorised financial adviser before making investment decisions that may affect the value of your retirement savings.**

### Lifestage Package

- This package comes with a minimal administration fee
- Depending on how the investment manager charges investment fees, these will either be deducted from the income generated by the investment fund or from the balance in your Preserver Member Account.
- It offers a choice of four distinct Lifestage investment options for Members who want an automated and seamless investment development solution that switches them into appropriate investment portfolios as they progress through life. Members are invested in a growth portfolio for most of their working lifetime, and automatically transitioned to a more conservative portfolio as they near retirement
- Lifestage Members can specify their own Target Retirement Age, or the Normal Retirement Age value associated with the scheme will be used
- The Member can choose to move from one Lifestage option to another, provided that 100% of all retirement savings and future contributions are directed to a single Lifestage option at any given time
- Members can choose to move in or out of the Lifestage package at any time

### Trustee Selected Default

- This package comes with a minimal administration fee
- Investment fees are deducted and reflected in the unit price of your fund
- It offers no investment choice – your savings are invested in the smooth bonus fund selected by the Management Board (Trustees)
- This package is suited to people who want security and peace of mind, without having to worry about which investment they must choose

### Old Mutual Albaraka Package

- This package comes with a minimal administration fee
- An Islamic-compliant (Shari'ah) Investment Fund provides steady, long-term capital growth
- No investment decision-making required by the Member

### Strategy Package

- This package comes with a minimal administration fee
- Depending on how the investment manager charges investment fees, these will either be deducted from the income generated by the investment fund or from the balance in your Preserver Member Account.
- The Strategy package offers you various investment funds, including lifestaging solutions. For more information, go to [oldmutual.co.za/npw/superfund-investment-funds](http://oldmutual.co.za/npw/superfund-investment-funds) or telephone the Old Mutual SuperFund Service Centre at 0860 20 30 40
- You may switch between the different investment funds offered within the Strategy package. For more information, go to [oldmutual.co.za/npw/superfund-investment-funds](http://oldmutual.co.za/npw/superfund-investment-funds)
- There is no switching fee

**NOTE: It is recommended that you receive advice from an authorised financial adviser when choosing this package.**

#### **Extended Package**

- This package has the highest administration fee
- Depending on how the investment manager charges investment fees, these will either be deducted from the income generated by the investment fund or the balance in your Preserver Member Account.
- You can structure your own investment portfolio by choosing from a broad range of investment funds from Old Mutual and other investment managers. For more information, go to [oldmutual.co.za/hpw/superfund-investment-funds](http://oldmutual.co.za/hpw/superfund-investment-funds) or telephone the Old Mutual SuperFund Service Centre at 0860 20 30 40
- You may switch between the different funds offered within the Extended package
- There is no switching fee
- This package is suited to people who want to have control over the investment of their retirement savings and are not afraid of the risk involved in managing their own portfolio

**NOTE: It is recommended that you receive advice from an authorised financial adviser when choosing this package.**

#### **SWITCHING FROM ABSOLUTE GROWTH INVESTMENT PORTFOLIOS AND COREGROWTH 100**

Switching out of Absolute Growth Investment Portfolios and CoreGrowth 100 Fund will be subject to a market value adjustment, unless you switch on 31 March or 30 September and provide three months' notice. For more information on the market value adjustment, please read the Absolute Growth Investment Portfolios switches information on the Investment Change Form found at [oldmutual.co.za/superfundforms](http://oldmutual.co.za/superfundforms).

If you are unsure about your decision you should speak to your adviser, or contact Member Support Services at 0860 38 88 73, who will then put you in contact with an authorised financial adviser.

**Ensure your future financial security by developing a plan before you make your investment decisions. If you're not sure how to do this, contact Member Support Services at 0860 38 88 73 and they will help you contact an authorised financial adviser.**

## 5. BENEFITS

As a Preserver Member, the following benefits apply to you:

- Retirement
- Death
- Disability
- Withdrawal
- Savings Pot Withdrawal

In all cases, the benefit will be made up of the balance in your Preserver Member Account at the time that the benefit is paid. This means that your benefit is made up of your original Preserver amount, plus all further amounts you transferred into your Preserver Member Account. And even if your Preserver retirement savings arose due to a retrenchment benefit being due to you, you are not paid a retrenchment benefit when this amount is finally paid from your Preserver Member Account. Therefore the tax concession applicable to a retrenchment benefit is not available when your Preserver Member Account pays out your benefit.

