

A woman with voluminous curly brown hair is smiling and looking down at a smartphone in her hands. She is wearing a white t-shirt under a grey textured blazer and holding a grey folder or bag. The background is a dark grey wall with a large red circular graphic element behind her.

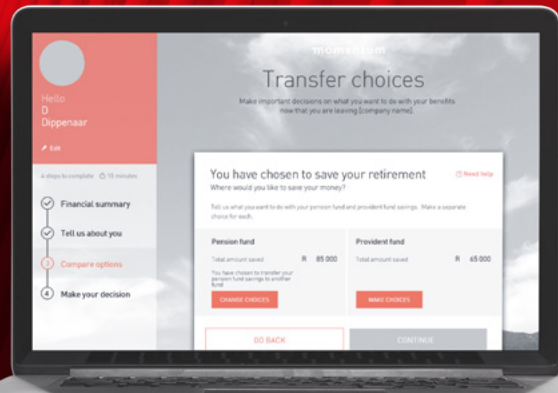
**momentum**  
corporate

# Smart Solutions

We are at the forefront of helping members make smart financial decisions and connecting with them in different ways.

Our growing range of Smart Solutions empowers members to make informed decisions to increase their amount of money at retirement and improve their overall physical and financial health.

It is also designed to complement the Momentum App and easy-to-use website for members.



## Smart Counsel

The default retirement regulations require all retirement funds to make retirement benefit counselling services available to fund members. We provide members with education and information to develop a better understanding of their employee benefits and improve their financial outcomes during their working life and at retirement.

The Smart Counsel services are designed to have a real, positive impact on members' behaviour and choices. Members can choose to access the service through a range of different channels. All forms of engagement and communication use easy-to-understand, jargon free language which simplifies often complex information, educates and helps members to make informed decisions.

The counsellors help members understand the:

- Default Investment Portfolio.
- Default in-fund preservation option for when they move between employers before retirement.
- Annuity strategy to make sure that they are able to convert their retirement savings into a retirement income.
- Any other benefits and options available to them.

They receive assistance to select the correct level of cover based on their individual needs.

## Smart Conference

Retirement benefit counselling can be instrumental in improving members' financial goals by offering them relevant information when they need to make certain decisions. Momentum held the first-of-its-kind member conferences in South Africa's major cities in 2019. The conference aims to educate members on the different factors that could impact their retirement outcomes. The topics are relevant and interesting, easy to understand and encourage participation. We provide members with tools and support to help them reach their retirement goals.

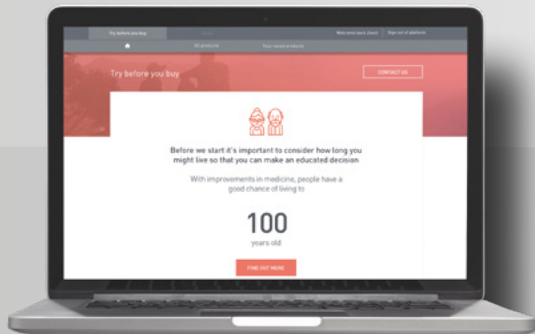
## Smart Exits

Momentum's award-winning Smart Exits solution was the first digital solution of its kind that empowers retirement fund members to make better financial decisions when they resign from their job. Smart Exits assists employees to make informed decisions by creating awareness about the importance of keeping their retirement savings invested, as well as the tax impact of taking their retirement savings in cash.

Smart Exits also reduces the administration burden of the employer at the time of withdrawing or transferring retirement benefits to a preservation fund, which industrywide tends to be a time-consuming and paper-intensive process.

Gold Loerie Award Winner in the Service Design Category, 2017





## Smart Retirements

Smart Retirements is a user-friendly, try-before-you-buy digital platform which educates employees on the various annuity products and gives them the opportunity to look at the impact different decisions will have on their retirement. It also highlights the effects of tax if they decide to take an amount in cash up front when they retire.

Simple questions and terminology make it easy to understand and evaluate the annuity solutions and members quickly feel more empowered to make the right financial decision. At no stage are members under any obligation to buy a particular product.

Members are never alone during the process. Over and above the tips and educational information that they receive, they can get in touch with our Smart Counsel team or request advice from a financial adviser at the click of a button.

## Smart Underwriting

Momentum's award-winning Smart Underwriting was the first group insurance digital underwriting solution available in South Africa. It allows members to complete their underwriting by answering a few short, easy-to-understand questions about their health and lifestyle in a fully secure and private digital space. Feedback is immediate, so at the end of the process, members know the result. The previously tedious and lengthy process now takes on average 10 minutes.

At the end of the process, the member receives personalised health tips and guidance, based on their health profile. This creates awareness of potential health risks and may trigger the appropriate change to their lifestyle.

The Smart Underwriting solution won a silver award in the Service Design category at the 2018 Loeries.



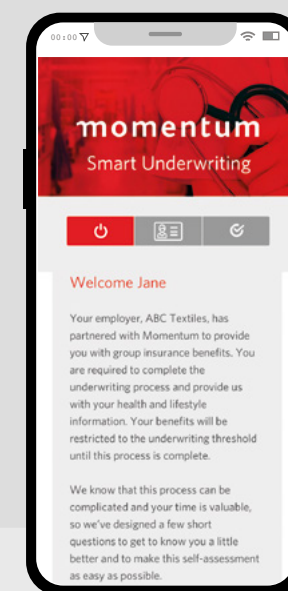
## Smart Claims

Smart Claims is our verifiable technology based solution that simplifies death and funeral claims. This is another one of Momentum Corporate's innovations through technological advancements.

When losing a loved one, the last thing the people who are left behind need is endless administration when claiming for death and funeral benefits. We deliver a convenient and hassle free experience for the bereaved family members in their time of mourning. By reducing the amount of supporting documents required makes it possible for them to submit their claims quicker, and for us to pay them out faster.

## Smart Onboarding

Smart Onboarding is the latest in our range of Smart Solutions. It is an interactive digital solution designed to connect with new members joining FundsAtWork. A choice of USSD or mobi channels, offers members flexibility to connect with us through their channel of choice. Members are able to capture their personal information, learn about their benefits through our new education portal, and get access to free gifts. Smart Onboarding will be rolled out to new FundsAtWork schemes in 2020.



Our range of Smart Solutions is constantly evolving as we reimagine and reinvent our clients' experiences, one key touch point at a time. Our suite of Smart Solutions is available to Momentum Corporate clients. Terms and conditions apply.



For more information, please contact your  
Momentum Corporate consultant.

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