



MINEWORKERS  
PROVIDENT FUND



RESPECT DIGNITY LEGACY

# Member Guide



**CLIENT CONTACT CENTRE: 010 100 3001**

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## IMPORTANT ICONS



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Important Information



Example



SECTION 1  
INTRODUCTION

# INTRODUCTION

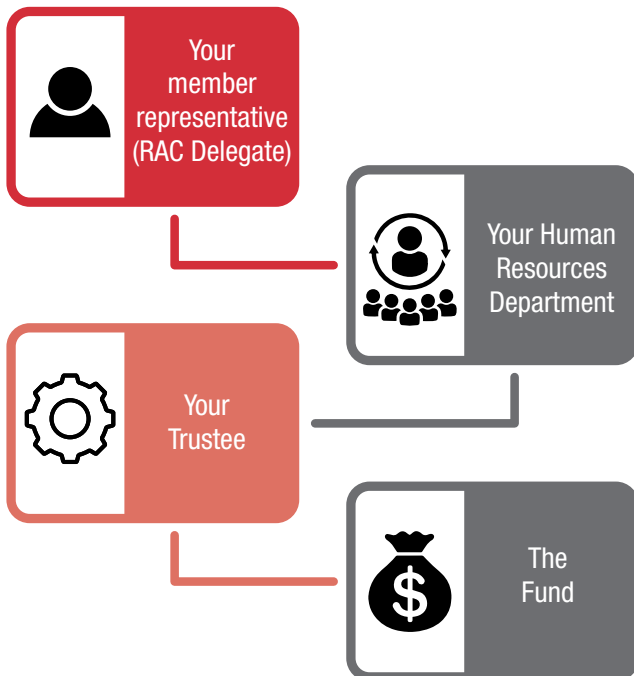
Mineworkers Provident Fund ('Fund') was established on 14 June 1989 with the main objective of providing benefits for members on retirement and for dependants of members who die in service. The Fund has its own legal identity and is governed by the Pension Funds Act ('Act'), 1956. The Fund is a defined contribution Fund. This means that the member's retirement benefit is dependent on the contributions made and the investment growth thereon.

This document is your personal guide to the benefits provided by the Fund, and is issued for information as a short summary of the Rules that apply. Where this document is inconsistent with the provision of the Rules of the Fund, the Rules of the Fund will prevail. A copy of the official Rules is available from your Human Resources Department, the Fund's Walk-In Centres and through the Fund's website at [www.mwvf.co.za](http://www.mwvf.co.za).

Use this document for reference purposes. Show it to your family so they understand what your benefits are.

This booklet can be obtained from the fund website [www.mwvf.co.za](http://www.mwvf.co.za), any office of the Fund including the Walk-In Centres and EBS Offices as well as your Human Resource Office.

## If you need further information, please contact:



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**SECTION 2**  
WHO MANAGES THE FUND

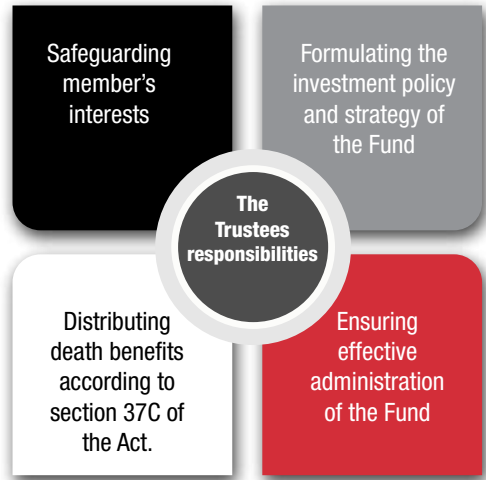
## WHO MANAGES THE FUND

The Board of Trustees manages the Fund in compliance with its Rules and legislation. The Fund is managed by the Board of 20 Trustees. Nine member Trustees are appointed by the unions and nine appointed by the Minerals Council South Africa. The Board of Trustees appoints two independent Trustees, one an independent Chairperson of the Board and the other the Chairperson of the Auditors and Risk Management Committee who also serves as the Deputy Chairperson of the Board.

The decisions in the Fund are made on a majority rule and the Chairman does not have a casting vote.

The Trustees meet at least four times a year to deal with the business of the Fund. Their main function is to act in the best interest of members at all times and to make sure that the member's interests in the Fund are always protected.

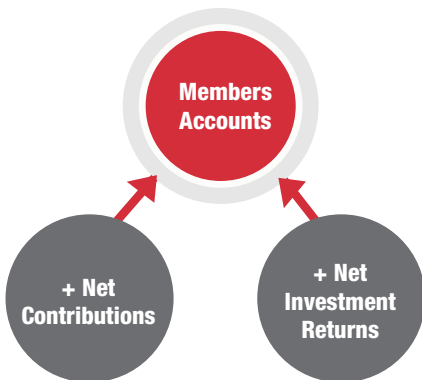
**The Trustees responsibilities include the following:**



The retirement contributions are invested on behalf of members by financial and investment managers on advice of the Fund's investment consultants in line with the Investment Policy of the Fund.

**Members' accounts are credited with net contributions and net investment returns earned by the Fund monthly.**

The Trustees are accountable to members of the Fund and other stakeholders.