The Two-Pot Retirement System introduces mandatory preservation. In other words, it requires a member to preserve a portion (two-thirds) of their future retirement savings until the day they retire. Prior to the Two-Pot Retirement system, a member could access all their retirement savings if they resigned or were dismissed or retrenched. Under the Two-Pot Retirement System, they can only access their Vested and Savings Pots (subject to accessibility rules), when they leave their job before retirement.

### RETIREMENT

You can choose to retire from Preserver at any age after reaching your 55th birthday. This need not be linked to the date on which you retire from employment.

#### What are my options at Retirement?

- Use the full amounts in the Savings, Retirement and Vested Pots (if applicable) to buy an annuity to provide you with a regular income during your retirement.
- Take a portion or the full amount in the Savings Pot as a cash lump sum (subject to tax).
- Take up to a third of the Vested Pot (if applicable) as a cash lump sum but you must use the balance to purchase an annuity to provide you with a regular income during your retirement.
- If two-thirds of the Vested Pot (if applicable) plus the amount in the Retirement Pot (full amount) is less than R165 000, you may take the full amount as a cash lump sum.

#### Provident Fund Members your Vested Pot is split as follows:

1. Vested Provident Pot - retirement savings (with investment growth) built up in the Fund prior to 1 March 2021. You can take this entire portion as a cash lump sum when you retire.
  2. Vested Pension Pot - retirement savings (with investment growth) from 1 March 2021 to 31 August 2024. You can take a maximum of one-third of this portion as a cash lump. The balance (or full amount if no lump sum is taken) must be used to purchase a pension (annuity) in your name. If your full retirement savings amount is R247 500 or less, you have the option to take the entire amount in cash.
- **Provident Fund Members 55 and older as at 1 March 2021** and selected to opt-in to the Two-Pot Retirement System before transferring into this Fund, your accumulated benefit as at opt-in election date would remain in the Vested Pot which was previously applicable, along with relevant rules pertaining to the Vested Pot.
  - The aforementioned are the minimum amounts that must be annuitised upon your retirement. You may elect to use a part of or the entire remaining balance of your Vested Pot and your Savings Pot to secure the annuity referred to above.
  - As an alternative, you can defer your retirement and keep your retirement savings invested in the Fund.

For more information concerning the above and to help you assess which pension income best suits your needs, call Member Support Services on 0860 38 88 73. For more information concerning the above and to help you assess which pension income best suits your needs, call Member Support Services on 0860 38 88 73.

#### When may you access the full retirement value before age 55?

- If you no longer live in South Africa (cessation of tax residency) as defined by SARS, subject to taxation.
- In the case of cessation of South African tax residency, ie where you have intention to cease being a tax resident in South Africa, you will be able to access your Retirement and Vested Pots before actual retirement.
- If you are on permanent disability, provided the disability claim is approved.

## Buying a pension

When you buy a pension (also known as an annuity), your retirement money is paid over to an insurer of your choice, who then provides you with a regular monthly income. You can choose from different kinds of pensions depending on your personal circumstances and needs.

The annuity you choose will determine, for instance, the size of your pension income, whether your pension will increase in future, the extent of the increase, if any, whether your dependants will receive a benefit after your death, and whether you will be able to control your level of income after retirement.

If you purchase multiple annuity policies, conditions will apply per individual policy.

## OLD MUTUAL SUPERFUND SOLUTIONS AT RETIREMENT

Approaching retirement can be a daunting time. You need to make a critical financial decision that will impact you for the rest of your life. The Old Mutual SuperFund Management Board (Trustees) strongly believe in the value of financial advice and realise that some members may find the complex range of options daunting.

