

30 January 2024



NEWSFLASH to all **Members** and **Employers**

Streamlining Administration to enhance Service to Members

The Management Board of the TSRF are continuously looking at ways to improve services to members. ***To enhance members' service experience regarding enquiries and claim payments***, the Board took a decision to consolidate the administration of the Fund.

Effective 1 October 2023, Salt Employee Benefits has taken over the Front Office duties from Sanlam. ***This means that both the Front Office and Back Office functions now reside with Salt Employee Benefits.***

This change has resulted in the email address of the Fund changing from:
members@rflipf-sanlam.co.za to:



members@tsrf.salteb.co.za

We ask that all correspondence to the Fund and the submission of claims be sent to this new email address with immediate effect. This change will have no effect on the processes of the Fund - it is business as usual.

"Consolidating the front and back office into one seamless unit will result to faster turn-around times with regards to query handling, contribution collections and claim payments."

**If you have any questions or concerns
please contact**

The Fund Call Centre at



(011) 544 8300 or send an



email to members@tsrf.salteb.co.za