**EARNED BY THE FUND MONTHLY**

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**SECTION 3**  
WHO ARE THE TRUSTEES  
AND FUND ADVISORS



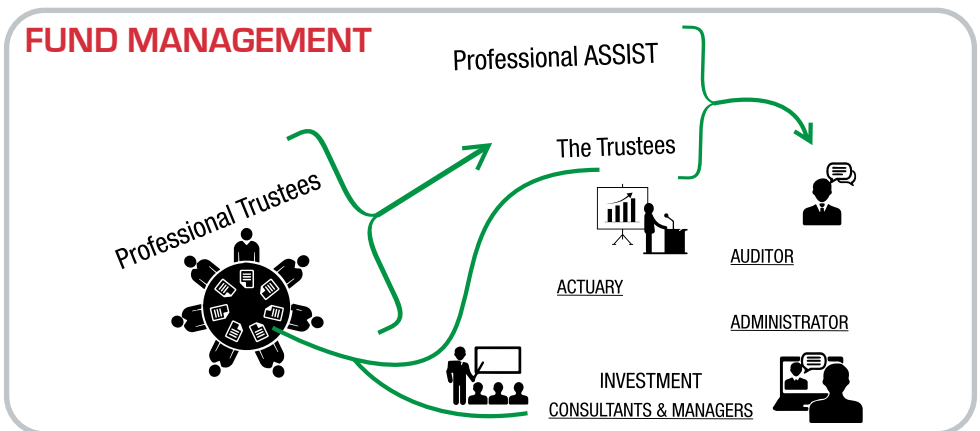
# WHO ARE THE TRUSTEES AND FUND ADVISORS

## 3.1 FUND'S MANAGEMENT

Acting Principal Officer	Ms A. Amparheng
--------------------------	-----------------

## 3.2 FUND'S ADVISORS

Self-administration	Mineworkers Provident Fund
Actuary	Moruba Consultant and Actuaries
Investment Consultants	27Four Investment Manager
Bankers	First National Bank
Auditors (External)	Sizwe Ntsaluba Gobodo
Auditors (Internal)	PwC
Group Life Insurers	Momentum Employee Benefits
Funeral Insurers	Momentum Benefits
Beneficiary Fund	Fairheads: Mineworkers Beneficiary Fund
Housing Loans	Standard Bank SA and IEMAS



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**SECTION 4**  
YOUR MEMBERSHIP

# YOUR MEMBERSHIP

## OVERVIEW OF YOUR MEMBERSHIP

MWPF has a proud history of shared respect and dignity towards their members and offer excellent benefits to you and your beneficiaries. All employees of participating employers under the age of 60 for underground employees and 63 for any other employees are eligible to belong to the fund.

## BENEFICIARY NOMINATION FORM

When you join MWPF, you need to complete a nomination of beneficiaries form. Each year, you are then required to update the person/s who must be paid, in the event of your death prior to retirement age and while you are still employed. The information provided in this form will be used to assist the trustees of the Fund with the fair distribution of the benefits payable on your death. This will only be used as a guideline as the trustees are required, to distribute the benefits in accordance with the provisions of section 37C Pension Funds Act.

## IT IS COMPULSORY THAT YOU NOMINATE YOUR DEPENDANT/S.

### Member Benefit Statement

Mineworkers Provident Fund provides you with an annual benefit statement between August and September of each year to ensure that you are informed about your retirement saving in the Fund.

Information is also provided to help you understand how your Fund operates, the benefits and services it offers and the Risk Benefit Cover that you may have in the event of your death or permanent disability. The Fund usually conducts roadshows across the country following the distribution of the benefit statements to assist members in interpreting them.

## TELL US WHEN YOUR DETAILS CHANGE

When we receive a claim for the payment of benefits, we process and pay as quickly and accurately as possible.



**You can help us to do that by making sure that we always have the most up-to-date details about you and your beneficiaries. Wrong or old information is the main cause of delays in making payments.**

It is important to let us know when you change your telephone number, move to a new address, get married or divorced, have or lose a child. When any of these details change, please take time to complete the Member Update Form which is available from your employer's human resources.

## YOUR CONTRIBUTIONS

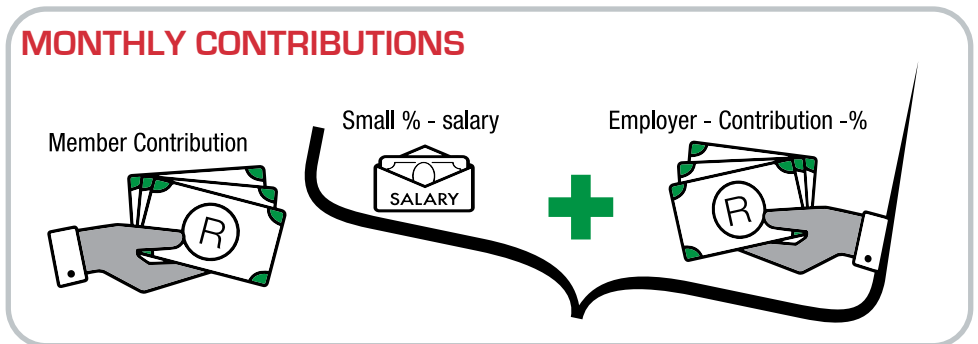
Every month your employer deducts a percentage of your salary as a contribution to the Fund. This percentage is stipulated in the Rules of the Fund.

