

FUTURA FOCUS

OCTOBER 2021

ISSUE NO 1

THE IMPORTANCE OF DULY COMPLETED FORMS AND DOCUMENTS

When an application or claim form is duly completed and all supporting documents are submitted, there's a higher chance that there would be no requests for further information from the administrator to the employer or member. This would save the employer time in having to go back to their HR files, or the member, or the late members' family. Submitting duly completed forms would then also expedite the payment of benefits and decrease requests from members on when payments will be made.

Each field on a claim form has a very significant reason and without this information, claims cannot be processed, which could cause delays in payments and frustration to the employers and their members. **To name just a few:**

- Correct ID numbers
- Income tax reference numbers
- Complete address and contact details
- **Yes** or **No** on whether the member owes money to the employer in terms of Section 13B of the Pension Funds Act
- *Withdrawal* and *Last Contribution dates* on Exit forms
- Correct box ticked on member's choice of payment
- Consent forms to be submitted with exit claims
- Forms to be signed by employer and member (*when applicable*)
- Certified copies of documents when requested
- Full details of the receiving fund when a member's benefit should be transferred

Having members complete all necessary documentation before their last working day, would also decrease HR's efforts in getting hold of members to request further information or to sign documents as they might have already changed their contact details.

If you have any questions about specific forms, kindly contact your benefit consultant as we will gladly assist. We can also facilitate workshops with HR staff on these matters.

futura