





HOW TO CLAIM YOUR BENEFIT WHEN NO LONGER EMPLOYED



DEAR MEMBER

Please make sure you follow the **correct procedure** when claiming your benefits.

-  **STEP 1: FILL IN THE CLAIM FORM**
-  **STEP 2: GET THE EMPLOYER TO SIGN THE CLAIM FORM**
-  **STEP 3: SUBMIT CLAIM**
-  **STEP 4: THE CLAIM IS PROCESSED**

HOW TO CLAIM YOUR BENEFIT WHEN YOU ARE NO LONGER EMPLOYED





As a ripple effect of the Covid-19 pandemic and the financial strain it placed on employers, some employers are currently retrenching members. Many of these members arrive at the client contact centres unprepared without any claim forms or the necessary supporting documents required.

Members are flocking to the Walk-in Centres to manually submit their claim documents. This is causing long queues at Walk-in Centres where social distancing protocols make the process even more daunting. **Walk-in Centres have now created Special Drop Boxes where members can submit their claim documents without having to wait in a queue.**

Please make sure you follow the correct procedure when claiming your benefits.

STEP 1: FILL IN THE CLAIM FORM

It is best for your Employer to complete the claim form and to submit it to the Fund on your behalf. If this is not possible **you may access the claim form:**

-  On the Fund website at www.transportsectorfund.co.za
-  Call **011 544 8300**
-  Employer's **HR department**
-  All claim documents to be sent to members@rflipf-sanlam.co.za



The claim form includes a list of supporting documents that must be attached when sending in the claim.

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STEP 2: GET THE EMPLOYER TO SIGN THE CLAIM FORM

Your employer or HR department will need to **sign the claim form** so that the claim can be processed and payment made.

If the employer has **not signed** the claim form it will **delay the payment** of the claim.



STEP 3: SUBMIT THE CLAIM FORM

Submit the **signed and stamped claim form** via fax or e-mail to:

 Email: members@rflipf-sanlam.co.za

OR

 Fax: 086 593 0006

To **limit interaction** between people and to **adhere to social distancing protocols** we urge all members to **rather** make use of **electronic channels** when submitting claims and to avoid visiting the Fund's Walk-in Centres, unless you do not have access to e-mail or fax facilities.

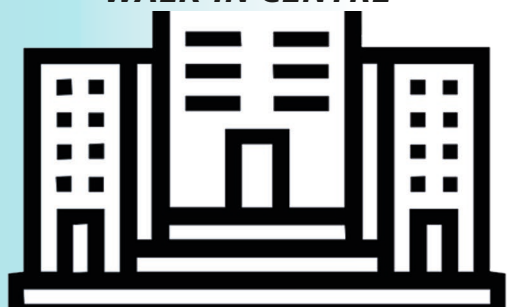
FUND CLIENT CONTACT/WALK-IN CENTRES

JOHANNESBURG	CAPE TOWN/BELLVILLE	DURBAN
<i>Client Contact Centre</i>	<i>Client Contact Centre</i>	<i>Client Contact Centre</i>
Samro Place	Sunbel Building	300 Anton Lembede Street
8th Floor	7th Floor	6th Floor, Office 606
20 De Korte Street	2 Old Paarl Road	Delta Towers
Braamfontein	Belville	Durban

*If you visit a Walk-in Centre to submit your claim forms there is **no need to wait in a queue**.*






Simply **place your fully completed claim pack** into the **Special Drop Box** provided. You will **receive a SMS** as **confirmation** that your claim was received and is being attended too.

WALK-IN CENTRE



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PLEASE **MAKE SURE** YOUR **CLAIM PACK INCLUDES** THE FOLLOWING:

-  Fully completed claim document signed and stamped by your Employer and signed by yourself
-  Clear certified ID copy both sides if you are using the ID card (certification must not be older than 3 months)
-  Certified 1 Month bank statement (certification must not be older than 3 months)
-  Bank stamped bank confirmation letter (Must state initials, surname, ID or passport number) not older than 3 months
-  Passport holders must include notice of tax registration (Not older than 3 months)

STEP 4: THE CLAIM IS PROCESSED

The claim process:

1. All documents are **received** and **verified** by **Sanlam**
2. **Sanlam** forwards completed documents **to Salt** Employee Benefits
3. Salt Employee Benefits requests **bank verification**
4. **Tax directive** is applied for via SARS
5. **Deductions** are made, if any
6. **Payment** is made by the **Transport Sector Retirement Fund**

For more detailed information on claims and supporting documents required please refer to the relevant claim form as well as the Fund flyers.

Please see www.transportsectorfund.co.za



ENQUIRIES

Kindly address all Transport Sector Retirement Fund claim-related enquiries to:

 members@rflipf-sanlam.co.za

To find out how far the payment of your claim is you can contact the Call Centre:

 Tel: **011 544 8300**

Kind regards

Joe Lestwalo

Principal Officer

Transport Sector Retirement Fund