In addition your employer also contributes a percentage of your salary to the Fund every month. Fund expenses and costs are deducted from the employer contribution.

## VOLUNTARY CONTRIBUTIONS

Note that, you can increase the amount the employer deducts from your salary, as a contribution to the fund, in order to have a larger retirement portion. The minimum amount you can increase your contributions by is R50.00.

**The Fund is self-administered to keep costs low and to provide direct service to its members.**



The percentage that will be deducted from your salary is dependent on your employment with the different mines. Please see the table below:

<b>Gold</b>	<ul style="list-style-type: none"><li>• 14.5 towards retirement</li><li>• 7% towards risk. R46 per month (funeral), balance is risk benefit.</li></ul>
<b>Coal</b>	<ul style="list-style-type: none"><li>• 14.5% to 16.5 towards retirement</li><li>• 6% towards risk. R46 per month (funeral), balance is risk benefit.</li></ul>
<b>Other</b>	<ul style="list-style-type: none"><li>• 14% towards retirement</li><li>• 6% towards risk. R46 per month (funeral), balance is risk benefit.</li></ul>



## EXAMPLE 1

Sofie is employed in the Gold Mines and is subjected to Wage Agreements with the unions and the Chamber of Mines. Sofie earns R6 000 per month.



1 Can you tell me what my retirement contribution will be?

3 And how much do I pay for the risk benefits?

2 Yes, it is easy to calculate. You pay 14.5% less admin costs of your salary. So  $R6\ 000 \times 14.5\% = R870$  per month. The remainder of the money is invested for your retirement benefit and is shown on your salary advice.

4 For risk benefits (death, funeral and disability) you pay 6% (coal and other) or 7% (gold) of your salary minus R46 (funeral)

If your wage increases your risk expense will go up.





## EXAMPLE 2

Bhambatha is employed in the Coal Mines and subjected to Wage Agreements with the unions and the Minerals Council South Africa. Bhambatha earns R7 000 per month.

1 Can you tell me what my retirement contribution will be?

2 Yes, it is easy to calculate. You pay 15.5% less admin costs of your salary. So  $R7\ 000 \times 15.5\% = R1\ 085$  per month. The remainder of the money is invested for your retirement benefit and is shown on your salary advice.

3 And how much do I pay for the risk benefits?

4 For risk benefits (death, funeral and disability) you pay 6% (coal and other) or 7% (gold) of your salary minus R46 (funeral)  
If your wage increases your risk expense will go up.



*The above example also applies to members employed by Anglo Coal, Savmore Coal or Glencore Mines in categories 3 to 8.*



### EXAMPLE 3

Ditshego is employed by Delmas Coal in categories 3 to 8. Ditshego earns R7 500 per month.

1

Can you tell me what my retirement contribution will be?



3

And how much do I pay for the risk benefits?

2

Yes, it is easy to calculate. You pay 14.5% less admin costs of your salary. So  $R7\ 500 \times 14.5\% = R1\ 087.50$  per month. The remainder of the money is invested for your retirement benefit and is shown on your salary advice.



4

For risk benefits (death, funeral and disability) you pay 6% (coal and other) or 7% (gold) of your salary minus R46 (funeral)

If your wage increases your risk expense will go up.

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**SECTION 5**  
YOUR BENEFITS



## YOUR BENEFITS

The Fund not only provides Retirement Benefits but also provides cover in the event of death and disability. This includes funeral cover for you and your family.

You are also entitled to benefits when you exit the Fund before retirement age, on the occasion of your resignation, dismissal or retrenchment.

## EXITING THE FUND BEFORE RETIREMENT AGE

### 1. RESIGNATION OR DISMISSAL

Should you resign or be dismissed, you need to inform the fund regarding the payment option for your Fund Credit, alternatively you will automatically become a paid-up member of the Fund.



#### Documents required

- Withdrawal (Resignation, Dismissal & Retrenchment) claim form signed by the member and two employer authorised signatories. The withdrawal form must be stamped by the mine;
- Banking details no older than three months (copy of bank statement stamped by the bank);
- Certified copy of Identity Document.



**This means your money remains invested in the Fund unless you inform the Fund that you want to take your money in cash.**

#### What does it mean to be a Paid-Up member?

- Your money will remain invested in the Fund until you inform the Fund to have the benefit paid to you
- As a Paid-Up member you will NOT make any contributions to the Fund
- You will no longer be covered for death, disability or funeral benefits.

#### Your Fund Credit will be:

- The total retirement contributions (member contribution plus employer contribution);
- Total Voluntary Contributions (if any);
- Total Transferred Portion (if any); and
- Net investment return.

The Fund will provide you with a paid-up certificate within two months of becoming a paid-up member.

Together with the paid-up certificate, you should have access to benefit counselling, particularly before any withdrawal benefits are paid in cash or transferred to another fund.

#### The advantages of becoming a paid-up member are as follows:

- You will be taking advantage of favourable investment fees and will remain invested in the portfolio you were invested in before you left the company;
- You will have peace of mind that your savings are being looked after by a well governed fund with capable trustees.

## 2. RETRENCHMENT

The benefit payable on retrenchment is identical to the benefit payable on dismissal or resignation.

