



# Hospitality and General Umbrella Beneficiary Fund

Administrator: Fairheads Benefit Services (Pty) Ltd, an  
authorised financial services provider.

## MEMBER GUIDE



English

South Sotho

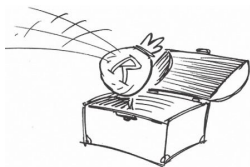
Zulu

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Helping guardians/caregivers and members  
to make the best of their beneficiary fund

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Version 1 - October 2018



### Why was the money put in this beneficiary fund?

When a member of a retirement fund dies, the trustees of that fund must by law distribute the benefit amongst the dependants of the deceased member in the

best possible way. The trustees can decide that instead of paying that money directly to the dependants, it will be paid into a beneficiary fund. In this case the beneficiary fund is the Hospitality and General Umbrella Beneficiary Fund. A company called Fairheads Benefit Services will administer the money.

### What are my responsibilities as the guardian/caregiver and member?

- If you are the **guardian/caregiver**, you must make sure that the money is used for the benefit/upbringing and education of the minor member.
- If you are the **member** (the person that the money must be used for), you must make sure that the money is used to get a proper education to help you prepare for the future.

## How does the beneficiary fund work?

A member account is opened when a death benefit payment is transferred into this beneficiary fund. The aim is to make this money in the member's account last until the member turns 18 and preferably finishes Grade 12.

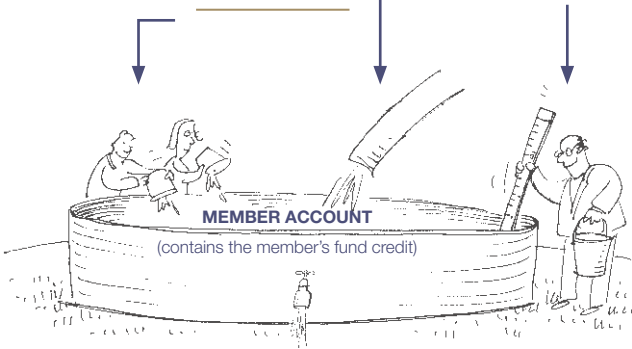


INFLOWS

A **death benefit payment** is transferred into your member account.

The money in your member account is invested and any **investment returns** are added to your account.

Your member account is carefully **monitored** and **managed** so that it can last as long as necessary. That is why not all claims that you ask for are paid.



OUTFLOWS

**Fees** are charged to administer the money in the member account.

Various **payments** can be made from the member's account.

**Regular payments** can be made from the member's account every month, to pay towards general, day-to-day costs.

**Special financial assistance payments** can be made on request, to pay towards specific costs such as school fees, uniform, books, stationery, transport, etc. See page 4 for more information.

## How are payments made?



- **Regular payments** are made to help pay towards the day-to-day living expenses of the member, such as for food, accommodation, and so on. The amount that is paid depends on how much money there is and how old the member is.
- **Special financial assistance payments** can be made when the guardian/ caregiver or major member asks, but the trustees must decide if such a payment can be made. Payments can be made towards the member's education costs (such as for fees, books,

stationery, uniforms, transport and extra lessons) and at times for medical expenses and general wellbeing costs. The guardian/caregiver and/or major member must sign the request.



### **How should I ask for special financial assistance payments and what documents are needed?**

If you want to request financial assistance outside of the regular payments, remember that -

- You will need to submit documents/invoices by fax/email or post to support your request.
- The document must be on a letterhead or have the stamp of the school/college/university/doctor/shop on it.
- If for education costs, it must show the member name, grade/course and detailed fees that must be paid.
- The banking details, telephone, fax, email address and contact person for the school/college/university/doctor/shop must be shown on the document.

#### **Remember:**

- The guardian/caregiver and/or major member must sign the request.
- The unique reference number for your member account must be on all the pages.
- Make sure that the beneficiary fund has your valid bank details and an original certified copy of your identity document.
- Any special capital payments will be deducted from the capital and may decrease the amount of capital in the member account and may also reduce the regular payment amount that is made monthly.

**VERY IMPORTANT:** *These requests must be submitted at least 1 month before the expected payment date, to ensure that payment is made by the due date.*

### **Make sure payments don't stop: keep in contact!**

To continue making payments from the beneficiary fund, the fund must make sure that payments are made to the right people.

To send important information to guardians/caregivers via SMS, email or letters, the fund must make sure that the contact information for the guardian/caregiver is correct.

So, every year guardians/caregivers must contact the fund to CONFIRM that they are alive and still looking after the member and to UPDATE or confirm their contact details.

**PAYMENTS MAY BE STOPPED IF YOU DO NOT CONTACT US AT LEAST ONCE A YEAR.**

**See the back cover page for all the ways of contacting the beneficiary fund.**

You can also fill in a **Certificate of Existence** form to confirm and update your details. The beneficiary fund may ask a guardian/caregiver to fill in a form if you have not been in contact with the fund for a while. You must return the Certificate of Existence form to the beneficiary fund as soon as possible, by email, fax, or using the reply-paid envelope provided. You will receive a SMS to confirm that Fairheads has received your valid Certificate of Existence.

**Send us your email address for fast and convenient communication.**

**What must I do when a guardian/caregiver dies or changes?**

Once the family decides who the new guardian/caregiver will be, you must send the beneficiary fund:

- **If the guardian/caregiver died:** The death certificate of the deceased guardian/caregiver,

**Or**

- **If the guardian/caregiver changed:** An affidavit from the old guardian/caregiver saying that they no longer take care of the member.

