



momentum
corporate

FundsAtWork
Umbrella Funds

Member quick guide

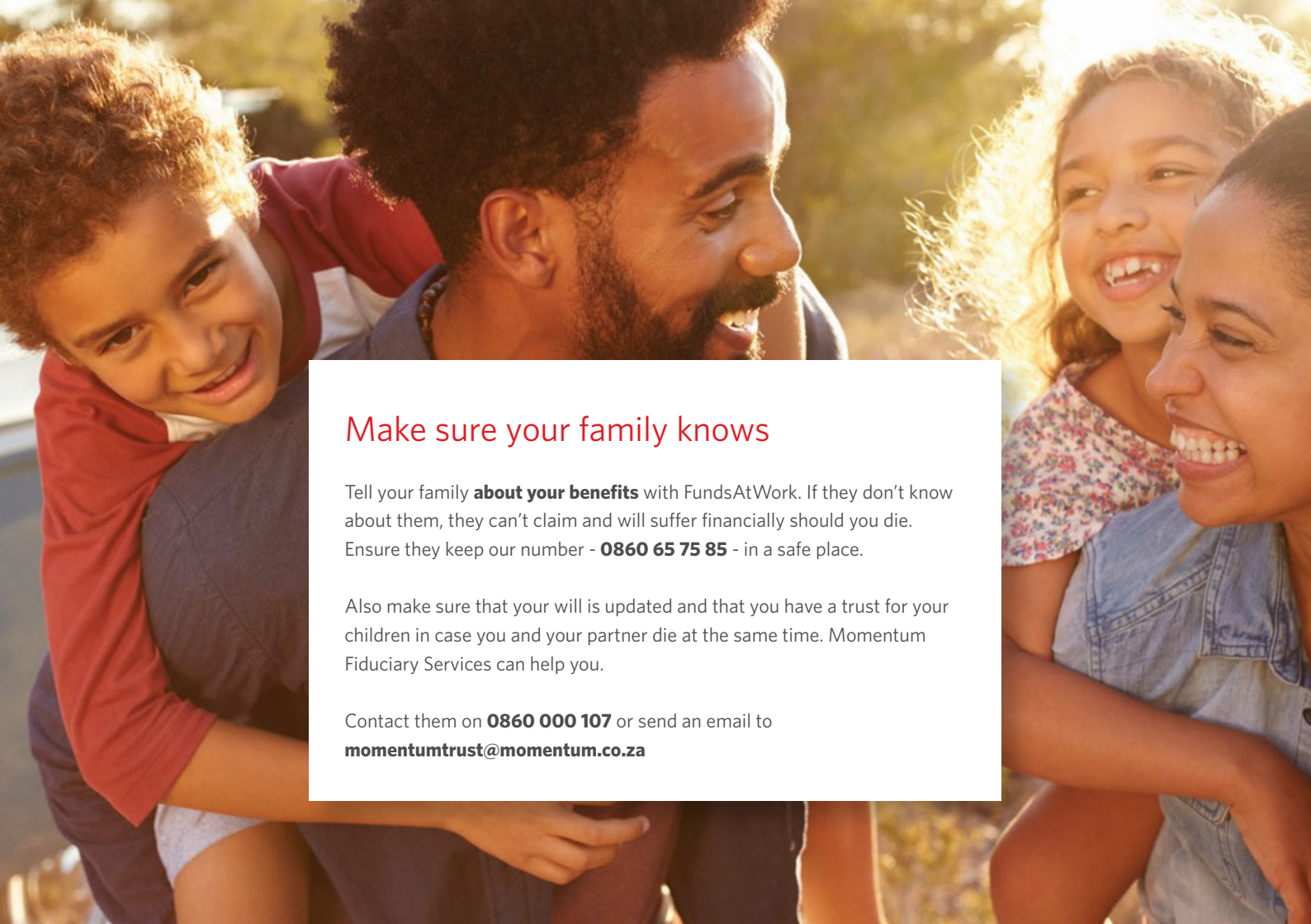
Your membership

Congratulations! You are now a member of either the FundsAtWork Umbrella Pension Fund or the FundsAtWork Umbrella Provident Fund or both.