To make things a little easier for Preserver Members who are not comfortable with making such an important decision alone. The Old Mutual SuperFund Solutions At Retirement offers two annuity options, that have been specially chosen by the Old Mutual SuperFund Management Board i.e. Old Mutual Fund Select Annuity (Guaranteed Annuity) and Old Mutual Max Income Investment Funded Income Living Annuity. It makes the process of transferring your retirement savings to a trusted pension option easy and affordable. You may of course select any other pension type or use one of the Old Mutual Solutions At Retirement annuities in combination with any other pension type or pension provider.

The annuities offered by Old Mutual SuperFund Solutions At Retirement work just like any other pension. Your retirement savings are invested at retirement so that you receive regular income into the future. The Old Mutual SuperFund Solutions At Retirement has been structured by the Trustees to be a best fit for most retiring Preserver Member. These are supported by a helpful at-retirement guidance process that you can be follow with the help of an Old Mutual Member Retirement Benefit Counsellor (RBC) or your financial adviser.

### Fund Select Annuity (Guaranteed Annuity)

This annuity pays you a guaranteed monthly income for the rest of your life. Depending on various factors, including how well the market performs, you may receive a yearly pension increase, which will then also be guaranteed for life and will never be taken away.

Importantly, the guarantees that are part of Fund Select Annuity mean that you will never stop receiving your income for as long as you are alive. In exchange for this security throughout your retirement, Fund Select Annuity does not offer a lump sum benefit that can be paid out to your loved ones when you die. You can however cover a second life or choose a minimum capital guarantee period (up to 25 years) during which time your beneficiaries will receive an income if you pass away. These options will reduce the amount of retirement income that you receive.

### Max Income Investment Funded Income Living Annuity

This living annuity allows you to choose which investment portfolio your retirement savings are invested into, and, what percentage of your total invested amount will get paid to you as an income. You can choose this income amount from the options made available by the Old Mutual SuperFund Management Board. Unlike Fund Select Annuity, there is no guarantee that this income in retirement will continue for the rest of your life - so you need to make good decisions about how much income you want to receive. However, unlike with Fund Select Annuity, should you pass away before your invested amount is used up, the remaining amount can be left to your loved ones or form part of your estate.

You can access these annuities directly. Alternatively you can speak to a financial adviser, and an advice may be payable to that adviser.

**For advice on your options, contact either your Personal Financial Adviser or your HR department for contact details of the financial consultant that services your company.**

- **FOR FREE GUIDANCE, speak to a Retirement Benefit Counsellor (RBC) on 0860 38 88 73 or email them on [superfundannuity@oldmutual.com](mailto:superfundannuity@oldmutual.com).**
- **FOR MORE INFORMATION, visit our website at [oldmutual.co.za/superfundannuity](http://oldmutual.co.za/superfundannuity).**
- **FOR THE CURRENT VALUE OF YOUR RETIREMENT FUND SAVINGS in Old Mutual SuperFund, register for Secure Services at [secure.oldmutual.co.za/registration](http://secure.oldmutual.co.za/registration).**

## DISABILITY/ILL HEALTH EARLY RETIREMENT

Should you become disabled during your Preserver Membership, you may become entitled to a disability benefit. This is also referred to as ill-health early retirement. You can receive this benefit at any age – you don't need to be over age 55 in order to qualify for it.

To apply for a disability/ill-health early retirement benefit you must provide medical evidence to the Trustees of Old Mutual SuperFund. This needs to show that your illness or injury is permanent. The Trustees will assess the medical evidence and, if you qualify, the disability/ill-health early retirement benefit will be paid to you. This works the same as your retirement benefit, and you have the same options as you would have if you were retiring.

## DEATH

If you die while you are a Preserver Member, the balance in your Preserver Member Account (consisting of your Vested, Savings and Retirement Pots) will be used to provide a death benefit. The death benefit does not form part of your Estate and it is not paid out according to what you have said in your Will.