**AND**

- An affidavit from the new guardian/caregiver saying that they will now be taking care of the member. The affidavit must also indicate who the members are, giving their full names and dates of birth, as well as reasons for change of guardianship/caregiver.
- The new guardian/caregiver's banking details and original certified identity document/passport,
- An affidavit from a third party, preferably a family member or tribal authority, stating who the new guardian/caregiver is.

These documents can be emailed, faxed, posted or dropped off at one of Fairheads walk-in client centres or a TEBA Ltd branch.

**What if we want to make a change to the member's name or date of birth?**

Call us for more information and instructions.

The personal information that the beneficiary fund has for the member must be the same as the official document issued by the authority who issues identity documents (such as Home Affairs, district administration, and so on.) If changes are made to a

member's personal information, you must also send us a letter from these authorities to confirm the changes.

### **What if the member dies before age 18?**

All the monies will be paid into the member's estate and you must send the beneficiary fund **certified copies of the following documents:**

- Member's death certificate
- Letter of authority/executorship issued by the Master of the High Court
- Identity document/passport of the appointed representative/executor
- Valid banking details in the name of the estate of the late member
- The letter of instruction sent by the beneficiary fund filled in by the representative or executor. This must be signed in the presence of a Commissioner of Oaths and commissioned (such as the police officer, bank manager, lawyer or attorney, magistrate or staff at the walk-in offices.)

Call us if you need help.

### **Who manages the beneficiary fund and what must they do?**

The beneficiary fund is managed and controlled by a board of trustees that includes an independent trustee and principal officer. The trustees appoint an external independent auditor and investment managers and have the right to make changes to the rules. Such changes must be approved and registered by the Registrar of Pension Funds.

Fairheads Benefit Services handles the day-to-day administration of the beneficiary fund.

### **What communication will we get?**

- Annual member benefit statements are sent within 6 months of the end of the beneficiary fund financial year (end of February each year) to show how much money was used during the year, how much is left at the end of the financial year, and where the money is invested.





- A Certificate of Existence form may be sent if the beneficiary fund needs updated information from the guardian/caregiver or member.

*Remember that you can call, write to or visit the beneficiary fund at any time for information.*

## When does membership end?

A member's beneficiary fund membership will come to an end when he/she reaches the age of majority. At this point all the money that is left in the beneficiary account is paid to the member, **except** -

- if the member chooses to keep the money in the beneficiary fund (in which case he/she must write to the beneficiary fund to request this);
- if the remaining money is too little and it is no longer right to pay the administration fees. Then the money will be paid out to the guardian/caregiver if the member is under the age of majority.

### **Members must remember to:**

- **At age 16** - Apply for an identity document at the applicable country of residences' authority responsible for issuing of identity document (Home Affairs, district administration etc.)
- **At age 18** - Open a bank account

### **To pay money to the member, the beneficiary fund must have:**

- A certified copy of the member's identity document/passport
- The member's valid banking details in his/her name
- The letter of instruction sent by the beneficiary fund which must be filled in by the member.

## What if I am not happy with the service

If you have a complaint against the beneficiary fund, send it in writing to:

**The Complaints Officer**

Tel: 0860 666 113

Fax: 086 219 0778 or 021 410 7998

Email: [complaints@fairheads.com](mailto:complaints@fairheads.com)

Post: Hospitality and General Umbrella Beneficiary Fund  
PO Box 4994, Cape Town, 8000

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If the matter is not resolved to your satisfaction within 3 weeks of the Complaints Officer receiving your complaint, you may address the issue to:

**The Trustees of The Hospitality and General Umbrella Beneficiary Fund**

Tel: 0860 666 113

Fax: 086 219 0778 or 021 410 7998

Email: [queries@fairheads.com](mailto:queries@fairheads.com)

Post: PO Box 4994, Cape Town, 8000

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If the matter is not resolved to your satisfaction within 30 days of the Trustees receiving your complaint, you may address the issue to the regulator below:

**The Pension Funds Adjudicator**

Tel: 012 3461738

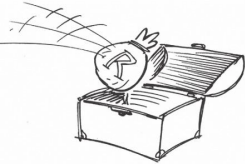
Fax: 086 693 7472

Email: [enquiries@pfa.org.za](mailto:enquiries@pfa.org.za)

Website: [www.pfa.org.za](http://www.pfa.org.za)

Post: PO Box 580, Menlyn, 0063





### Hobaneng ha tjelete e bolokilwe letloleng lee la mojalefa?

Ha setho sa Letlole la ho beha meja fatshe se hlokahala, baboloki ba matlotlo ba lokela ho aba menyetla ya matlotlo ho bana ba setho seo se hloka hetseng ka tsela e tshepahalang kamoo ho ka kgonehang ka teng. Baboloki ba matlotlo ba ka etsa qeto ya ho lefa tjelete letloleng la mojalefa ho na le ho e lefa ka ho otlolloha ho bana ba hae. Boemong bona letlole la mojalefa e tla ba Letlole la Mojalefa la Basebetsi ba Morafo.

Hona ho bitswa letlole la mojalefa. Mosebetsi wa lona ke ho sebetsa ka tjelete e abetsweng bana ba mofu (bao e leng ditho tsa letlole).