Check your benefit statement to see which Fund you belong to based on the choice your employer made. This quick guide summarises the most important things you need to know about your FundsAtWork Membership. Call us on 0860 65 75 85 if you have any questions.

Momentum Corporate is your lifetime partner on your journey to success

**Your employer
has chosen us
to help you on
your journey to
success.**



Make sure your family knows

Tell your family **about your benefits** with FundsAtWork. If they don't know about them, they can't claim and will suffer financially should you die. Ensure they keep our number - **0860 65 75 85** - in a safe place.

Also make sure that your will is updated and that you have a trust for your children in case you and your partner die at the same time. Momentum Fiduciary Services can help you.

Contact them on **0860 000 107** or send an email to **momentumtrust@momentum.co.za**

How to register for your online profile

Register an online profile so that you can stay on top of your journey to financial success and make important changes.

1. Go to www.momentum.co.za and click on **Log in** at the top right of the screen.
2. Click on **Register**.
3. Create your online profile. Select **South African citizen or Non-SA citizen** and enter your information.
4. After submitting your information and following the steps, your online profile will be activated. Click on **Skip to your dashboard** to get started.

If you need help registering, call us on 0860 999 932.

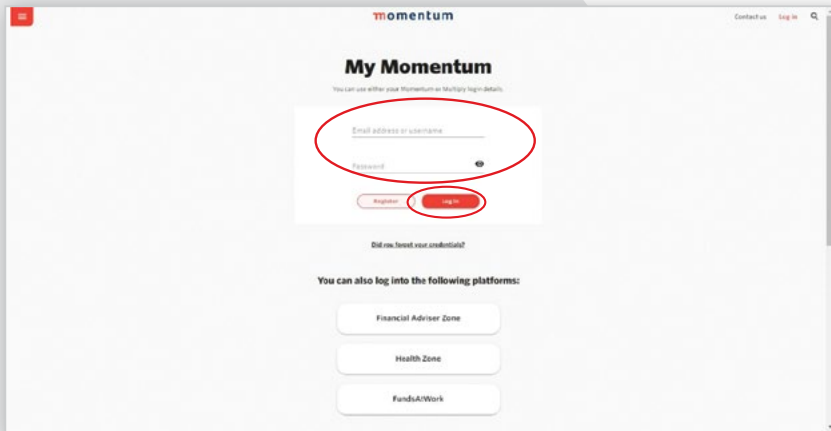
The image illustrates the registration process through four sequential screenshots of the Momentum website:

- Step 1:** The Momentum homepage. The 'Log in' button in the top right corner is circled in red.
- Step 2:** The 'My Momentum' login page. The 'Register' button is circled in red.
- Step 3:** The 'Let's get started' registration page. The 'South African ID number' input field is circled in red.
- Step 4:** The 'You're registered!' confirmation page. The 'Skip to your dashboard' button is circled in red.

How to log in

You can log in to your online profile after you have completed the registration process.

1. Go to www.momentum.co.za and click on **Login** at the top right of the screen.
2. Under My Momentum, enter your email address or username and the password that you selected when you created your online profile and then click **Log in**.



The screenshot shows the Momentum website's login page. The page has a white background with a red 'M' logo in the top left corner. The main heading is 'My Momentum'. Below this, there is a login form with two input fields: 'Email address or username' and 'Password'. The 'Email address or username' field is circled in red. Below the input fields are two buttons: 'Register' and 'Log in'. The 'Log in' button is also circled in red. Below the login form, there is a link 'Did you forget your credentials?'. At the bottom, there is a section titled 'You can also log into the following platforms:' with three buttons: 'Financial Adviser Zone', 'Health Zone', and 'Funds@Work'.

Once you have an online profile, you can:

- Review your benefits and understand how they work, check your benefit statement and read the member guide.
- Change your personal details.
- Update your contact details.
- Update your beneficiaries.
- *Change your product option.
- *Change your insurance cover.
- *Change your investment portfolio/s.

** Depending on the benefits that your employer has chosen for your scheme.*



Stay on track on
your journey to
success

If we have your
updated personal
and contact details,
we can regularly
communicate with
you.



This way you can track and enhance your financial wellness by:

- Tracking your investment growth.
- Tracking your administration requests, for example, if you have changed your product option or investment portfolio.
- Staying ahead of changes that can affect your benefits.
- Making full use of your Hello Doctor and Multiply Starter membership.

