



SIYAKHULA WE ARE GROWING

ENGLISH



NEWSLETTER

OCTOBER 2017

MINEWORKERS PROVIDENT FUND

MESSAGE FROM THE PRINCIPAL OFFICER

CONTENTS

PAGE

- 01 MESSAGE FROM THE PRINCIPAL OFFICER
- 02 GOOD INVESTMENT GROWTH FOR MEMBERS
- 02 MEMBERSHIP FOR LIFE - SECTION 14 TRANSFERS
- 02 FUND REWARDED FOR EXCELLENCE
- 02 CFI.CO AWARD
- 03 MEMBER COMMUNICATION RESEARCH RESULTS
- 03 MEMBER SURVEY COMPETITION WINNERS
- 04 OPENING OF MOZAMBIQUE OFFICE
- 04 ROADSHOWS

It's hard to believe that 2017 is almost over. It seems like just the other day when we were making new year's resolutions and plans on how to achieve them. I hope that you have achieved everything that you set out to do and more this year. If not, remember, it's never too late to set your plan in motion. Your dreams are valid and should not be confined to a year but rather worked on until the end result is achieved, no matter how long it takes you. At Mineworkers Provident Fund (MWPF) we are here to make sure that at least some of your dreams, like leaving a lasting legacy, are achieved.

We are very proud to report that it has been a very successful year for us. We have received numerous awards and opened a new office in Mozambique. More about this on pages 2 and 4. You took time to give us feedback in our member communication survey. To learn more about the results and who our lucky winners are turn to page 3. The winners each receive a R1,000 Pick n Pay voucher. Congratulations and thank you for taking the time to complete the survey.

Did you know that you can become a MWPF member for life? Turn to page 2 to find out more. On page 4 you can see how busy we have been, conducting roadshows in Northam and Lesotho. Enjoy reading the newsletter. We hope you find it insightful. Thank you for your valued support during 2017. Looking forward to an amazing 2018. We at MWPF wish you a safe and blessed festive season.

Until next time.

Philda Mphephu



GOOD INVESTMENT GROWTH FOR MEMBERS

You can have peace of mind knowing your investment is in good hands. We are pleased to report that the Fund's investment returns continues its strong performance. With an annual return of 8.75% as at 30 September 2017 and Fund value of R29.8 billion.

MEMBERSHIP FOR LIFE - SECTION 14 TRANSFERS

DID YOU KNOW?

Once you have joined the Mineworkers Provident Fund your membership is for life.

Even if you are promoted to a higher level of employment within the mining industry, you may still remain a member of the Fund.

There is no need for you to switch to another Fund. You will have the peace of mind knowing that your benefits will always be protected and your beneficiaries will be well looked after.

FUND REWARDED FOR EXCELLENCE

The Fund is proud to announce that we have been rewarded for excellence in member communication.

We were recognised in two separate categories for Large Funds and received awards for:

- **Communication Strategy: Best Practice Certificate** (This is awarded to Funds that scored 75% or above for their entry)
- **Investment Practice: Best Practices Best in Class Trophy**

In doing so, we scooped the main trophy from other large funds in the country for Investment Practice.

The awards were presented at the IRFA Conference held in Durban on 11 September 2017. The IRFA is a non-political body which represents and promotes the interests of the retirement fund industry in SA, to the ultimate benefit of the members.

The awards were received by **Philda Mphephu** (Principal Officer) and **Mkuseli Mbomvu** (Chief Executive Officer).



Philda Mphephu (above left) receiving the award and **Mkuseli Mbomvu** (below centre) receiving the trophy



CFI.CO AWARDS

Each year, CFI.co seeks out individuals and organisations that contribute significantly to the convergence of economies and truly add value for all stakeholders. Reporting from frontlines of economic convergence, CFI.co realises that best practice is to be found throughout the world and the Awards Programme aims to identify and reward excellence wherever it is found in the hope to inspire others to further improve their own performance.

Recently the CFI.co judging panel commended MWPF on its dedication to operational excellence and adherence to the highest standards of governance and The Fund received the **2017 Best Pension Fund Transparency South Africa Award**.



MEMBER COMMUNICATION RESEARCH RESULTS

Thank you to every member that has taken the time to participate and complete the Fund's research survey. With these results, communication can further be enhanced and improved to serve you better.

THIS IS WHAT YOU HAD TO SAY:

- 67% of members do not have access to the internet either at home, the office or on their cell phones. A total of 68% reported not to have access to e-mail either at home, the office or on their cell phone.
- 35% of members indicated that they have a poor understanding of the value of their retirement benefits. 44% also mentioned that they do not understand the Fund's Investments.
- More than half of respondents (61%) feel that the Fund sends enough communication.
- 59% would like to attend meetings where fund benefits are explained. Members feel that more can be done and have suggested regular newsletters (translated into the various languages), more scheduled fund meetings/ presentations and sms communication from the Fund.
- Benefit statements (100%) and newsletters (78%) are the two most important communication channels for members. The call centre and front office is rated 3rd on the list of important communication channels with 77% and this correlates well with the fact that most members (55%) prefer to contact the Provident Fund call centre if they need information or assistance.
- The Fund website usage is low with 86% of respondents indicating that they have never visited the Fund website.
- 68% of members feel that communication material received from the Fund is easy to understand.
- 68% of members confirm that they receive the newsletter whilst 32% commented that they have not received the newsletter.
- 80% of members feel that the Mineworkers Provident Fund provides "Excellent" and "Good" service.

