

RETIREMENT FUND

UPDATE Change in Fund Administration

As part of our mandate to deliver excellent customer service to all members, the Retirement Services Function will be embarking on a continuous improvement change driven by digital transformation.

Retirement Services will be outsourcing its administrative function to **Alexander Forbes** as of the 1st of March 2022.



WHAT DOES THIS MEAN?

Alexander Forbes will be responsible for the following:

- Processing of member contributions
- Attending to general fund related queries e.g. individual fund values
- Processing payments for claims
- Generating and distributing benefit statements

To facilitate this change, there will be a “freeze period” on certain BAU processes. Click on the link to the FAQ document for more information.



WHY IS THIS HAPPENING?

This change will ensure:

- Alignment to industry best practice
- Improved member experience through real-time direct access to your online information

Alexander Forbes is an industry leader apt in dealing with large complex fund administration.



WHO WILL BE IMPACTED?

- All current RSA Fund members
- Pensioners
- Deferred Pensioners



WHERE TO FROM HERE?

[CLICK HERE](#) to access the FAQ for more information.

Stay in the loop by looking out for further communication in the coming weeks.