The beneficiaries will get the death benefit and they can choose to receive it in cash, invest it in a beneficiary fund or a trust, or use it to buy a pension. Any cash amount will be taxed as will an amount placed in a beneficiary fund or trust. The capital used to buy a pension will not be taxed, but the pension they receive as a result will be.

A beneficiary should speak to an authorised financial adviser before deciding to take the cash or buy a pension.

### Who will receive the death benefit?

The people who will receive your death benefit are called beneficiaries. There are two kinds of beneficiaries – dependants and nominees. To make sure Old Mutual SuperFund pays your benefits to the right people, you must nominate your dependants or nominees. You can also nominate a trust or beneficiary fund to receive payment of a beneficiary's amount – especially if you're worried about their ability to ensure that the money lasts a long time. Your nominations and instructions to the Trustees of Old Mutual SuperFund can be changed at any time by calling the Old Mutual SuperFund Service Centre at 0860 20 30 40, or you can login to the member area of the Old Mutual SuperFund website. See Section 7 of this Guide, "Other Useful Information", for more detail about the payment of a death benefit.

### When will the death benefit be paid?

The last thing anyone wants is to have financial concerns while trying to cope with the loss of a loved one. However, because of the lengthy legal process that the Trustees of Old Mutual SuperFund must follow, it may take quite a long time for your dependants to receive the benefit money.

### What about tax?

Lump sum death benefits are taxed in the same way as retirement benefits. The tax rates that apply to such cash amounts are the same rates that apply to the cash portion of a retirement benefit. To find out the exact amount of tax that will have to be paid, it's best to speak to an authorised financial adviser.

## SAVINGS POT WITHDRAWAL

To initiate a Savings Pot withdrawal, you must submit a claim:

- via Whatsapp on 0860 933 333, or
- via the Old Mutual App, or
- via the Old Mutual Member Web

If you choose not to withdraw from your Savings Pot before retirement, the remaining funds will be taxed as a lump sum benefit upon retirement. These tax rates are generally lower than the marginal tax rates applied to withdrawals before retirement.

## WITHDRAWAL

You can access your Preserver retirement savings at any time, but partial cash withdrawals from your Vested and Retirement Pot are not permitted. However, you may withdraw from your Savings Pot at least once per tax year, subject to the accessibility rules.

If you wish to take a portion of your Preserver retirement savings in cash, you can only access your Vested Pot (if applicable) and Savings Pot before retirement, in accordance with the accessibility rules. If you wish to take a portion of your Preserver retirement savings in cash, you can only access your Vested and Savings Pots before retirement, in accordance with the accessibility rules. The Retirement Pot balance must either stay invested in Preserver or be transferred to another pension, provident, preservation, or retirement annuity fund.

The payment or transfer of the withdrawal benefit is subject to tax and any other requirements of SARS, including any specific requirement imposed by SARS in respect of the Savings Pot.

**IMPORTANT NOTE:**

For most people, their retirement fund is the biggest retirement savings they have. Taking your withdrawal benefit from your Preserver Member Account in cash and spending it may lead to financial hardship when you retire.

**YOUR OPTIONS ON WITHDRAWAL FROM YOUR PRESERVER MEMBER ACCOUNT ARE:**

**OPTION 1**

**TRANSFER YOUR PRESERVER RETIREMENT SAVINGS TO A RETIREMENT FUND<sup>1</sup>:**

Keep your retirement savings invested by transferring the entire amount to another pension, provident, preservation or retirement annuity fund.

The transfer to your new fund will be tax-free.

If you want information about Old Mutual preservation and retirement annuity funds, phone Member Support Services at 0860 38 88 73.

**What you must do to transfer to another retirement fund:**

1. Complete the Preserver Claim via MyClaims on the Secure Services Member Web. or request it from the Old Mutual SuperFund Service Centre at 0860 20 30 40
2. Then complete the relevant application form for the new fund you have selected
3. Make certified copies of your identity document, tax reference number and proof of residence
4. Contact the Old Mutual SuperFund Service Centre at 0860 20 30 40

<sup>1</sup> Subject to legislation and the rules of the receiving fund, at the time of transfer.