### You can choose to:

- Transfer your benefit to your new employer's Fund;
- Transfer your benefit to a preservation or retirement annuity fund of your choice; or
- Your (fund savings) member share can be paid as a cash payment into your bank account.

If you neglect to make a choice you will automatically become a paid-up member of the Fund.

### Deferred Benefits

You have an option to defer your benefits upon resignation, dismissal or retrenchment. Which means you can choose to keep your benefits with the Fund until retirement age. You will receive a benefit statement every year to track your investment returns. The same advantages of a paid-up member are also applicable.

## RETIREMENT

If you are retiring you may choose to take your retirement fund benefits in cash and pay the maximum rate of tax. You may also decide to buy an annuity from the Fund. **The funeral benefit of R40 000 is also payable when a member who exited the Fund through retirement dies.**

### Your options at retirement:

1. You can take your full fund credit as cash.
2. You can take some of your fund credit as cash and use the rest to buy an annuity.
3. You can use your entire fund credit to buy an annuity.

### If you choose to buy the MWPF Income For Life, this is how it works:

- You "buy" the product with your fund credit and, in return, receive a guaranteed monthly rand amount for the rest of your life.
- A large portion of the money is invested which provide the steady guaranteed part of your annuity.
- Your guaranteed annuity will rise in line with bonuses declared (usually annually). These are based on the investment returns.
- If the returns on the investment portfolio are negative, your annuity will not increase, but it will never decrease.
- You have a guaranteed period of 15 years. If you die within the 15 years, the annuity will be paid to your beneficiaries.



### Example:

If you pass away 10 years after you retire your nominated beneficiary/ies will receive a lump sum of total income left.

### If you decide to take a portion or your full fund credit in cash you will be taxed based on the tax tables below:

TAXABLE AMOUNT	TAXABLE AMOUNT
R0–R500 000	0%
R500 001–R700 000	18%
R700 001–R1 050 000	27%
R1 050 000 +	36%

*\*The tax tables are updated annually. When SARS determines the tax payable on the table, it will take into account previous cash lump sums*

taken from retirement funds and severance benefits from your employer.

No tax will be paid on the part of the retirement benefit used to purchase MWPF income for life. Tax will only be paid on the monthly income when paid to the member. Members should always consult a financial planner before taking a retirement benefit.

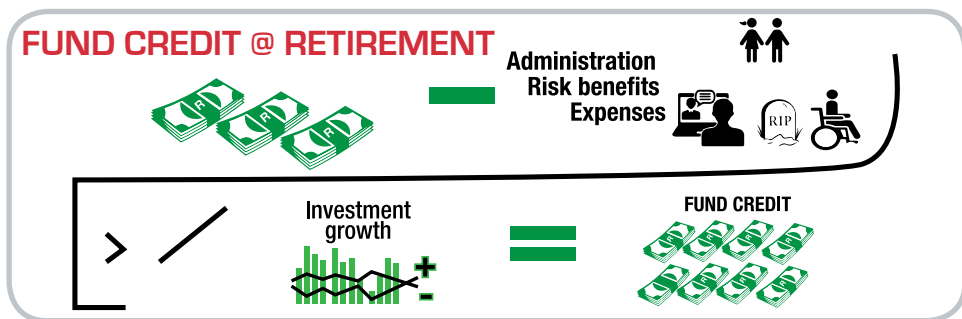
### When can you retire?

- Retirement age is anytime between age 55 and 63 for underground members and 55 and 65 for any other members;
- Anytime if you are disabled due to accident or illness, if the Trustees are satisfied that you can no longer perform your duties or any other duties in the category of work in which you were employed for.

The Fund issues a personalised retirement statement to you prior to your retirement date so that you can make an informed choice. You should complete the retirement option form which can be obtained from HR and ensure that all supporting documentation as specified on the form is attached to your notification to the Fund.

You will be given access to retirement benefit counselling at least 12 months prior to your normal retirement age and again at a 6 and 3 month interval.

It is important to note that this is not an automatic default arrangement and you will have to make an active selection/choice to opt-in to this strategy if you want to make use of the Fund's pension option.



### Your Fund Credit:

- The total retirement contributions (member contribution plus employer contribution);
- Total Voluntary Contributions (if any);
- Total Transferred Portion (if any); and
- Net investment return.



### Documents required

- Claim form signed by the member and two employer authorised signatories. The withdrawal form must be stamped by the mine;
- Banking details (copy of bank statement stamped by the bank);
- Certified copy of Identity or Passport Document

# RISK BENEFITS

Your Fund was established to provide benefits for you on retirement but as a member of the Fund you get much more than just your retirement benefit.

Every month, you contribute a percentage of your salary (wages) towards the Provident Fund. In addition, your employer contributes a percentage of your wages (on your behalf) and a portion is used to cover your risk benefit costs such as disability, death and funeral benefits. Fund expenses and costs are also deducted from the employer contribution.

## 1. DISABILITY BENEFIT



### INDUSTRY RELATED PERMANENT AND TOTAL DISABILITY (PTD) BENEFIT

Part of the contributions paid by your employer on your behalf pays to cover you for Permanent and Total Disability Benefits (PTD).