### Boikarabelo ba ka ke bofe jwalo ka mohlokomedi/mothusi le setho?

- Haeba o le **mohlokomedi/mothusi**, o lokela ho etsa bonnete ba hore tjelete e sebedisetswa molemo/kgodiso le thuto ya setho seo se senyenyane.
- Haeba o le **setho** (motho eo tjelete e lokelang ho sebedisetswa yena), o lokela ho etsa bonnete ba hore tjelete e sebediseditse ho fumana thuto e tshwanelehileng ho thusa ngwana bakeng sa bokamoso.



## Letlole lee la mojalefa le sebetsa jwang?

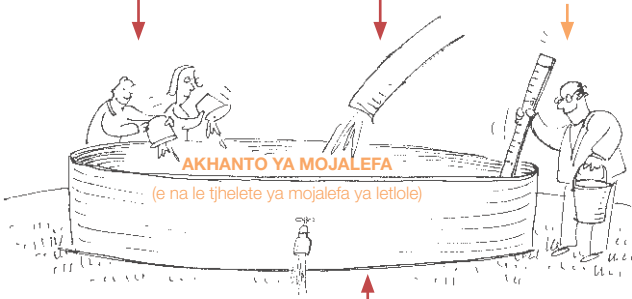
Akhaonto ya setho e a bulwa ha ho fetisetswa tefo ya monyetla bakeng sa lefu ka hara letlole lena la mojalefa. Sepheo ke hore tjelete ena e dule akhaontong ya setho ho fihlela se ba le dilemo tse 18 kapa ka mohlomong se qeta Kereiti ya 12.

LEKENO

Tefo ya monyetla bakeng sa lefu e fetisetwa ka hara akhaonto ya hao ya botho.

Tjhelete e ka hara akhaonto ya hao ya botho e tsetetswe mme letsete lefe kapa lefe le eketswa akhaontong ya hao.

Akhanoto ya botho ba hao e hlokometswe ka hloko le ho laolwa e le hore e phele halelele kamoo ho ka hlokehang ka teng. Ke ka lebaka leo eseng dikopo tsohle tsa tjhelete tseo o tla di etsa tse tla lefshwa.



TJHELETE E TSWANG

Ho na le ditefello tse hulwang e le ho laola tjhelete ka hara akhaonto ya setho, esita le bakeng sa.

Ho ka etswa ditefello tse fapaneng ho tswa akhaontong ya setho.

Ditefello tsa nako le nako di ka etswa ho tswa akhaontong ya setho ka kgwedi le kgwedi, e le ho lefella ditshenyehelo tsa kakaretso tsa letsatsi le letsatsi.

Ditefello tse ikgethileng tsa thuso ya tjhelete di ka etswa ha kopo e jwalo e etswa, e le ho lefa bakeng sa ditshenyehelo tse ikgethileng jwalo ka ditefello tsa sekolo, diaparo wa sekolo, dibuka, dingolla, dipalangwang, jwalojwalo. *Tadima leqephe la 11 bakeng sa dintlha tse mmalwanyana.*

Ditefo di etswa jwang?



- **Ditefo tsa nako le nako** di etswa ho thusa ho lefa mabapi le ditshenyehelo tsa bophelo ba letsatsi le letsatsi tsa setho, jwalo ka dijo, bodulo, jwalojwalo. Tjhelete e lefshwang e itshetlehlile ka hore ho na le tjhelete e kae le hore setho ke sa kgale hakae.
- **Ditefello tse ikgethileng tsa thuso** di ka etswa ha mohlakomedi / mothusi kapa setho se sehlo se kopa jwalo, empa baboloki ba matlotlo ba lokela ho etsa qeto haeba tefo e jwalo e ka etswa. Ditefello di ka etswa bakeng sa ditshenyehelo tsa thuto

ya setho (jwalo ka ditefello, dibuka, dingolla, diaparo tsa sekolo, dipalangwang esita le dithuto tse ekeditsweng) mme ka nako e nngwe le bakeng sa ditefello tsa meriana ya bongaka esita le ditshenyehelo tsohle tsa boiketlo ba setho ka kakaretso. Mohlokometri/mothusi le/kapa setho se sehoho se lokela ho saenela kopo.



### **Ke lokela ho kopa ditefello tsa ditlhoko jwang mme ke ditokomane dife tse hlokehang?**

Haeba o batla ho kopa thuso ya ditjhelete ka thoko ho ditefello tsa kamehla, **hopola hore** –

- o tla tshwanela ho nehelana ka ditokomane / ditshupatefiso ka fekese/imeile kapa ka poso e le ho tshhetsa kopo ya hao.
- tokomane e lokela hoba ka lengolo le nang le dintlha hodimo kapa e be le setempe sa sekolo / kholetjhe / ngaka / lebenkele ho yona.
- haeba ka lebaka la ditshenyehelo tsa thuto, e lokela ho bontsha lebitso la setho, kereiti / thuto le dintlha tse felletseng tsa ditefo tse lokelang ho etswa.
- dintlha tsa banka, mohala, fekese, imeile le motho eo o lokelang ho ikopanya le yena bakeng sa sekolo / kholetjhe / yuniveisthi / ngaka / lebenkele di lokela ho bontshwa tokomaneng.

#### **Hopola:**

- Mohlokometri / mothusi le / kapa setho se sehoho o lokela ho saenela kopo ena.
- Nomoro e ikgethang ya netefatso e lokela ho hlahella maqepheng ohle.
- Etsa bonnete ba hore letlole le na le dintlha tsa hao tse nepahetseng tsa banka le khopi ya sethatho e netefaditsweng ya tokomane ya hao ya boitsebiso.
- Ditefo dife kapa dife tse ikgethileng tsa ditefello di tla hulwa tjheleteng e ka hara letlole, mme hoo ho fokotsa tjhelete e bolokilweng letloleng.

