

# STAYING IN TOUCH IS EASY, EVEN IN LOCKDOWN

17 APRIL 2020

MOVING TOWARDS A BETTER FUTURE



**DEAR MEMBER**

- STAYING IN TOUCH IS EASY, EVEN IN LOCKDOWN**
- WORKING REMOTELY IS PROVING SUCCESSFUL**
- FRAUD ALERT**
- KEEP ON TALKING TO US**



## STAYING IN TOUCH IS EASY, EVEN IN LOCKDOWN

We may not be able to see each other, or get together at our Walk-in centres around the country, but it has not stopped the **Transport Sector Retirement Fund (TSRF)** or its administrators, **Salt Employee Benefits (Salt)** and **Sanlam Employee Benefits (Sanlam)**, to stay in touch with our members, to deliver our best possible service, and to go the extra mile for you.

## WORKING REMOTELY IS PROVING SUCCESSFUL

Although we miss our face-to-face interactions and the opportunity to meet you, we have not skipped a beat in responding to your enquiries or paying out claims.

In fact, behind the scenes our administrators Salt and Sanlam are working around the clock to service your needs, and they are doing even better than expected under these difficult conditions.

During the last three weeks, Salt has been following up on numerous outstanding requirements in order to quickly finalise claims; and we are planning ahead for when the lockdown ends. As with most other industries, the TSRF is expecting a flurry of activity once our offices re-open.

Since working remotely, our Customer Centre team has been able to save on travel time to and from work. They then jointly decided to put this extra time to good use by helping you, our members, even more swiftly and efficiently. Thanks to this unique scenario and the commitment of our team, **a record number of claims have been paid in just one week!**

**The Fund and its service providers continue to operate at a 100%.**

***You don't have to wait to visit us; we are geared to help you NOW....***

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**You don't have to wait to visit us; we are geared to help you NOW.** The Fund and its service providers are willing, able and ready to deal effectively with any of your telephone calls or email queries.

**Please contact us:**

 **011 544 8300** or

 **email [members@rflipf-sanlam.co.za](mailto:members@rflipf-sanlam.co.za)**

## FRAUD ALERT

Unfortunately, it seems criminals are trying to cash in on unsuspecting victims during the national lockdown. We have been alerted to various dubious attempts by criminals to commit fraud.

Remember, we **will never ask you for your personal banking details** (e.g. your card number or CVV). Anyone who asks you for this information is taking a chance. **Do not provide any personal banking information** to anyone who claims to be from the Fund and approaches you for your personal details via sms, email or telephone.

 **Immediately report any suspicious or fraudulent activity to the Fraud Line.**

 **Call the Customer Centre on 011 554 8300**

## KEEP ON TALKING TO US

Since the national lockdown, the

 **TSRF website [www.rflipfund.co.za](http://www.rflipfund.co.za)** has had a record 683 371 visits and many of our members are talking to us on our

 **Facebook page [@Transport Sector Retirement Fund](https://www.facebook.com/TransportSectorRetirementFund)** or on

 **Twitter [@transport\\_fund](https://twitter.com/transport_fund)**

**Keep on doing so. It's good to stay in touch.**

Until we meet again, stay strong, remain positive and take care of yourself and your loved ones. And remember: We stand in solidarity with you.

Kind regards

**Joe Lestwalo**

**Principal Officer**

Transport Sector Retirement Fund

## AND REMEMBER

## WE STAND IN SOLIDARITY WITH YOU.