#### Who qualifies for this benefit?

- Any member who becomes disabled due to injury or disease and are permanently

incapable of working for remuneration or profit. This applies to their own occupation or any other occupation with their current employer.

- A member that suffers one of the following impairments; loss of vision, hearing loss, heart disease, insulin dependent diabetes (Type 2), epilepsy and any other impairments that are related to certificate of fitness to work.

### WHAT HAPPENS IF YOU ARE DISABLED

Once you have provided medical proof, and your disability claim has been approved by the Insurer your disability benefit will be paid.

#### The following benefit will be payable:

- The total retirement contributions;
- Total Voluntary Contributions (if any);
- Total Transferred Portion (if any);
- Net investment return;
- 3 x Annual salary, if you are found to be continuously, permanently and totally disabled.

#### Age Limit:

- Minimum cover age last birthday;
- Normal Retirement age last birthday 60 (underground mineworkers);
- Normal Retirement age last birthday 63 (any other mineworkers);
- Maximum disabilities cover termination age last birthday 65.



#### Documents required

- Withdrawal (Resignation, Dismissal & Retrenchment) claim form signed by the member and two Employer authorised signatories. The withdrawal form must be stamped by the mine;

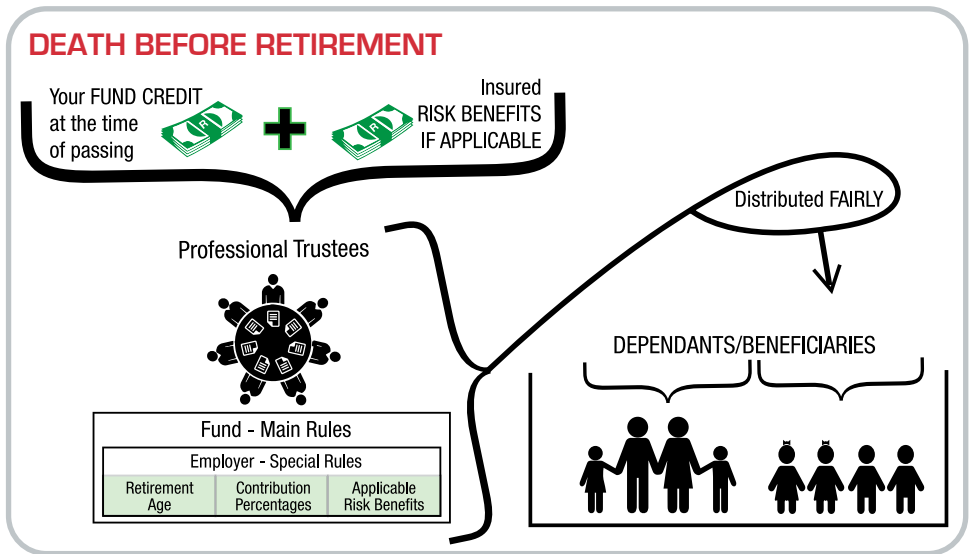
- Momentum disability notification form;
- Banking details (copy of bank statement stamped by the bank);
- Certified copy of Identity or Passport Document;
- Payslip as at last date actively at work;
- Historical medicals and fitness certificates (3-5 years)
- Last fitness medical completed by the Occupational Health Medical Practitioner and employee declaration.

death benefit. The Trustees have up to twelve months to finalise the distribution of a death benefit.

**The benefit will be as follows:**

- 3 x basic annual salary
- The total retirement contributions;
- Total Voluntary Contributions (if any);
- Total Transferred Portion (if any); and
- Net investment return.

**2. DEATH BENEFIT**



**WHAT HAPPENS WHEN YOU DIE?**

If you die whilst a member of the Fund, a cash lump sum will be allocated to your dependants, in terms of Section 37(C) of the Pension Funds Act. The Trustees are responsible for the distribution of your funds to the beneficiaries and have the final say in the distribution. It is paramount for members to regularly update the nomination of beneficiaries' forms, used by the Trustees as a base for investigations and distributing your





## EXAMPLE

Peter who is 55 years old earns a basic salary of R5 000 per month. He was ill and died. His wife and two children survive him. He had been in the Fund for 30 years. His total retirement contributions and interest amounts to R250 000.



1 How much money will my family get if I die?

2 Three times your annual earnings plus your total fund credit will be paid out to your family. This means they will receive  $3 \times (R5000 \times 12) = R180\ 000$  Plus your fund credit of R250 000, so a total benefit of R430 000 will be paid.



Benefit will be taxed as per the Income Tax Act of South Africa.



## DOCUMENTS REQUIRED FOR DEATH CLAIMS OF A MEMBER WHILST IN SERVICE

### Death claim documents for the deceased member

1. Death claim form - signed by two authorised signatories from the employer and stamped by the employer.
2. Certified copy of death certificate from country of origin. If not from South Africa, e.g. Lesotho, Mozambique, Botswana, etc. the following applies:
  - If the member was from Mozambique, then the translation of the certified death

certificate into English must also be obtained.

- If the member was from Botswana letter from Botswana Home Affairs confirming death of the member.
  - BI1663-Notification of death signed by the doctor or whoever certified the member as deceased (for deaths that happened in RSA).
3. Certified copy of member's ID or passport.
  4. Member's payslip (the latest payslip that shows the full month's salary).
  5. Tax reference number (except Mozambican).
  6. Nomination form/member update form.