**TABA YA BOHLOKWA HAHOLO:** *Dikopo tsena di lokela ho nehelanwa bonyane kgwedi e le 1 pele ho letsatsi le lebeletsweng la tefo, e le ho etsa bonnete ba hore tefo e etswa ka nako letsatsi le tshwaneleheng.*

### **Etsa bonnete ba hore ditefello ha di emise: dula o hokahane le rona!**

Ho tswela pele ho etsa ditefo letloleng la mojalefa, letlole le tlameha ho etsa bonnete ba hore ditefello di etswa bathong ba nepahetseng. Ho romella tlhahisoleseding ya bohlokwa ho bahodisi/bahlokometri ka SMS, imeile kapa mangolo, letlole le tlameha ho etsa bonnete ba hore tlhahisoleseding ya mohodisi/mohlokometri e nepahetse.

Ka hona, selemo se seng le se seng bahodisi/bahlokamedi ba tlameha ho ikopanya le letlole ho NETEFATSA hore ba ntse ba phela mme ba sa ntse ba hlokometse setho le hore ba LOKISE kapa ho netefatsa dintlha tse mabapi le setho.

### **DITEFO DI KA EMISWA HAEBA O SA IKOPANYE LE RONA BONYANE HANG KA SELEMO.**

#### **Sheba leqephe le kamorao bakeng sa ditsela tsohle tsa ho ikopanya le letlole**

Hape o ka tlatsa foromo ya **Setifikeiti sa ho Phela** ho netefatsa le ho lokisa dintlha tsa hao. Letlole la mojalefa le ka nna la kopa mohodisi/mohlokamedi ho tlatsa foromo haeba o sa ka wa ikopanya le letlola nako e itseng. O tlameha ho kgutlisetsa Setifikeiti sa ho Phela sa mojalefa ho letlole kapele ka moo ho ka kgonehang, ka imeile, fekse, kapa ka ho sebedisa enfelopo e seng e lefeletswe e fanweng. O tla fumana SMS e netefatsang hore Fairheads e fumane Setifikeiti sa ho Phela sa hao se nepahetseng.

#### **Re romele aterese ya hao ya imeile bakeng sa kgokahano e potlakang mme e baballang nako.**

#### **Ke lokela ho etsa eng ha mohlokamedi / mothusi e hlokahala kapa a fetoha?**

Hang ha ba leloko ba entse qeto ya hore mohlokamedi / mothusi e motjha e tla ba mang, o lokela ho romela ho letlole:

- Haeba mohlokamedi / mothusi a hlokahetse: setifikeiti sa lefu la mohlokamedi / mothusi,

#### **KAPA**

- Haeba mohlokamedi / mothusi a fetotswe: Lengolo la bopaki ba boikano le tswang ho mohlokamedi wa kgale / mothusi le bolelang hore ha ba sa hlokomela setho.

#### **LE**

- Lengolo la bopaki ba boikano le tswang ho mohlokamedi / mothusi e motjha le bolelang hore jwale o tla hlokomela setho. Lengolo lena la bopaki ba boikano le lokela ho bontsha hore majalefa e tla ba bomang, ka ho fana ka mabitso a bona a felletseng le matsatsi a tlhaho, esita le mabaka a phetoho ya bohlokamedi.
- Dintlha tsa banka tsa mohlokamedi / mothusi e motjha le khopi ya sethatho ya boitsebiso / phasepoto.
- Lengolo la bopaki ba boikano la motho wa boraro, ka ho qolleha e ka ba setho sa lelapa kapa Morena, le bolelang hore mohlokamedi e motjha e se e le mang.

Tokomane tsena lika romelwa ka fax, poso, kapa marang rang (email) kapa tsa ikisetswa ho engwe ya li ofise tsa Fairheads kapa Teba.

Re letsetse bakeng sa dintlha tse ngatanyana le ditaelo.

### Ho ka etsahala eng haeba re batla ho fetola lebitso la setho kapa letsatsi la tlhaho?

Dintlha tseo letlole la mojalefa le nang le tsona bakeng sa setho di lokela hore di tshwane le tokomane ya molao e nehelanwang ke bolaodi bo nehelanang ka ditokomane tsa boitsebiso (jwalo ka Lekala la ditaba tsa lehae, Mmusisi wa Setereke, jwalojwalo.) haeba diphetoho di lokela ho etswa ho dintlha tsa setho, o lokela ho re romella lengolo le tswang ho bolaodi bona e le ho netefatsa diphetoho tsona.



### Ho etsahala eng ha setho se hlokahala pele se ba le dilemo tse 18?

Ditjhelete tsohle di tla leshwa ho letlotlo la setho mme o lokela ho romela letlole dikhopi tsa sethatho tse tsa ditokomane tse latelang:

- Setfikeiti sa lefu la setho
- Lengolo la bolaodi / bophethahatsi le nehelanwang ke Molaodi e moholo wa Lekgotla le leholo la Dinyewe (Master of the High Court)
- Tokomane ya boitsebiso / phasepoto ya moemedi ya amohetsweng / mophethahatsi
- Dintlha tse tshwanetseng tsa banka ka lebitso la letlotlo la setho se hlokahetseng
- Lengolo la sethatho la taelo le rometsweng ke letlole la mojalefa le tlatsitsweng ke setho.