How to update your personal details:

1. Online at www.momentum.co.za;
2. Call 0860 65 75 85 or
3. Complete the form in your welcome pack.

Who will get your money if you die?

You can nominate any person to receive any part of your retirement and insurance benefits should you die. But your benefits may not always be divided the way you intended. This is how it works.

Your benefits with FundsAtWork

What happens to your retirement and insurance benefits, provided by your FundsAtWork Umbrella Fund?

- The trustees will consider the nominations you've made, but they must make sure that the people who are financially dependent on you will be taken care of first.
- Then they will divide any money that is left over between the beneficiaries who you have nominated.
- Complete the beneficiary nomination form (MEB002) to nominate the beneficiaries who should receive your benefits included in your welcome pack.

What happens to any unapproved insurance benefits not provided by FundsAtWork but part of a separate insurance policy your employer has with FundsAtWork?

- These benefits will be divided based on your beneficiary nomination.
- The trustees of the Fund have no say over your unapproved insurance benefits.
- Complete the beneficiary nomination form (MEB070) included in your welcome pack if you have unapproved insurance benefits through FundsAtWork.

Instead of receiving the death benefit as a lump sum, your beneficiaries can choose to buy a monthly income (or pension). Death benefits for a minor child can also be paid into a trust set up by you or by the child's guardian. Please discuss these options with your family and also let them know that Momentum can assist them. Your beneficiaries must notify us of a claim within six months from the date of death.

What if a family member dies?

Depending on the benefits your employer has chosen for your scheme, your family members may be covered for a funeral benefit or a spouse's death benefit. Check your **benefit statement** to find out if these benefits apply to you and your family.

If a family member is covered and dies, you need to fill out the correct forms to claim the benefit.

To claim the **Family Protector funeral benefit**, complete form **MEB009**.

To claim the **spouse's death benefit**, complete form **MEB028**.

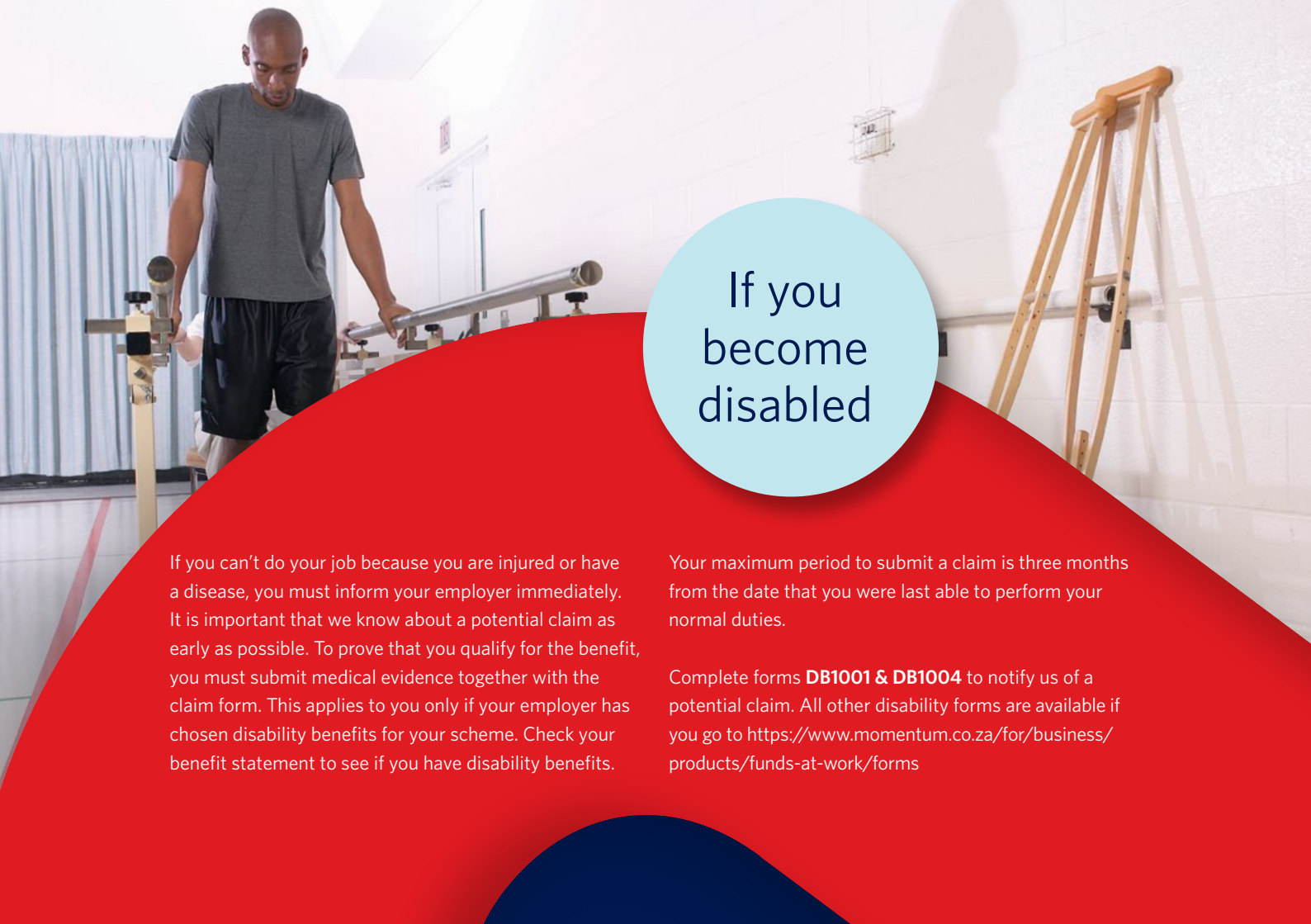
You must notify us of a claim within six months from the date of the family death.

