



N-e-FG Administrators (Pty) Ltd

Company Reg. No.2005/000513/07
Licensed to act as an Administrator in terms of section 13B of the Pension Funds Act(act 24 of 1956)
License number 24/425, FSP licence number 45798
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Dear Member

In order to claim for disability, the following requirements must be met:

1. The disability claim form must be completed correctly and all the required fields **MUST** be completed.
2. Company stamp on the last page of the disability form is essential.
3. Certified copy of ID.
4. Certified letter from the company stating that the member has retired, with the retirement date clearly stated.
5. Copy of bank stamped statement - NOT OLDER THAN 3 MONTHS and NO INTERNET STATEMENTS.
6. Certified proof of address - NOT OLDER THAN 3 MONTHS.
7. Proof of members SARS Tax Number - if the member doesn't have a tax number a certified letter from the member can accompany the withdraw form.
8. Records of absence at work.
9. Doctor reports which confirms disability.

All the above paperwork must be in place before any exits or claims can be processed, under NO circumstances will money be paid out to anyone if the requirements are not met, due to FSB requirements on 13B Administrators.

Process of the disability claim will work as follows:

- Claim form and medical reports will be sent to the underwriters.
- If the doctor reports states that the member will go for treatment, there is a waiting period of 6 months.
- When the 6 months have passed the latest medical report must be sent to the underwriter which will then confirm if the member is permanently disabled.
- If the underwriter then accepts that member is permanently disabled, the disability benefit will be paid to N-e-FG.
- Claim will be sent for approval to financial department, where a processing date will follow.
- On the processing date the fund credit will be disinvested.
- The claim will then be sent to SARS (**please note** SARS can take 4-7 working days)
- After feedback from SARS has been received, the claim can then be sent for payment if there are no problems beyond N-e-FG's control.

If you need any help or have questions don't hesitate to phone us.