All the above must be submitted by the employer when initiating the claim on the employer portal.

### **Spouse's documents**

1. Death claim form.
2. Proof of marriage, can be one of the following documents:
  - Certified copy of marriage certificate
  - A customary union letter signed by two members from the deceased's family before their chief or magistrate. The family members must submit their certified copies of identity documents or passport. The letter must indicate the number and names of all the children they had.
  - If unmarried, the letter must state such and confirm if there are any children or not.
  - If divorced, a divorce decree and the settlement order must be submitted.
  - Dissolution of the customary union, letter from the deceased's family must be accompanied by the member's certified copies of identity documents or passport.
3. Certified copy of identity /passport document.
4. Bank statement with a date stamp (this must correspond with ID or passport submitted).
5. The bank mandate must contain the reference number and must be completed by a bank official.
6. Proof of income not older than three months (if currently employed).
7. Proof of residence/address not older than three months.

### **Minor dependents**

1. Certified copy of birth certificate.

### **Major dependents**

1. Death claim form.
2. Certified copy of identity /passport document.
3. Bank statement with a date stamp (this must correspond with ID or passport submitted).
4. The bank mandate must contain the reference number and must be completed by a bank official.
5. Proof of income not older than three months (if currently employed).
6. Proof of residence/address not older than three months (for each claimant).
7. Proof of registration from school or university (if still schooling).

### **Guardian /Caregiver**

1. Death claim form.
2. Certified copy of identity /passport document.
3. Bank statement with a date stamp (this must correspond with ID or passport submitted).
4. The bank mandate must contain the reference number and must be completed by a bank official.
5. Proof of income not older than three months (if currently employed).
6. Proof of residence/address not older than three months.
7. Care giving report can be one of the following:
  - Full social worker's report confirming caregiving.
  - Court order confirming guardianship.
  - The family letter signed by two members from the deceased's side before their chief or magistrate confirming that the caregiver is taking care of the deceased's child/ children. The family members must submit their certified copy of identity document/passport.

**NB: Any proof of care giving must list the child/ren names and dates of births of the child/ren in question.**

8. If the child is staying with a caregiver other than the biological parent, while the biological parent is still alive, we require a consent letter from him/her (this is ONLY applicable if we have received a family letter as confirmation) as other documents are being regarded as legal documents e.g. a social workers report/court order.
9. If the biological parent has passed on we require certified death certificate confirming the death.

### **Girlfriend /Boyfriend**

1. Death claim form.
2. Family letter signed by two family members from the deceased side confirming the relationship status between the deceased member and the girlfriend/boyfriend and the number of child/ren they have, also the names of child/ren. The family members must submit their certified copy of identity document/passport.
3. Certified copy of identity /passport document.
4. Bank statement with a date stamp (this must correspond with ID or passport submitted).
5. The bank mandate must contain the reference number and must be completed by a bank official.
6. Proof of income not older than three months (if currently employed).
7. Proof of residence/address not older than three months.
8. In cases where the girlfriend/boyfriend has a maintenance order against the member, this must be provided.

**Nb: Any other information or documents that might assist the fund on the fair distribution of the death benefit, must be submitted.**

### **3. FUNERAL BENEFIT**

A funeral benefit is payable from the Fund in the event of the death of a member, spouse or a child. The benefit payable is as follows:

Members	R40 000
Spouse (regardless of number)	R40 000
Children (aged 14 to 21)	R40 000
Children (aged 21 to 25 proof of study will be required)	R40 000
Children (aged 6 to 13)	R25 000
Children (aged 1 to 5)	R15 000
Children younger than 1 year	R15 000

The funeral benefit of **R40 000** is also payable when a member who exited the Fund through retirement dies.

### **FAMILY ASSISTANCE BENEFIT**

The Fund offers a Family Assistance Benefit (FAB) through its Group Risk Benefit service provider, Momentum, which can be accessed 24hour/365 days a year that provides invaluable support to members during traumatic life events.

### **THE FAB PROVIDES HELP IN MANY WAYS:**

#### **On Bereavement:**

- Repatriation - to ensure the deceased is safely returned home for burial;
- Funeral assistance - to help with funeral arrangements for the deceased;



- Legal advice - in the form of legal assistance provided by admitted attorneys;
- Bereavement counselling - in the form of face-to-face counselling services for support and advice.

**On trauma such as rape, assault, etc.:**

- Trauma, assault and HIV counselling
- Emergency Medical Services (EMS)

All these services are available to the member and immediate family including spouse, children, parents and parents-in-law.

**In case of traumatic event, please contact:  
0861 166 111 (call centre number).**



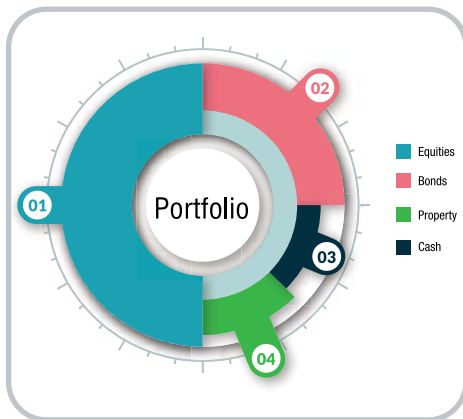
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**SECTION 6**  
HOW WE INVEST

## HOW WE INVEST

The Trustees invest the assets of the Fund with various Asset Managers in accordance with the Fund's Investment Strategy. The Asset Managers manage the assets in accordance with the mandates provided to them by the Trustees. The Fund invests in a combination of the major asset classes such as shares, bonds, property and cash.