You can ask your employer or your scheme's financial adviser to help you complete the forms.

You can also call us on **0860 65 75 85**.

For all FundsAtWork's forms, go to

<https://www.momentum.co.za/for/business/products/funds-at-work/forms>



If you become disabled

If you can't do your job because you are injured or have a disease, you must inform your employer immediately. It is important that we know about a potential claim as early as possible. To prove that you qualify for the benefit, you must submit medical evidence together with the claim form. This applies to you only if your employer has chosen disability benefits for your scheme. Check your benefit statement to see if you have disability benefits.

Your maximum period to submit a claim is three months from the date that you were last able to perform your normal duties.

Complete forms **DB1001 & DB1004** to notify us of a potential claim. All other disability forms are available if you go to <https://www.momentum.co.za/for/business/products/funds-at-work/forms>

When you resign or are retrenched

South Africans change jobs on average every five years. Most people take their retirement savings benefit as a lump sum. Before they know it, their retirement savings are gone and they have to start saving all over again. They also don't think about converting their group insurance benefits to individual cover.

If you **resign** from your current employer or are **retrenched**, you can use FundsAtWork's smart exit process to make an informed decision that will help to keep your financial wellness intact. For most members, the best decision, is to preserve their retirement savings.

FundsAtWork Umbrella Funds makes preservation easy and seamless. You can choose to transfer your savings to the FundsAtWork Preservation Funds. If you do this, you will continue to have access to the Family Protector Funeral benefit, Hello Doctor and Multiply.

The Smart Exit process also offers you the opportunity to convert your group insurance benefits to individual insurance benefits with Momentum, without losing the amount of cover you had under your group policy.

You can save your retirement savings benefit in the Umbrella Funds, or in the Momentum Corporate Preservation Funds or you can transfer it to your new employer's retirement fund or to a retirement annuity.

Should you leave your current employer, ask your Human Resources officer to activate your smart exit process so you are able to make informed decisions which help to keep your financial wellness intact.



**You need to
make the best
decision when
you retire.**

When you retire

As your retirement date comes closer, you need to think about how to invest your retirement savings money to make sure that you and your loved ones have enough income until you die.

The trustees of the FundsAtWork Umbrella Funds have selected the Momentum Golden Income With-Profit Annuity as their preferred solution to help you with a sustainable income at retirement.

To find out more about this option, go to <https://www.momentum.co.za/for/business/products/funds-at-work/brochures>

Speak to your scheme's financial adviser to help make the decision that is right for you.