**OPTION 2**

**WITHDRAW OF YOUR RETIREMENT SAVINGS IN CASH (AND TRANSFER THE REST TO A RETIREMENT FUND)**

**Consider the impacts**

You need to think carefully before taking cash, as it could have a serious impact on your chances of enjoying a good retirement one day.

**What tax will you have to pay?**

The tax you will pay depends on your reason for leaving your employer. The latest tax tables will apply to your retirement benefit if you take it in cash.

**Remember:**

Every time you withdraw cash from a retirement fund, it adds up. So the amount of tax you pay each time will probably increase. Withdrawals you make now will also reduce your total tax-free amount when you retire.

## 6. FINANCIAL PLANNING

### THE VALUE OF A FINANCIAL PLANNER

You should plan for your retirement and long-term financial needs during your working years. It's important to start planning as early as possible and then keep on checking your plan.

The best way to ensure the success of any financial plan is to get input from a qualified professional. When you're ready to put your financial plan in place, contact Member Support Services at 0860 38 88 73 and they will arrange a no-obligation, no-cost meeting with an authorised financial planner near you.

Whatever your plan eventually looks like, two of the most important things to think about are protection and wealth building:

### PROTECTION

Protection is insurance against unexpected illness, disability or death. An example of this would be policies providing income or a cash lump sum in the event of your death, disability or a severe illness (often called "risk cover"). As this type of cover is not included in Preserver, you need to make sure that you get the cover you need as part of your financial plan.

Often, employers offer risk cover benefits that may meet some or all of your needs. Even if your new employer does, it is still important that you speak to a financial adviser about exactly what death and disability cover you should have.

### WEALTH BUILDING

Wealth building is saving money for your future financial needs. An example of this would be saving in a pension/provident fund, retirement annuities, preservation funds and/or other investments.

While Preserver is a good way of growing the retirement savings you have achieved so far, you will not be adding to these savings. You should definitely not depend only on your Preserver retirement savings to meet all your retirement needs. Instead, speak to a financial adviser and work out how much you will need when you retire. Then make sure that you are saving enough to cover those needs - whether through a retirement annuity, another contribution-based retirement fund, or some other investment.

**Note: The amount of protection and wealth building you need depends on you. Speak to an authorised financial adviser about your needs.**

### COUNTDOWN TO RETIREMENT

- ▶ **3 years or more** to retirement, start thinking about:
- how much you have put aside so far, and
  - seeking advice from an authorised financial adviser about structuring your retirement benefit, so that you don't pay too much tax

- ▶ **6 months** to retirement you should:
- notify the Old Mutual SuperFund Service Centre at 0860 20 30 40 of your approaching retirement, and
  - ask for a quote from Preserver so you know your total retirement savings

- ▶ **3 months** to retirement you should:
- speak to an authorised financial adviser about quotes for buying a pension (annuity), and
  - discuss your options with an authorised financial adviser

- ▶ **6 weeks** to retirement you should ensure that:
- you have sent in your exit documents and that Old Mutual SuperFund has received these documents,
  - Old Mutual has your tax registration number, and
  - you select the type of pension (or combination of pensions) that best suits your needs

- ▶ **1 month** to retirement. By now you should have:
- requested your final quote,
  - arranged to buy your pension, and
  - completed and signed the application form for the pension product (or combination of pensions) you want

- ▶ **Retirement** - your big day! At the end of this month, you should receive your:
- cash lump sum, if you have selected one (subject to the required tax clearance being obtained from SARS), and
  - first pension payment into your bank account

## 7. USEFUL INFORMATION

### HOW CAN I KEEP TRACK OF MY RETIREMENT SAVINGS?

At least once a year you'll receive a Member Benefit Statement from Preserver. This has information about your Preserver retirement savings and the benefits you can expect to receive from Old Mutual SuperFund. The benefits are usually calculated up to the date of the Statement.