An investment portfolio is a combination of different types of asset classes - see below for an example.



The return on the investments (growth), which can be either positive or negative, is allocated to Members' Fund Credits on a monthly basis.

The current investment strategy is a relatively conservative approach and aims to achieve a return above inflation over the long term. Although there is no guarantee that this objective will be met, the Trustees manage the investments, together with expert advisors, to ensure the greatest probability of achieving this objective.

### The magic of diversification

Diversification is a strategy that can be best described as "Don't put all your eggs in one basket." The strategy involves spreading your money among various investments (shares, bonds and cash) in the hope that if one investment loses money, the other investments will more than make up for those losses.



**The Magic of Diversification:** The practice of spreading money among different investments to reduce risk is known as diversification

By including different asset classes with investment returns that move up and down under different market conditions within a portfolio, an investor can protect against significant losses.

Historically, the returns of the three major asset classes (shares, bonds and cash) have not moved up and down at exactly the same time. Market conditions that cause one asset class to do well often cause another asset class to have average or poor returns. By investing in more than one asset class, the Fund reduces the risk that it will lose money and the portfolio's overall investment returns will have a smoother ride. If one asset class's investment return falls, the Fund is in a position to counteract any potential losses in that asset category with better investment returns in another asset category.

In addition, asset allocation is important because it has major impact on whether members will meet their financial goal at retirement. The Fund includes enough risk (investment in equity) in the portfolio, to earn a large enough return to meet members' goals to retire with sufficient savings.



**SECTION 7**  
GENERAL NOTES

# GENERAL NOTES

**Withdrawals** If a member elects to take cash benefits on leaving the Fund, these benefits will be subject to tax in terms of the Income Tax Act. If a member elects to preserve his benefits, payment of tax can be deferred. Members are encouraged to seek professional advice from a properly accredited financial advisor, prior to the payment of a benefit from the Fund.

**Home Loans** The facility to offer members housing loan does exist in the Fund. Loans are offered in line with section 19(5) of the Pension Funds Act. The Act sets out conditions for the loans and the loans must be used for housing purposes only. Any abuse of the housing loan facility will attract severe consequences.

Pension Backed Lending (PBL) loans application procedure changed with effect from 1 June 2007 because of the implementation of the National Credit Act (NCA). The NCA was signed into law on 15 March 2006 with an effective date of 1 June 2007. The aim of the NCA is to prohibit unfair credit practices, misleading credit marketing and reckless credit granting.

**Benefit statements** Each year members will receive a benefit statement telling them how much they have contributed, and what their withdrawal, death and disability and retirement benefits amount to at the date of the statement. Members must check their details carefully and refer any queries or errors to the Human Resources Department or the fund.

**Nomination of beneficiaries** It is important that you complete a new **“Nomination of Beneficiaries”** form each time your circumstances change, i.e. in the event of the birth of a child, divorce, marriage or change in any nominated beneficiaries. This form will assist the Trustees in their decision when distributing a deceased member’s benefit.

**Pension Funds Adjudicator** The office of the Pension Funds Adjudicator (PFA) was established on 1 January 1998, as an independent and unbiased ombudsman for the retirement fund industry.

Members, former members, beneficiaries, former beneficiaries, Participating Employers, Board of Trustees, or anybody with vested interest in the Fund can lodge a claim.

This is a costeffective way of resolving Fund’s disputes compared to hiring of lawyers. The process that must be followed is that a complainant must first write to the Fund, if no response is received within 30 days or the complainant is not satisfied by the response, the complainant can then lodge a complaint with the adjudicator.

For further information on the Provident Funds Adjudicator, please visit the Financial Sector Conduct Authority’s (FSCA) website **[www.fsc.co.za](http://www.fsc.co.za)**, the PFA’s website **[www.pfa.org.za](http://www.pfa.org.za)** or contact them directly using the address in Section 11 of this report.

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**SECTION 8**  
RESOURCES FOR MEMBERS

## RESOURCES FOR MEMBERS

With MWPF, you will not travel the road alone. We have various tools available to keep you informed about the Fund's latest developments and all you need to know about your benefits.

### NEWSLETTERS

Twice a year we produce member newsletters to keep you informed. You can find a copy at your HR representative, EBS consultant, our website or at member education roadshows. You will always be notified via SMS when one is in circulation. Please ensure that the Fund has your latest cellphone number so you don't miss out on any news.

### MEMBER EDUCATION

As part of our education drive, we do member education roadshows at all mines. These sessions are very helpful as they explain your benefits in detail as well as address any other questions you may have.

### EBS CONSULTANTS

We have EBS Consultants based at various mines to assist you with any fund related queries.