### Ke bomang ba laolang letlole la mojalefa mme ba lokela ho etsa eng?

Re letsetse haeba o batla thuso.

Letlole la mojalefa le laolwa le ho tsamaiswa ke lekgotla la baboloki ba matlole le kenyeletsang mmoloki ya ikemetseng wa matlole esita le ofisiri e kgolo. Baboloki ba matlole ba amohela motshwaradibuka tsa matlotlo esita le balaodi ba matsete mme ba na le tokelo ya ho esa diphetoho tsa melao. Diphetoho tseo di lokela ho dumellwa le ho ngodiswa ke Mongodisi wa Matlole a Penschene.

Ditshebeletso tsa Menyetla ya Fairheads di sebetsana le tsamaiso ya letsatsi le letsatsi ya letlole la mojalefa.

### Re tla fumana dipuisano dife?

- Ditatementsa tsa menyetla ya setho tsa selemo le selemo di romela nakong ya dikgwedi tse 6 tsa qetello ya selemo sa ditjhelete sa letlole la mojalefa (qetellong ya Hlakola ka selemo le selemo) e le ho bontsha hore ho sebedisitswe tjhelete e kae nakong ya selemo, ho setse e kae qetellong ya selemo sa ditjhelete, le hore tjhelete e tsetetswe hokae.
- Setefikeiti sa hobateng seka romelwa haeba letlole la mojalefa le hloka ho nchafatsa boitsebiso ho tswa ho mohlakomedi kapa mojalefa.

*Hopola hore o ka re letsetsa, wa re ngolla kapa wa etela letlole la mojalefa ka nako efe kapa efe bakeng sa dintlha.*

## Ho ba setho ho fela neng?

Botho ba setho sa letlole la mojalefa botla fela ha a fihla dilemong tsa kgolo e phethahetseng ya letlole. Boemong bona ditjhelete tsohle tse setseng akhaontong ya setho di tla leshwa setho, **ka ntle leha** -

- setho se kgetha ho ipolokela tjhelete ka hara letlole la mojalefa (mme moo o lokela ho ngolla letlole mme a kope sena);
- haeba tjhelete e setseng e le nyenyane haholo mme ha ho sa tshwaneleha ho lefa ditefello tsa tsamamiso. Jwale tjhelete e tla lefshwa mohlakomedi / mothusi haeba setho se le dilemo tse ka tlase ho tse tshwanelehang tsa kgolo ho ya ka letlole.

### Ditho di lokela ho hopola hore:

- **Dilemong tsa 16** – etsa kopo bakeng sa tokomane ya boitsebiso naheng e tshwanelehang e nang le boikarabelo bakeng sa ho fana ka tokomane ya boitsebiso (Lekala la ditaba tsa lehae, Mmusisi wa Setereke, jwalo-jwalo)
- **Dilemong tsa 18** – Bula akhaonto ya banka

### Ho lefa setho tjhelete, letlole la mojalefa le lokela ho ba le:

- Khopi e hlapantsweng ya setho ya tokomane ya boitsebiso / phasepoto
- Dintlha tse feletseng tse nepahetseng tsa banka ya setho lebit-songla hae
- Lengolo la sethatho la taelo le rometsweng ke letlole le lokelang ho tlatswa ke setho.

## Haeba ke sa kgotsofalla tshebeletso teng?

Haeba o na le tletlebo kgahlano le letlole la mojalefa o lokela ho e romela ka lengolo ho:

### **The Complaints Officer**

Setsi sa Mehala: 0860 666 113

Fekse: 086 219 0778 or 021 410 7998

Imeile: [complaints@fairheads.com](mailto:complaints@fairheads.com)

Post: Hospitality and General Umbrella Beneficiary Fund  
PO Box 4994, Cape Town, 8000

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Haeba taba ena e sa rarollwa nakong ya dibeke tse 3 tsa ho amohelwa ke mohlanka wa ditletlebo o ka lebisa taba ena ka lengolo ho:

### **The Trustees of The Hospitality and General Umbrella Beneficiary Fund**

Setsi sa Mehala: 0860 666 113

Fekse: 086 219 0778 or 021 410 7998

Imeile: [queries@fairheads.com](mailto:queries@fairheads.com)

Post: PO Box 4994, Cape Town, 8000

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Haeba tletlebo e sa rarollwa nakong ya matsatsi a 30 a kamohelo ya Baboloki ba matlotlo, o ka lebisa taba ena ka lengolo ho:

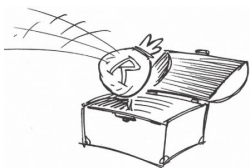
### **The Pension Funds Adjudicator**

Fax: 0860 693 7472

Email: [enquiries@pfa.org.za](mailto:enquiries@pfa.org.za)

Post: PO Box 580, Menlyn, 0063

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### Kungani le mali igcinwe kulesikhwama seBeneficiary fund

Lapho ilunga lesikhwama somhlalaphansi lishona, ama-trustees alesosikhwama kumele alandele umthetho ekuhlukaniseni lemali kubantu abancike kwilunga. Ama-

trustees kumele athathe isinqumo sokuyikhokha kubantu abancikile noma kusikhwama sezindlalifa. Inhloso yaso yalesikhwama ukunakekela lemali ekhokhelwe abancikile (ilaba asebangamalunga alesisikhwama).