THIS IS WHAT WE WILL DO TO IMPROVE COMMUNICATION TO YOU:

The results clearly indicate the necessity for regular and informative communication to members. More awareness and member education, relating to Fund benefits and planning for retirement, is required.

- Meetings and roadshows will continue and scheduled more often, as the Fund understands how important face-to-face communication is to you.
- We have managed to capture many cell phone numbers during the research process and we will endeavour to start direct messaging to your cell phone.
- We will continue to distribute regular newsletters with important Fund information and ensure that these are translated in a language of your choice. We will look at the distribution channels to improve correct delivery.
- Posters translated into different languages will be displayed at all HR offices and mine shafts and will explain all benefits and any other important matters.
- After the Benefit Statements the next preferred communication channel is the newsletter followed by the call centre / front office of the Provident Fund. We will ensure that our call centre staff is well trained to always assist you with your queries.
- Most members do not have access to the internet and e-mail messages and therefore this channel will not be explored at the present moment.
- We will therefore concentrate on using all of the alternative communication channels as discussed above.

MEMBER SURVEY COMPETITION WINNERS

Thank you to every member that participated in our member communication survey. The three lucky winners' names were selected in a lucky draw. Each of them win a R1,000 Pick and Pay gift voucher. **Congratulations to:**

Bethuel Bera - (Harmony Gold)

Nelson Mulati - (Sibanye Gold)

Frank Khoza - (Sibanye Gold)

We hope that you enjoy your shopping spree!

OPENING OF MOZAMBIQUE OFFICE

The increasing demand for good service and direct contact with you, our members, prompted the Fund to open a branch in Mozambique earlier this year. Opening a branch outside the borders of South Africa is a first for a fund operating in this industry. We are proud to be in a position to give widows, family members and beneficiaries of deceased MWPF members face-to-face service. This will also help address the number of unclaimed benefits. We are always on the outlook for innovative ways to better our service in order to improve your experience with us and to make your claims as hassle-free as possible.



ROADSHOWS

ACTIVE MEMBER ROADSHOWS

As can be seen from the research there is a huge need for face-to-face contact. The Fund therefore shifted the focus during 2017, to direct contact sessions. We embarked on national roadshows, reaching out not only to members but also the communities in which members are based. In this way the Fund ensures that beneficiaries and dependents are also financially literate and able to act in the event of a member passing away or becoming disabled. During this active member roadshows emphasis is placed on member and beneficiary education. The active member roadshows also offer an opportunity to bring the Fund closer to you. Visibility is created and you have a chance to speak to fund representatives directly. The Fund will continue to engage with all employers to conduct future roadshows. We aim to secure dates with two to three mines per month. Please ask your HR office for future roadshow dates.

UNCLAIMED BENEFITS ROADSHOWS

Unclaimed roadshows were rolled out in Lesotho during February/ March 2017. Direct contact had to be established with members or beneficiaries of unclaimed benefits. Of the 11209 identified cases a total of 2372 were successfully resolved and fund credits paid out.

MINeworkers PROVIDENT FUND WALK-IN CENTRES

WALK-IN CENTRES	PHYSICAL ADDRESS	TELEPHONE NUMBER	EMAIL ADDRESS
Carletonville	Office No. 2, Uys Buys Business Park Cnr, Kaolin & Radium Street, Carletonville, 2499	(010) 100-3190/3191	carletonville@mineworkers.co.za
Witbank	Office No. 9, M&B Centre, 16 Mandela Street, Witbank, 1034	(010) 100-3181/3182/3183	witbank@mineworkers.co.za
Welkom	2nd Floor, Metropolitan Building, 16 Mooi Street, Welkom, 9459	(010) 100 3192/3193/3195	welkom@mineworkers.co.za
Johannesburg	45 Commissioner Street, Life Centre Building, Ground Floor, Johannesburg, 2000	(010) 100 3152/3084/3044	jhb@mineworkers.co.za
Orkney	Shop No, 12, Umuzimuhle Shopping Complex, Vaal Reefs No 3, Orkney, 2619	(010) 100 3260.3262	orkney@mineworkers.co.za
Queenstown	Labour Department, 10 Robinson Road, Queenstown	(010) 680-0262/0261	queenstown@mineworkers.co.za
Mthatha	No 49 Leeds & Craiser Street, Metropolitan Place, 1st Floor, Mthatha	(047) 531 2003	mthatha@mineworkers.co.za
Northam	Northam Platinum, Zondereinde Division, Farm Zondereinde, RQ384, Thabazimbi		pertunia@mineworkers.co.za

Disclaimer: The information provided in this newsletter is protected by applicable intellectual property laws and cannot be copied, distributed or modified for commercial purposes. While every effort has been made to ensure that the information contained herein is current, fair and accurate, this cannot be guaranteed. The use of this information by any third party shall be entirely at the third party's discretion and is of a factual nature only. Please note that if the content of the newsletter conflicts with the Rules of the Fund, the Rules shall prevail. MWPF does not accept any liability due to any loss, damages, costs and expenses, which may be sustained or incurred directly or indirectly as a result of any error or omission contained herein.

CONTACT DETAILS:
Mineworkers Provident Fund Building, 4th Floor,
26 Ameshoff Street Cnr Biccard, Braamfontein

010 100 3000

www.mwpf.co.za