You must complete form **MEB003**.

Smart Retirements

You must have heard it many times before. With advances in medical technology, living to 100 is not science fiction anymore. Will you have enough money to live comfortably during retirement? Momentum has worked hard to make the future easier by bringing you Smart Retirements.

Our Smart Retirement process gives you the information you need to **make better decisions**; based on your own unique circumstances. Using simple questions and terminology, it helps you to make smarter decisions about your retirement.

This is a **try-before-you-buy tool**. You don't have to buy a single product. With our user-friendly digital interface you can complete the process on a computer or laptop, or any mobile device such as a smart phone or tablet.

What to expect

- We will check to see if you will have enough money to retire based on your expected retirement age.
- You will need to answer a few very easy questions.
- You will need to review and learn about some of the different annuity products that are available, some of the choices you will need to make at retirement and which product will best suit your unique needs.
- You can try as many annuity products as you want. We explain each annuity product with as little jargon as possible.
- We will provide you with user-friendly sliders allowing you to try different scenarios and pensions as well as highlighting the amount of tax you will pay if you take an amount in cash up front.
- You will be never alone on this journey. Over and above the tooltips and educational information that we provide throughout the process, you can get in touch with our Smart Counsel Team or even request advice at the click of a button.

Do you know what your benefits are?

As a FundsAtWork member, you now have access to benefit counselling. These services will help you make smart financial choices, during your working lifetime and at retirement.

Here's how

The counsellors help members to understand the FundsAtWork default investment portfolio, default in-fund preservation option, annuity strategy and any other benefits and options available to members. If you have any questions about your benefits or need greater clarity before making important decisions, please contact the FundsAtWork benefit counselling call centre and talk to one of our professional retirement benefit counsellors.

These services are available on week days from 08h00 to 17h00 at:

ShareCall number: 0860 44 43 40

Direct number: 011 505 1565

These services strive to lay a basic foundation of understanding, which you can then build on with professional, personalised advice. [Click here for more on FundsAtWork Smart Counsel.](#)

Smart Underwriting

As people, our need for insurance cover changes as our life journey unfolds. We may need more cover when we have children or buy a house. One of the key sources of cover you may have is your employer's group insurance policy through FundsAtWork. These very important benefits will be there for you or your family.

Sadly, many families in South Africa are seriously underinsured. In fact, a 2016 study by ASISA, the Association for Savings and Investments South Africa, shows that the families of South Africa's 14 million income earners face a combined insurance shortfall of R28.8 trillion. This shocking insurance gap means most South African households will be unable to maintain their current standards of living if the breadwinner passes away or becomes disabled.

One of the reasons for this gap is the traditional medical underwriting process. While completing the process is a 'must' for anyone who wishes to increase their level of cover above the 'free cover limit', the traditional industry-wide underwriting process tends to be complex, involving long tedious telephone interviews, frustrating documentation and long waiting times for answers.

What is the free cover limit?

The free cover limit is the maximum amount of insurance cover an insurer gives a member without the member having to undergo underwriting. Salary increases can cause an employee's insurance cover to exceed the free cover limit.

What is underwriting?

Insurers use underwriting to gather medical information which is used to assess an individual's risk. This level of risk then determines whether the insurance company will offer or increase your insurance cover and the price of this cover.

Once you are a member, to get a copy of your benefit statement:
Log in on www.momentum.co.za

Email:
momentumcorporateclient@momentum.co.za

Call: 0860 65 75 85



What to expect

Following comprehensive research to understand members' 'pain points', Momentum has reinvented the underwriting process. What does this mean for your underwriting with FundsAtWork in future?

- No more long telephone interviews or tedious paperwork. You can now complete the process privately, in your own time, by accessing a secure website via your computer, tablet or smart-phone.
- You only need to answer a few short, easy-to-understand questions about your health and lifestyle.
- If you're not sure what a difficult word or term means, simply click on it for a quick explanation.
- Feedback is immediate, so at the end of the process you will know that you (and your family) are covered, or if you need to do additional medical checks.
- You will also receive personalised health tips and guidance, based on your health profile, which will help you improve your health now and in the future.
- The old tedious process that previously could take up to 3 weeks, on average, now takes 10 minutes!