### Kumele ngenzeni mina njengoSingamzali/ Umnakekeli?

- Uma **unguSingamzali/Umnakekeli**, kumele uqiniseke ukuba imali isetshenziselwa ukugada kanye nokufundisa indlalifa esancane.
- Uma wena uyidlalifa (kusho umuntu omali yakhe emele isebenziswe), mele ubenesiqiniseko sokuba imali isetshenziselwa ekufundeni kwakho kanye nokukwakhela ikusasa lakho.



### Sisebenza kanjani lesikhwama ukuze uthole usizo?

Akhawunti yendlalifa iyavulwa uma kushona umuntu obekade ekhokha imali ibesifakwa kulesikhwama semali yokuthola usizo. Injongo yethu ukuba ukwenza lemali ekwi-akhawunti yendlalifa ikwazi ukuqhuba kuze indlalifa ibe neminyaka engu-18 noma iqede Umatikuletsheni (grade 12).

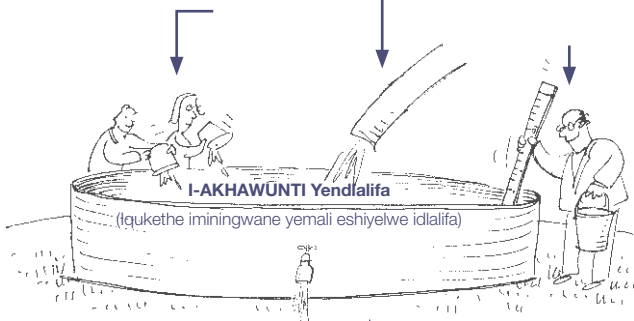


**OKUNGENAYO**

Imali eshiwe ngumufi iyakhokhwa kwiAkhawunti yendlalifa

Imali le efakwe kwiAkhawunti yendlalifa iyatshalwa kanye nemaliyenzuzo yengazwe kwi akhawunti yakho.

I-Akhawunti yendlalifa igadwa kahle ngendlela elungile khona izokwazi ukuqhuba isikhathi eside. Ingakho ke zingakhokhelwa zonke izicelo zingakhokhelwa.



**OKUPHUMAYO**

Inhlawulo iyakhokhwa kwi.

Izinhlawulo eziningi ziyakwazi ukukwenziwa kwi-akhawunti yendlalifa.

Izimali ezingakhokhwa njalo zikhokhwa nyanga zonke noma zikhokhwa ngesikhathi lapho kudingeka iphuma kwimali yendlalifa.

Izindaba zemali ezikhethekile mayelana nokusiza uma kuthunyelwe isicelo, ingakhokhelwa imali yesikole, umfaniswano wesikole, izincwadi, izincwadi zokubhala, imali yokugibela, njalo njalo. *Phenya kwi-khasi lesi-18 ukuze uthole iminingwane eminingi.*

## Izinhlawulo zenziwa kanjani?



- **Izimali ezikhokhwa** njalo zikhokhwa ukuze zikwazi ukusiza idlalifa ngezindleko zemihla namalanga njengokudla, la ehlahakhona, kanye nezinye. Inani elikhokhwayo ikhokhwangokuthi kukhona malini nokuthi idlalifa ineminyaka engakanani.
- **Izindaba zemali ezikhethekile**, zingakwazi ukukhokhwa kuS-ingamzali/Umnakekeli noma idlalifa endala ngokomthetho (18) uma icela, kodwa i-beneficiary fund iyakwazi ukuthatha isinqumo ngesicelo singakhokhwela noma cha. Izinhlawulo zingakwazi ukukhokhela

ezemfundo ( imali yesikole, izincwadi zokufunda, izincwadi zokubhala, umfaniswano wesikole, imali yokugibela kanye namaKlass okusiza umtwana) kwesinye isikhathi sikhokhele izindleko zase sibhedlela noma ukuziphilisa nje. Usingamzali/Umnakekeli noma idlalifa endala ngokomthetho (18) kumele asayine lesosicelo.



## **Kumele ngicele kanjani usizo mayelana nezindaba zemali ekhethekileyo futhi iziphi izincwadi ezifunakalayo?**

Uma ufuna ukwenza isicelo sokusizwa ngemali ngaphandle kwezimali ezikhokhwa njalo, khumbula **ukuba** –

- Kuzofuneka uthumele umbhalo/umqulu, i akhawunti uyithumele ngesikhahlemeza, noma ngeposi likagesi/imeyili noma ngeposi ukusekela isicelo sakho.
- Incwadi kumele ibe nesihloko noma ibe nesitembu sesikole/kholishi/nyuvesi/dokotela/eyesitolo kuyona.
- Uma kuyidleko zesekole, kumele kukhombise igama lendlalifa, ibanga/isifundo kanye neminingwane yemali emele ikhokhwe.
- Imininingwane yaseBhange, inombolo, isikhahlemeza, ikheli le-imeyili ne nombolo yomuntu ozokhulumela isikole/kolishi/nyuvesi/dokotela/eyesitolo kumele ibonakale encwadini.

### **Khumbula:**

- Usingamzali/Umnakekeli noma idlalifa endala ngokomthetho (18) kumele isayine incwadi yesicelo.
- Ireferensi mele ibhalwe kuwowonke amakhasi.
- Iba nesiqiniseko sokuba isikwama seTrust ineminingwane elungile futhi esebenzayo kanye namaKhopi omazisi eCertifiyiwe.
- Uma kukhona izindaba zemali ekhethekileyo imali yazo izothathwa kwisamba semali ekhona lokhu kungenza ukuba inciphise imali yesamba kwi akhawunti yendlalifa futhi inciphise imali ekhokhwa njalo ngenyanga.