### HOW CAN I ACCESS MY MEMBER BENEFIT STATEMENT?

For secure and easy access, you can download your statement via:

**WHATSAPP**

Follow the steps below:

1. Scan the QR code or save 0860 933 333 as a contact.
2. Type "Hi" to SuperFund on WhatsApp.
3. Select option 4 ("View employment retirement savings").
4. Select option 2 ("Retrieve Documents").
5. Select option 2 ("Request Annual Member Benefit Statement").

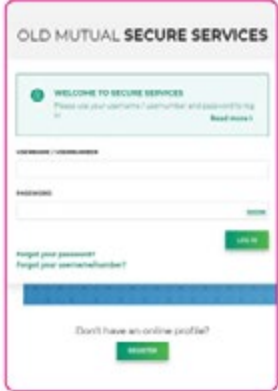
**Please note:** SuperFund needs your cell phone number on our system for the WhatsApp service to work. You can update your contact details through your Employer or call our Customer Service Centre on 0860 20 30 40 and our experienced SuperFund agents will assist you.



**SECURE SERVICES**

Follow the steps below:

1. Log in to **Secure Services**. ([Click here](#) for a guide on how to register for Secure Services.)
2. Under "Your Websites", select "My Portfolio".
3. Scroll down to "Your Retirement Savings" and click on "Retirement Savings Detail".
4. Under "Your Investments", select "Old Mutual SuperFund - Retirement Benefit".
5. Click on "Documents".
6. Under "Documents", select the latest "SuperFund Member Benefit Statement".



### WHAT MUST I DO WITH MY STATEMENT?

Make sure your personal information on the statement is correct and inform the Service Centre at 0860 20 30 40 immediately if there are any errors or changes.

As a responsible person saving towards your retirement, you must continuously review your investment selections. But, at least do so when you receive your Annual Benefit Statement. Think about whether you want to switch to another investment package or change your investment funds. It's a good idea to work with an authorised financial adviser who will help you to do a regular review of your retirement plan.

As your retirement planning affects your family as well, discuss it with them. Should you die or are unable to make your own arrangements due to injury or ill health, your family should know what to do.

Keep all your statements in a safe place.

### AVOIDING HARDSHIP FOR YOUR LOVED ONES IF YOU DIE

If you die while you are a member of Preserver, your beneficiaries will receive a death benefit. This benefit is not paid out according to your Will. The Pension Funds Act lays down strict rules that the Trustees must follow. These include a ruling that the Trustees have to conduct a thorough investigation to find out who your dependants are, before they may pay out any benefit. They must be able to show that they have split the benefit fairly. This may take some time.

To help move this process along, you need to make sure that you have nominated your beneficiaries using the Nomination of Dependants and Beneficiaries form that is available at [oldmutual.co.za/superfundforms](http://oldmutual.co.za/superfundforms) This will be a useful guide to the Trustees because it shows them your dependants and how your benefit should be split up.

The people who will share your death benefit are called your beneficiaries. There are two kinds of beneficiaries, namely dependants and nominees.

According to legislation, a dependant is:

- a former spouse to whom you paid personal maintenance
- your spouse

- your children, whether over the age of 21 or not, and including an adopted child
- any other person to whom you provide financial support, e.g. your parents, a person living with you, a stepchild, a foster child or a friend
- any person to whom you would have provided financial support in the future, e.g. an unborn child

### **DIVORCE AND YOUR PRESERVER RETIREMENT SAVINGS**

Any divorce order that was granted before you became a Preserver Member is still valid if your ex-spouse has not yet claimed his/her divorce award from the Fund. This will only be actioned on your Preserver retirement savings when the order is given to Old Mutual SuperFund. Your ex-spouse must take the divorce award in cash or transfer it to another fund. He/she cannot use this divorce award to become a Preserver Member.

Members cannot claim from their Savings Pot if the Fund has received written notice of divorce or maintenance award proceedings, until any lien or award is settled.

If you get divorced after becoming a Preserver Member, you may include any portion of your Preserver Member Account in the amount allocated to your non-member spouse, but only if you were:

- married out of community of property before 1 November 1984
- married in community of property, or
- married with the accrual system



## SUBMITTING A CLAIM

Before a benefit can be paid to you, or your family (in the event of your death), a Preserver Claim must be submitted digitally via [MyClaim](#).