Family Protector Benefit

These benefits protect and provide for you and your family. The benefits consist of:

- A funeral benefit, which pays a lump sum to cover urgent expenses following your death, or the death of your spouse or child. You can add your parents and additional children, or flex up the benefit amount.
- An education benefit pays a lump sum on your death to cover the education of your children. You can flex up and increase the benefit or add more children.
- The health premium waiver pays the contribution to your medical scheme should you become disabled or die. Members can flex up if they are not on Momentum Health, or can increase the number of years that the benefit will pay out.
- Additionally as part of the education benefit, you have access to the Studymaster website where learners from grade 1 to 12 can receive educational support and assistance at no additional cost.

The benefit includes:

- Access to educational material through an online platform;
- Text book summaries of all subjects;
- A large database with thousands of downloadable files, that continues to grow daily;
- Inter-active slides with audio videos;
- School specific information;
- Extensive material for languages and mathematics, including explanations, practice test papers and memos, allowing parents to assess their children's understanding of these subjects prior to examinations.

Simply log on to
www.studymaster.co.za
to access the benefit.

Qualifying benefits for either the BASE or the PLUS options

Family Protector BASE benefits on Founder, Provider and Entrepreneur

Family Protector PLUS benefits on Provider and Entrepreneur by paying a small additional premium



Retirement benefits

Funeral benefit BASE

- R15 000 per member and spouse/s
- Children 14 - 21 R15 000
- All children under 14 and stillborn R7 500
- 8 family members covered (the member, up to 2 spouses and 5 children)

Funeral benefit PLUS (FlexiCovers)

The member can:

- add children
- add cover for children
- add cover for member and spouse/s
- add parents / parents-in-law



Retirement and disability benefits

Funeral benefit BASE

+

Health premium waiver BASE on disability

- if a member is disabled it pays the medical premiums if they are members of Momentum Health
- premiums are paid for 12 months

Funeral benefit PLUS (FlexiCovers)

+

Health premium waiver PLUS on disability (FlexiCovers)

The member can:

- add years for which the premium is waived
- add another medical scheme



Retirement and death benefits

Funeral benefit BASE

+

Health premium waiver BASE on death

+

Education benefit BASE

- if a member dies, R10 000 is paid per child for their education
- up to 5 children covered
- money paid to the Momentum Umbrella Beneficiary Fund

Funeral benefit PLUS (FlexiCovers)

+

Health premium waiver PLUS on death (FlexiCovers)

+

Education benefit PLUS (FlexiCovers)

The member can:

- add children
- add cover



Retirement, disability and death benefits

Funeral benefit BASE

+

Health premium waiver BASE on disability and death

+

Education benefit BASE

Funeral benefit PLUS (FlexiCovers)

+

Health premium waiver PLUS on disability and death (FlexiCovers)

+

Education benefit PLUS (FlexiCovers)



The Family Assistance Benefit

You can make use of this benefit 24 hours a day, every day of the year by calling the call centre. You will receive:

- Help with arranging the funeral of your loved ones
- Safe transport of the remains of the deceased to a funeral home of your choice. The repatriation of mortal remains is provided within the borders of South Africa as well as between of South Africa and one of the following countries: Angola, Botswana, Democratic Republic of Congo, Lesotho, Malawi, Mozambique, Namibia, Swaziland, Tanzania, Zambia and Zimbabwe. Repatriation of mortal remains will only be provided if the distance to be covered is more than 100km.
- Trauma counselling if you have been a victim of a violent crime or have lost a loved one.
- Trauma and medical emergency support if you were raped, hijacked, attacked.
- Legal advice on any legal matter when you need it.

To make use of the Family Assistance Benefit, call 0861 666 111.



Hello Doctor

As a member of FundsAtWork, you automatically have access to **Hello Doctor**. Hello Doctor gives you expert health advice from a qualified medical doctor via your mobile phone, whenever you need it, at no additional cost. All conversations with our doctors are completely private and confidential.

- **Talk to a Doctor:** Get instant access to a doctor from your mobile phone via the Hello Doctor App. This service is available 24/7/365, and you can ask that the doctor call you back and give you advice over the phone.
- **Text a Doctor:** You can also request a text-based conversation with one of our doctors.
- **Daily health tips:** Daily health and wellness advice, articles and health tips.
- **Monthly newsletters:** health quizzes & more.