**OKUBALULEKILE KAKHULU:** *Lezi zicelo kumele zithunyelwe okungenani enyangeni eyodwa ngaphambi kokuba uyithole, ukuqiniseka ukuba imali ikhokhwe ngesikhathi.*

## **Qiniseka ukuthi inkokhelo ayimi: xhumana nathi!**

Ukuze isikhwama sezindlalifa siqhubeke nokukhokha, kumele siqiniseke ukuthi sikhokha kubantu abafanele)

Ukuze isikhwama sikwazi ukukuthumelela imininingwane nge SMS, email noma izincwadi, qiniseka ukuthi imininingwane yakho ilungile)

Ngako njalo ngonyaka abagadi / abanakekeli kumele baxhumane nesikhwama baqinisekise ukuthi basaphila nokuthi basagade ilunga babuye bavuselele neminingwane yabo yokuxhumana ).

## **IMALI INGAMISWA UMA UNGAXHUMANANGA NATHI OKUNGENANI KANYE NGONYAKA )**

### **Bona ikhasi elingemuva ukuze ubone zonke izindlela zokuxhumana nesikhwama**

Ungakwazi ukugcwalisa ifomu lokuvuselela uqinisekise ukuthi neminingwane yakho isalungile. Isikhwama sezindlalifa singacela umgadi/umnakekeli ukuthi agcwalise lelifomu uma sekunesikhashana agcina ukusithinta.

Kumele ubuyisele lelifomu lokuvuselela esikhwameni sezindlalifa ngokushesha, ungalithumela nge imeyili, fax ( isikhahlamezi ) noma ngemvilophu ekhokhelwe enikeziwe. uFairheads uzothumela umlayezo wokuthi ifomu lakho litholakele, futhi lilungile).

### **Sithumele ikheli lakho le-imeyili ukuze kube nokuxhumana okusheshayo nokulula.**

### **Kumele ngenzenjani uma Usingamzali/Umnakekeli yashona noma eshintshwe?**

Uma umndeni uthatha isiqumo sokuba ngubani ozoba ngusingamzali/umnakekeli, kumele nithumele kwiskwama se-beneficiary fund:

- **Uma kushona usingamzali/umnakekeli:** isiTifiketi sokufa sakamufi usingamzali/umnakekeli,

#### **Noma**

- **Uma kushintshwa usingamzali/umnakekeli:** I-Affidavit ephuma kusingamzali/umnakekeli omdala eshoyo ukuthi abasanakekeli indlalifa.

#### **Kanye**

- I-Affidavit ephuma kusingamzali/umnakekeli omusha esho ukuthi ibona abazobe benakekela indlalifa. I-Affidavit mele isho ukuthi ngobani abayizindlalifa, amagama abo ngokuphelela kanye nosuku lokuzalwa, kanye nesizathu sokuba usingamzali/umnakekeli ashintshwe.
- Usingamzali/umnakekeli omusha iminingwane yaseBhangi kanye nekhopi yamazisi/phasiphoti yakho eCertifiyiwe,
- I-Affidavit evela kwiqembu lesithathu, kungaba ilunga lomndeni noma isiphathimandla, esisho ukuthi ngubani usingamzali/umnakekeli omusha.

Leminingwane / lamaphepha angathunyelwa ngeposi / isikhahlamezi (fax) / imeyili noma uyowashiya emahhovisini akwa Fairheads noma uTeba LTD branch.

Sifonele ukuze sikunike eminye imininingwane okanye imiyayelo.

### **Uma sifuna ukwenza ushintsho kwigama lendlalifa okanye usuku lwakhe lokuzalwa?**

Imininingwane le isikhwama sebeneficiary fund inayo yendlalifa kumele ifane nalezi ezisemthethweni owanikwa zona iziphathimandla abakhipha omazisi (okufana noNyango weziNdaba Zasekhaya, Isifunda Sokuphatha, njalo njalo.) Uma kukhona ushintsho olwenziwayo kwiminingwane yendlalifa, kumele usithumele incwadi evela khona lapho kwiziphathimandla lezo ukuqiniseka lolushintsho olwenziwe.

### **Uma indlalifa ishona ngaphambi kokuba ibe na-18?**

Yonke imali izokhokhwa kwifa lendlalifa futhi kumele nawe uthumele kwiskwama sebeneficiary fund alezincwadi ezilandelayo:

- Isitifikeki sokufa sendlalifa
- Incwadi yomthetho ekhishwe Umphathi weNkantolo ePhezulu
- Umazisi/Phasipothi yommeli okanye ofakwe ngokomthetho
- Imininingwane yaseBhange elungile esegameni lefa lendlalifa
- Isikhwama beneficiary fund igcwaliswe ngummeli okanye ofakwe ngokomthetho. Lokhu kumele kusayinwe phambi kuKhomishana weziFungo osemthethweni noma isiphathimandla (njengoThishanhloko wesikole, emsphoyiseni, inkosi yendawo, eposini, ebhange, umfundisi, imantshi, dokotela, umcwaningizincwadi zemali, ummeli/igqwetha noma uze emahhovisi ethu).

Usithinte ngocingo uma udinga usizo.

### **Ngubani ophatha isikhwama beneficiary fund futhi yini le ekumele beyenze?**

Isikhwama beneficiary fund siphethwe futhi silawulwa yibhodi lama-trustees lokhu kubala beneficiary fund kanye nehhovisi elikhulu elizimele. amaTrustees ayabeka abacwaningi-mabhuku nama-Investment menenja angaphandle kanye nemvume okwenza ushintsho kwimithetho. Ushintsho olunje kumele livunywe liphinde liziloba yiRegistrar of Pension Funds.