You will exit the Fund when a benefit is paid to you. If the payment of a benefit is delayed, your Preserver retirement savings will be held in an investment fund that preserves the capital.



# WITHDRAWAL AND RETIREMENT CLAIMS PROCESS

Are you leaving your job? Whether it's due to resignation, retrenchment, dismissal, or retirement, here's how to claim your retirement savings.

**YOUR QUICK START GUIDE**

**BEFORE YOU CLAIM**  
You'll have a **range of options** depending on whether you're resigning, retiring, etc. Be sure to speak to your trusted financial advisor, who can help you make the best choice for your financial goals.

**STEP 1**  
**FIND THE FORM ONLINE**

Go to [oldmutual.co.za](https://oldmutual.co.za) or scan the QR code. Click on login.

🔔 If you haven't already, you'll be asked to sign up on our online platform, Secure Services. Your profile can take up to 24 hours to become activated.



Select "My Old Mutual".

Login with your My Old Mutual credentials.

**STEP 2**  
**COMPLETE THE CLAIM FORM**

Fill in your personal details, accurately. Incorrect information can cause claim delays.

Provide details about your claim, including your exit details, payment option, and any outstanding court orders.

Upload any supporting documents.

Confirm, accept the Terms & Conditions, and click "Submit". This will now go to your employer for confirmation.

Click on **SAVE & INVEST**

Click on "Old Mutual SuperFund"

Click on "Go to Old Mutual SuperFund"

In Member Web, click on "MyClaim" to access the claim form.

**HOW TO TRACK YOUR CLAIM**

When you submit your claim, you'll be notified via SMS that the claim is now with your employer. We will keep you informed via SMS on the progress of your claim. If you need any assistance or support, please contact the call centre at 0860 20 30 40.

## ACCESS TO INFORMATION

The Rules of the Fund, financial returns and most recent actuarial valuation report can be inspected at the registered office of the Fund. If you want any copies, you may need to pay the costs for these.

## RESOLVING DISPUTES

If you are dissatisfied with any aspect of Old Mutual SuperFund (including its administration and investments), please contact the Service Centre on 0860 20 30 40 or email [membercomplaints@oldmutual.com](mailto:membercomplaints@oldmutual.com).

You have the right to receive a reply within 30 days of your complaint being received. If you remain dissatisfied with the outcome of your complaint, you may lodge your complaint with the Pension Funds Adjudicator at [enquiries@pfa.org.za](mailto:enquiries@pfa.org.za)

**Before deciding on a course of action you should consult with your attorney, as Old Mutual SuperFund does not provide advice in this regard.**

# CONTACT DETAILS

### Old Mutual SuperFund Preserver contact details

Tel 0860 20 30 40

Email [preserver@oldmutual.com](mailto:preserver@oldmutual.com)

Website Register and login to the member area at [oldmutual.co.za/Preserver](http://oldmutual.co.za/Preserver)

### Physical address

Old Mutual SuperFund Preserver  
Mutualpark  
Jan Smuts Drive  
Pinelands 7405

### The Service Centre is:

Old Mutual SuperFund Preserver

Tel: 0860 20 30 40

Email: [preserver@oldmutual.com](mailto:preserver@oldmutual.com)

Or you can send the written complaint to the Old Mutual SuperFund Service Centre and it will be forwarded to the Principal Officer. If you are not satisfied with the response you get, you can take your complaint to the Pension Funds Adjudicator.

## SEND YOUR COMPLAINT IN WRITING, WITH YOUR PERSONAL DETAILS, ALL INFORMATION, AND ANY SUPPORTING DOCUMENTS TO:

The Pension Funds Adjudicator  
PO Box 580  
Menlyn 0063

Tel: 012 748 4000 / 012 346 1738

Email: [enquiries@pfa.org.za](mailto:enquiries@pfa.org.za)

### Old Mutual SuperFund Service Centre hours

Monday - Friday, 08:00 - 17:00

