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)
Registration number 24/425
General e-mail address: retirement@new-e-con.com
36 Chopin Street SW5 Vanderbijlpark
P. O. Box 472 PARK SOUTH 1910 Republic of South Africa
Telephone 0861 409 409
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Q & A for N-e-FG Administrators

1. What makes N-e-FG Administration system stand out from all other administration systems?

- Easy accessible information.
- Easy accessible Benefit Statements.
- Doc Man Management: Where all documents relating to a member can be linked to the member record on the system.
- Update of member information is fast and easy.
- Superior and efficient service.

2. What type of service does N-e-FG Administrators deliver?

- Any member can speak directly with the Administrator who is responsible for that specific group.
- The member does not have to work through a call centre service.
- Any query from the group's HR department is handled immediately with the responsible person handling the administration of the specific group.
- The Administrator is responsible for the monthly billings, and makes sure that the billings reconcile on a monthly basis with the HR department and the bank statement.
- The Administrator handles all medical requirements that may arise from the risk companies, and they make sure that the medicals are seen through with the particular member.
- The Administrator sends sms notifications to members if there is anything outstanding on their information regarding any claims.
- The Administrator also corresponds through email, sms and telephone calls on a daily basis with members and the HR department
- The Administrators always deliver fast and friendly service directly to the members and the HR department.

3. Does N-e-FG Administrators offer an online system?

- Yes we do, the online system is available to all the members 24/7 and members are supplied with username & passwords, with a step by step guide explaining the online system.
- The member can access his personal information, benefit statement, transactions history, contributions, beneficiaries, salaries as the Administrator has it on the system.
- If changes are done by the Administrator it is immediately updated on the online system for the member to be viewed.

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4. When will groups receive their Benefits Statement?

- Benefit Statements will be personally delivered on a yearly basis to the groups, from the Administrators.

5. Does N-e-FG Administrators offer competitive costs?

- N-e-FG offers the best rates in the market and will ensure that the cost stays competitive in the market.
- N-e-FG ensures that zero cost will be deducted from the Employee's contribution, unless the employee agrees on a certain cost.
- N-e-FG will ensure that all the costs are covered from the Employer's contributions.
- N-e-FG ensures that the most competitive rates are used.

6. How long do quotations take?

- As soon as the payroll information is received in an electronically format from the Advisor or the HR department, the quote will be requested from the different risk companies, who has a turnaround time of +/- 5 working days.
- After the quotes are received from the different risk companies, the quote is being drafted from the Administrators, and our turnaround time is +/- 2 working days.

7. After the quote is drafted what is the implication if the client want to increase the contribution percentage?

- The only implication will be is that the savings percentage on the quotation will increase with the difference in the percentage of the contribution.
- None of the cost rates will be affected if the contribution rate is increased after quotation is drafted.

8. What happens after the quotation is signed?

- N-e-FG does all of the implementation of the new group on the system.
- N-e-FG ensures that all the needed risk documents are signed and sent to the applicable risk company.
- N-e-FG captures all the members' information on the system.
- If it is an existing group N-e-FG corresponds with the previous Administrator to make sure that the transfer process runs smoothly.

- N-e-FG will also handle any section 14 transfer from one fund to the other.
- After 1st payment is made N-e-FG will also make sure that the group's Special Rules is registered with the FSB.
- In short N-e-FG does the entire setup of a new group.

9. What does the company receive after implementation is done on the system?

- After the setup is completed on the system and the first payment is received the following will be given to the company:
  - A visit from our Head of Administration
  - Administration guide
  - New member entrant forms
  - Contract
  - Special Rules
  - Membership cards
  - Online letters
  - Benefit Statements for starting period.

10. What is Special Rules?

- Special Rules is a separate set of rules that is drafted for the applicable group containing the contribution rates and risk benefits.
- This is applicable for groups that fall under the N-e-FG Retirement Umbrella Fund.

11. Can the group go on Debit Order?

- Yes the group can decide if they want to be on a monthly debit order.
- All debit orders is managed by the Financial Manager.

12. When are withdrawals being paid?

- N-e-FG has two withdrawal dates, the 5th and the 20th of every month.
- The turnaround time for withdrawals are between 5-10 working days depending on SARS feedback.

13. What is the period for a death claim to be completed?

- Death claims turnaround time is 12 months.
- Death claims can be paid before the turnaround time if all the needed information is received and trustees is happy with all the information to make a decision.

14. Who handles Disability or Permanent Health Insurance (PHI) claims?
***PHI is a benefit that pays out 75% of the member salary on a monthly basis.**

- Any disability claims & PHI claims is handled by the Administrators where the Administrators will stay in communication with the HR department as well as the member until claim is completed.

15. How long does it take for Funeral claims to be paid?
- Funeral claim is paid within 48 hours if all the needed information is received.