I-Fairheads Benefit Services iphatha izidingo zemihla namalanga zokuphathwa kwesikhwama beneficiary fund.

## Yikuphi ukuxhumana esizokuthola?

- Isitathimende sendlalifa sonyaka wonke ziyathunyelwa ngaphakathi kwezinyanga ezingu-6 ngaphambi kuphele izindaba zemali zeskhwama beneficiary fund (ekupheleni kwaFebruary njalo ngonyaka) ukwazi ukuthi malini esebenzisiwe ngesikhathi sonyaka, malini esele ekupheleni kwezindaba zemali onyakeni kanye nokuthi imali itshalwe kuphi.
- Isitifiketi sokuvuselela singathunyelwa esikhwameni sezindlalifa uma befuna ukuvuselela imininingwane yomgadi / yelungu.

*Khumbula ukuba ungakwazi ukusishayela ucingo, usibhalele okanye usivakashele noma isiphi isikhathi uzothola imininingwane.*

## Ubulungu buphela nini?

Ubulungu besikhwama Beneficiary Fund buphela uma efinyelela eminyakeni yobudala. Kuleli phuzu yonke imali esele kwi-Akhawundi yendlalifa iyakhokhwa kwindlalifa, **ngaphandle** -

- Kokuba indlalifa ikhethe ukugcina imali kwisikhwama Beneficiary Fund ( kuleli phuzu kumele kubhalwe incwadi ukucela lokhu)
- Uma imali esele incane kakhulu futhi ingasayilungele ukukhokhela ukuphatha imali. Leyo mali siyayikhokha kusingamzali/umnakekeli uma indlalifa ingaphansi kweminyaka.

### **Amalungu kumele akhumbule ukuba:**

- **Uma eneminyaka engu-16 ubudala** – yenza isicelo sencwadi yomazisi kuzwe ovela kulo ikhishwe isiphathimandla esikhipha omazisi ( Ohhovisi lesiNdaba zasekhaya, Isisfunda sokuphatha, njalo njalo.)
- **Uma eneminyaka engu-18 ubudala** – vula i Akhawunti yesebhangi.

### **Ukukhokha imali kweLungu, isikhwama Beneficiary Fund kumele ibe:**

- I-Akhawunti yeseBhangi esegameni lendlalifa elungile futhi esebenzayo
- Incwadi yesiyalelo ethunyelwe isikhwama seBeneficiary Fund ekumele igcwaliswe indlalifa.

## Okufanele ukwenze uma unga-jabule ngenkonzo yethu

Uma unesikhalazo ngokumelene nesikhwama sezindlalifa, sithumele ngokuthi ubhalele okuthi:

### **The Complaints Officer**

Ucingo: 0860 666 113

Ifeksi: 086 219 0778 or 021 410 7998

I-imeyili: [complaints@fairheads.com](mailto:complaints@fairheads.com)

Post: Hospitality and General Umbrella Beneficiary Fund  
PO Box 4994, Cape Town, 8000

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Uma undaba lungaxazululiwe ngendlela ekwanelisayo phakathi kwamaviki angu-3 Isiphathimandla Sezikhalazo sithole isikhalazo sakho, ungase udlulisele indaba kokuthi:

### **The Trustees of the Hospitality and General Umbrella Beneficiary Fund**

Ucingo: 0860 666 113

Ifeksi: 086 219 0778 or 021 410 7998

I-imeyili: [queries@fairheads.com](mailto:queries@fairheads.com)

Post: PO Box 4994, Cape Town, 8000

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Uma isikhalazo singalungiswanga phakathi kwezinsuku ezingu-30 ubufakazi Trustees, ungasithumela isikhalazo sakho ngokubhalela ku:

### **The Pension Funds Adjudicator**

Ucingo: 012 3461738

Ifeksi: 086 693 7472

I-imeyili: [enquiries@pfa.org.za](mailto:enquiries@pfa.org.za)

Iwebhusayithi: [www.pfa.org.za](http://www.pfa.org.za)

Post: PO Box 580, Menlyn, 0063

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## Contact Us:

### Contact Centre

0860 666 113 (Share call)

021 410 7800

### Email:

queries@fairheads.com

### Facebook

Fairheads Benefit Services

### Fax:

086 219 0778 or 021 410 7998

### Mail

Hospitality and General Umbrella Beneficiary Fund

PO Box 4994 CAPE TOWN 8000

### Website

www.fairheads.com

## Visit Fairheads Offices:

### Gauteng

26 Ameshoff Street

(corner Melle & Ameshoff Str, with entrance in Melle Str)

BRAAMFONTEIN

Phone: 010 005 5290/1/2/3

or

Ground Floor, Block C

Vunani Office Park, 151 Katherine Street

SANDTON

Phone: 011 883 9755

### Durban

22<sup>nd</sup> Floor, Office no. 2217

Embassy Building, 199 Anton Lembede Str.

DURBAN

Phone: 031 368 9260

### Cape Town

15<sup>th</sup> Floor, 2 Long Str.

CAPE TOWN

Phone: 021 410 7800

## Visit a TEBA branch

Collect, fill in and hand in beneficiary fund forms at any TEBA branch. Phone us to find the branch closest to you.



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Beneficiary Fund