If we have your ID number, mobile number and email, you will receive your login details for the Hello Doctor App.

Multiply Starter


You automatically have Multiply Starter membership, at no additional cost. Life's more rewarding with discounts and benefits from over 60 partners.



Movies for as little as R51




10% off



7.5% off



2% back



FREE access to any Lite, Smart or Ultra package

Visit www.multiply.co.za to view and use your Multiply Starter benefits.

Get More

Upgrade to Multiply Provider or Multiply Premier, and you can get even greater discounts and rewards.

Call us on 0861 88 66 00, visit www.multiply.co.za

To upgrade SMS "JOIN" to 40717.

momentum
multiply

EmployeeReturns

EmployeeReturns rewards members financially for maintaining good physical wellness. In order to qualify for rewards, you need to be on Multiply Premier and complete your FREE Health Assessment, which will be used to calculate your Healthy Heart Score. The total value of the reward is based on your Healthy Heart Score, Active Dayz™ or Fitness Assessment and Multiply status.

All FundsAtWork and group insurance scheme members with Multiply Premier can register for EmployeeReturns. The rewards received could be up to 60% of the insurance premium your employer pays towards your retirement savings account each month.

Everyone benefits with Multiply and EmployeeReturns

All FundsAtWork and group risk scheme members with Multiply Premier may register for EmployeeReturns.

If they have...					...then they get	
Approved lump sum death benefit through the Fund**	+	Multiply Premier	+	FundsAtWork Umbrella Pension or Provident Fund	==	Up to 60% of their insurance premium allocated to their retirement savings account monthly*
Unapproved lump sum death and/or critical illness benefits	+	Multiply Premier	+	Momentum HealthSaver account	==	Up to 60% of their insurance premium allocated to their HealthSaver account monthly*
Unapproved lump sum death and/or critical illness benefits	+	Multiply Premier	+	Multiply Money	==	Up to 30% of their insurance premium allocated to their Multiply Money savings wallet*

* The insurance premiums are capped at a maximum of R3 000 per month for calculating the EmployeeReturns.

** The Fund is either the FundsAtWork Umbrella Pension or Provident Fund, depending on their membership.

Rewards earned can be used to boost your FundsAtWork retirement savings account, your Momentum HealthSaver account or Multiply Money savings wallet if you don't have a HealthSaver account.

- Go to www.momentum.co.za and login using your Username and ID.
- Select the "view details" button under the Employee Benefits section.
- Select "EmployeeReturns" under the "Rewards" menu. If you have Multiply Premier, you will be able to activate the EmployeeReturns.
- A confirmation email and SMS will be sent to you after the activation.

You can also call the client contact centre on **0860 65 75 85** for help with the registration.

REMEMBER

You are automatically a member of Multiply Starter. To earn your EmployeeReturns you must upgrade to Multiply Premier. **To upgrade to Multiply Premier call 0861 88 66 00 or SMS "JOIN" to 40717.**

What do you think?

If you don't tell us what you think of our service and solutions, we won't know.

If you are unhappy, we want to resolve the issue.

Step 1 Call the service consultant on your scheme on **0860657585**. If your problem is not resolved,

Step 2 escalate the complaint to your scheme's portfolio head, who will confirm **within 24 hours** that your complaint has been received. If you are still not happy,

Step 3 send an email to our complaints resolution department at **complaints.resolution@momentum.co.za** and you will receive a response within 24 hours.

Contact us

Client contact centre:

T 0860 65 75 85

F 012 675 3970

E momentumcorporateclient@momentum.co.za
www.momentum.co.za/fundsatwork

Physical address:

Momentum FundsAtWork
268 West Avenue Centurion
Gauteng 0157

Postal address:

PO Box 7400 Centurion 0046

Pension Funds Adjudicator

T (0)12 346 1738 / 748 4000


F 086 693 7472

E Enquiries@pfa.org.za
www.pfa.org.za

Physical address:

4th Floor, Riverwalk Office Park
Block A, 41 Matroosberg Road
Ashlea Gardens
Pretoria 0181

momentum.co.za

 Momentum Corporate

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