

30 November 2011

Dear Participating Employer

### **FundsAtWork Umbrella Funds Trustee member communication 2011**

The Trustees of the Momentum FundsAtWork Umbrella Pension and Provident Funds (the Funds) have an obligation to communicate to the members of the Funds on a regular basis. The purpose of the trustee communication is to keep the members informed and to educate them on their benefits and membership of the Funds. Over the next few weeks we will be embarking on our annual trustee member communication project and would like to give you an overview of the project.

### **Content of the member communication pack**

The 2011 member communication pack consists of a trustee newsletter, beneficiary nomination form and a personal information update form. Members normally receive their benefit statements on the anniversary date of the scheme and therefore the benefit statement is not included in the pack. Members can also access their benefit statements at any time online at [www.momentum.co.za/fundsatwork](http://www.momentum.co.za/fundsatwork), with the assistance of their financial advisers or employers through the employer portal or by calling the client contact centre on 0860 65 75 85 for a copy.

A copy of the member's beneficiary nomination form should be kept by the employer in the member's HR file for safe keeping.

Your financial adviser will also receive electronic copies of the content of the communication pack.

### **The distribution process**

The distribution of the member communication packs will be handled by Momentum, as the administrator, for compliance reasons and to further support the financial advisers by easing the logistical burden this places on them. Over and above the Trustees' obligation to communicate to the members, they also have the responsibility to ensure that each member receives a communication pack in compliance with circular PF 130 and have to report accordingly.

This year FundsAtWork is introducing electronic communication via email as the preferred method for distribution where possible. The emails to the members will be personalised and sent via a bulk email system tracking delivery. However, where we do not have unique member email addresses the member communication packs will be couriered to the respective employers for distribution to the members.

### **Logistics and statistics**

Currently we have 153 777 members on the umbrella funds who will receive communication packs. Printed packs will be couriered to 137 246 members while 16 531 packs will be sent electronically. We have only included packs for members that have joined the FundsAtWork Umbrella Funds up to 31 October 2011. Members who joined your company after 31 October 2011 should have received a welcome pack including a member guide. A list of all members at your pay point, detailing whether they received a printed or emailed pack, will be available from your portfolio head on request.

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JC van Reenen M Vilakazi Company secretary: FD Jooste Reg. No. 1904/002186/06 Momentum is an authorised financial services and credit provider  
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If there are any members who have not received a member pack via courier / email please call our client contact centre to arrange for a pack / email to be sent to them.

#### Printed member packs

Each participating employer will receive their printed member packs in boxes delivered to the respective pay points by Seaborne Couriers. Depending on the number of active employees per pay point employers could receive a number of boxes. The boxes are addressed to the pay point contact person as confirmed by our call centre recently. Each box contains private and confidential envelopes addressed to the members. Pay points with less than 50 members will receive their member packs in courier bags.

The trustees depend on the assistance of the HR staff per pay point to distribute the envelopes to the members.

#### Electronic member packs

Members, where we have unique email addresses, will receive their member packs via a bulk email server tracking delivery. In the event of undelivered emails the members will be contacted to confirm their email addresses. The same content of the printed packs will be attached to the email in pdf format to ensure that the size of the email does not impact on email servers.

Subject line of the email:

*Momentum FundsAtWork trustee member communication 2011*

Mailbox address the email will be sent from:

*momentumfundsatworktrusteecommunication2011@mailunique.co.za.*

#### **Return of 'personal detail' forms**

One of the most important responsibilities of the board of trustees is to ensure that adequate and appropriate information is communicated to the members of the funds informing them of their rights, benefits and duties in terms of the rules of the funds. For the trustees to fulfil the duty of communicating with the members it is important that Momentum as the administrator has valid and up to date member contact information.

Each member will receive a 'personal detail' form in their member communication pack (via courier or email). The forms must be completed and returned to us by 14 February 2012 via email at [clientcontactcentre@momentum.co.za](mailto:clientcontactcentre@momentum.co.za) or by fax on (012) 675 3970. Members can also confirm or update their details on the member portal by logging onto [www.momentum.co.za/fundsatwork](http://www.momentum.co.za/fundsatwork).

Employers with more than 20 members per pay point will receive a small white box (inside the boxes containing the member packs) for members to post the 'personal detail' forms. Please place the post box at a convenient place for members to post their completed forms.

All members who complete the 'personal detail' form and return it to us or post it in the box by 14 February 2012 stand a chance to win one of four iPads. Please refer to the attached member newsletter for more details.

All employers will also, in the member pack boxes / courier bags, receive a separate courier bag for returning the personal detail forms to us. Please assist us by placing the 'personal detail' forms in the courier bag and sealing it. The waybill for the return bags has been pre-printed with our return address for your convenience. Seaborne Couriers will collect the bags from your pay point during the week of 20 February 2012. If they do not collect the courier bags, please call our client contact centre.

**Time lines and milestones**

Distribution of the communication will commence during the week of 28 November 2011 with the final delivery date for the couriered packs being 15 December 2011. The emails will be distributed during the week of 5 December 2011.

**Employer iPad competition**

Momentum FundsAtWork is giving away four Apple iPads to four lucky employers who complete and send us the data required in the SARS mandatory fields by 14 February 2012. All employers who send us their information by the above date will be entered into a draw. The SARS mandatory fields can also be uploaded via the employer portal on [www.momentum.co.za/fundsatwork](http://www.momentum.co.za/fundsatwork). See the attached employer newsletter and SARS mandatory fields form for more information.

For any queries on the process of the trustee communication project or if you would like to discuss this in more detail please contact your portfolio head at FundsAtWork.

In closing we wish that peace may be your gift this festive season and that prosperity and hope will follow you into the new year.

Yours sincerely

A handwritten signature in black ink, appearing to be 'Esther Nkosi', with a stylized, cursive script.

Esther Nkosi  
Employer and employee management