



FAIRHEADS

Tracing Services

**We trace dependents, using unique proprietary
methods on behalf of retirement funds**



Fairheads is a leading independent administrator and service provider to the retirement fund and fiduciary industries in Southern Africa.

As Southern Africa's largest independent benefits administrator, Fairheads offers expertise in tracing on a stand-alone, third-party basis to retirement funds. Our tracing services are based on years of existing experience, along with Fairheads' legacy of trusteeship, good governance and a client-centric approach.

Fairheads offers
expertise in tracing



WHY USE FAIRHEADS' STAND-ALONE TRACING SERVICES?

Retirement funds trustees have an obligation to ensure that the benefits due to the dependants of deceased retirement members are paid to them. These benefits have the potential to improve the lives of members and their families and provide opportunities for economic growth and security.

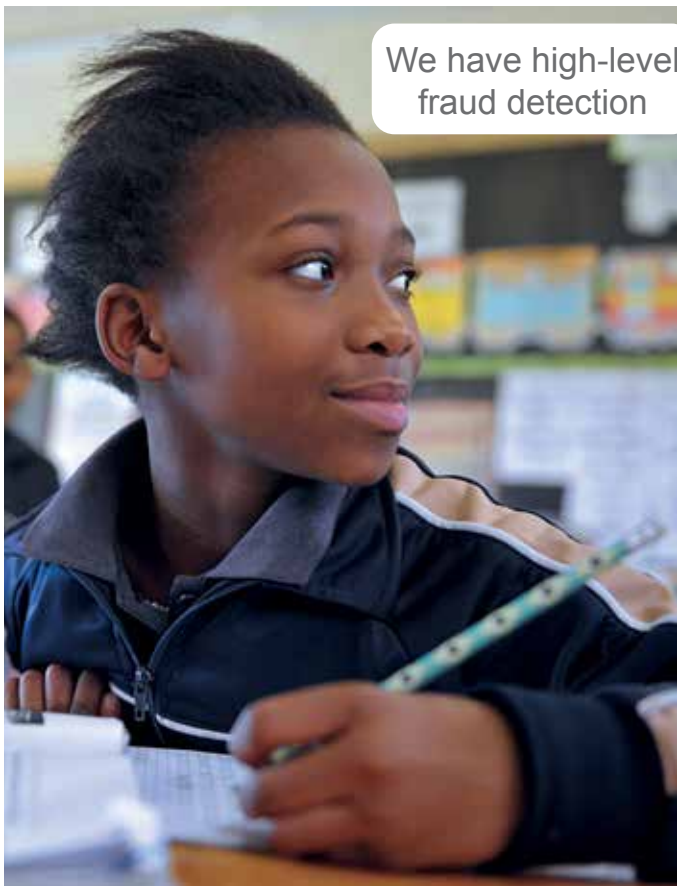
Yet, large retirement funds often do not have the capacity to contract directly with tracing service providers because of the numbers involved, as well as the time required to ensure their governance standards are satisfactory.

It is this gap in the market that Fairheads has sought to remedy, using our decades of in-house tried-and-tested tracing methods.



WHAT WE OFFER

- We offer tracing services in all South Africa's official languages, as well as Portuguese.
- Our comprehensive tracing capabilities include internal tracing, external tracing, and investigative tracing.
- We have high-level fraud detection and prevention capabilities in order to prevent attempted fraud.
- Traditionally, most tracing agencies in the market use manual processes, such as spreadsheets to record data. In contrast, Fairheads has digitised our tracing service, harnessing technology to find those who have a digital footprint.
- We use human intervention throughout the tracing process to clean and segment data, if there are any discrepancies in the data.



We have high-level
fraud detection

WHAT MAKES FAIRHEADS' TRACING SERVICES UNIQUE?

- Our team has been chosen for their skills in dealing with people, an ability to 'think on their feet', and a **passion** for finding people to whom monies are due, in order to help improve – indeed sometimes transform – others' lives. We pride ourselves on consistently high service levels with a member-centric approach to client service.
- Over a decade ago, Fairheads pioneered in setting up **annual guardian roadshows** around Southern Africa. These forums serve to help us enquire about the location of those we seek to trace.
- We have had a **field agent programme** in place for a number of years, whereby agents drive around the country, visiting people in their homes or setting up a mobile office base in a community hall or police station. The word has spread that we are available to help people directly in this way and ,in the process, we have built up a wide range of community contacts.
- In addition, we have a growing network of '**foot-soldiers**', operating in various communities and building networks to trace dependants. In many instances, these foot soldiers are micro-enterprises and so a side benefit of our tracing services is the creation of jobs through enterprise development. This is a win-win solution: tracing members *and* creating jobs.
- Our aim is to help develop these **micro enterprises** by providing not only a means of income, but also the support required to sustain their business. This includes giving them access to a system which they use to track their cases. Fairheads carries due diligence responsibilities with these partners.
- Many people are naturally suspicious or disbelieving when traced and told that monies are due to them. Our tracing team is highly skilled in **reassuring** the tracee, if necessary, obtaining a letter from the deceased retirement fund member's employer.



FAIRHEADS

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