**The mines with EBS Consultants are listed below:**

**Northam**  
**Sibanye-Driefontein**  
**Sibanye-Ezulwini**  
**Sibanye-Kloof**  
**Sibanye-Beatrix**  
**Harmony-Kusasaletu**

**Harmony-Doornkop**  
**Harmony- Free state**  
**AGA- West Wits**  
**AGA- Vaal Reefs**  
**Glencore- Witbank**

### MOBILE VAN

For your convenience, we have a state of the art mobile office fully equipped to assist you with any queries whenever and wherever. You will see this mobile van at any of our roadshows. Look out for it, if you have any queries to be resolved.

### UNCLAIMED BENEFIT ROADSHOWS

Unclaimed Benefit Roadshows remain an integral part of our business and are thus ongoing. We go as far as travelling beyond South African borders to ensure that unclaimed benefits are paid. If you know of any ex-miners who left without claiming their benefits, please ask them to contact the fund. Also ensure that you share the Fund's contact details with your family should they need to claim benefits in case of your death.

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**SECTION 9**  
GLOSSARY



# GLOSSARY

<b>Term</b>	<b>Meaning</b>
<b>Beneficiary</b>	A person who receives a benefit payment from the Fund in the event of your death.
<b>Dependant</b>	A person in respect of whom you are legally liable for maintenance or a person who is financially dependent on you, e.g. children, spouse and parents.
<b>Employer</b>	The mine that you work for.
<b>The Fund</b>	Mineworkers Provident Fund
<b>Lump sum</b>	A single payment made at a particular time, as opposed to a number of smaller payments.
<b>Nominee</b>	A person who is not a dependant but is nominated in writing to receive benefits upon your death.
<b>Retirement fund</b>	A retirement fund provides benefits for its members on their retirement, disability, withdrawal or when they die for their beneficiaries.
<b>Trustees</b>	A person or a member of board responsible for controlling, directing and overseeing the operation of the fund.
<b>Voluntary contribution</b>	An extra allocation of funds to a retirement fund benefit. The additional benefit contributions are the members' responsibility and will not be matched by the employer.

# SECTION 10

## CONTACT DETAILS OF THE FUND

### HEAD OFFICE PHYSICAL ADDRESS

Mineworkers Provident Fund  
26 Ameshoff Street  
Braamfontein  
Johannesburg  
2001

### CLIENT CONTACT CENTRE

Tel: (010) 100 3001  
Fax: (086) 661 9532  
Email: [clientservices@mineworkers.co.za](mailto:clientservices@mineworkers.co.za)  
Website: [www.mwpf.co.za](http://www.mwpf.co.za)  
Facebook: [mineworkerspf](https://www.facebook.com/mineworkerspf)  
Twitter: [mineworkerspf](https://twitter.com/mineworkerspf)

### OUR 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) 100-3001	<a href="mailto:clientservices@mineworkers.co.za">clientservices@mineworkers.co.za</a>
Witbank	Office No. 9, M&B Centre, 16 Mandela Street, Witbank, 1034	(010) 100-3001	<a href="mailto:clientservices@mineworkers.co.za">clientservices@mineworkers.co.za</a>
Johannesburg	Crn Melle & 26 Ameshoff Street, Braamfontein Johannesburg, 2000	(010) 100 3001	<a href="mailto:clientservices@mineworkers.co.za">clientservices@mineworkers.co.za</a>

<b>Orkney</b>	Shop No, 12, Umuzimuhle Shopping Complex, Vaal Reefs No 3, Orkney, 2619	<b>(010) 100 3001</b>	clientservices@mineworkers.co.za
<b>Mthatha</b>	No 49 Leeds & Craiser Street, Metropolitan Place, 1 <sup>st</sup> Floor, Mthatha	<b>(047) 531 2003</b>	clientservices@mineworkers.co.za
<b>Mozambique</b>	Bairro de Chinunguine C, Praia de Xai-Xai, Cidade de Xai Xai, Provincia de Gaza, Mocambique	<b>(+258) 282 22 675</b>	clientservices@mineworkers.co.za

## CONTACT DETAILS OF THE PENSION FUNDS ADJUDICATOR

### The Pension Funds Adjudicator

4<sup>th</sup> Floor Riverwalk Office Park Block A  
 41 Matroosberg Road  
 Ashlea Gardens  
 Menlyn  
 PRETORIA  
 0181

PO Box 580  
 Menlyn  
 PRETORIA  
 0063

Tel: (012) 346 1738  
 Fax: 086 693 7472  
 Email: enquiries@pfa.org.za  
 Email: www@pfa.org.za

Communication with you, the member, remains the Trustees' biggest priority. The Trustees invite you to supply feedback with any recommendations and/or queries, which you may have relating to your benefits and/or the Fund in general.

Please send feedback to: **externalcomm@mineworkers.co.za**.

Financial Sector Conduct Authority (FSCA) Registration no.12/8/23051 and South African Revenue Services Registration no. 18/20/24968

### Disclaimer

The purpose of this document is to give information only and doesn't constitute advice. Your specific benefits will be indicated in your benefit statement. Neither the Fund nor the Administrator can be held liable as a result of a decision based on this information. All rights of members are embodied in the official rules and policies of the Fund. A copy of the rules is available from the Fund.



## **Client Contact Centre**

Tel: (010) 100 3001

Fax: (086) 776 3864

Email: [clientservices@mineworkers.co.za](mailto:clientservices@mineworkers.co.za)

Website: [www.mwpc.co.za](http://www.mwpc.co.za)