

BENEFICIARY CARE



Fedgroup believes strongly that South Africa's beneficiary fund status quo of simply providing monthly payments is not in the best interests of beneficiaries' long-term prospects. Our philosophy of providing true care therefore drove us to design a product that goes beyond the basics to provide beneficiaries with the financial, educational and emotional support they need to achieve meaningful adult lives.

OUR PHILOSOPHY

Fedgroup's commitment to providing true care for our beneficiaries is supported by three pillars: **value, simplicity** and **responsiveness**.



TRUE CARE

1 VALUE



- South Africa's only truly managed beneficiary fund
- Active trustee involvement
- Recognising and supporting the important role of guardians
- Industry-leading automated cash management system
- Extensive range of services
- Quarterly report to donor fund trustees
- Only 2% of investments held in cash vs. industry norm of 25% to 50%

2 SIMPLICITY



- Transparent and easy-to-understand fee structure
- Full fee disclosure
- All-inclusive cost recovery
- No dissolution fees
- No sub-minimums
- Single view of all relevant beneficiary information
- Dedicated beneficiary consultant

3 RESPONSIVENESS



- Payments processed within 24 hours, including first payment
- Automated cash management
- Industry-leading tracking system
- Industry-leading call answer rate
- Proactive SMS payment notifications
- Daily trustee access for ad hoc requests



PEOPLE AND TECHNOLOGY

The three pillars of value, simplicity and responsiveness can only be delivered if all our business processes are aligned. This is achieved through our unique combination of industry-leading technology with the human touch.

Industry-leading technology

- The only custom-built, modern beneficiary fund system in the country
- All information on a single system
- Automated SMSes
- VOIP for inbound and outbound calls
- Share call number to reduce costs
- Communication via email, telephone, fax, physical mail and SMS
- Comprehensive security and disaster recovery systems



The human touch

- All staff members are caregivers, parents, former beneficiaries or come from child-headed households
- 10 years' average experience of team members
- Beneficiary assistance in all 11 national languages
- Reduced admin burden enables personal relationships
- Communication in the preferred channel
- Our Iteke learnership programme
- Active trustee involvement



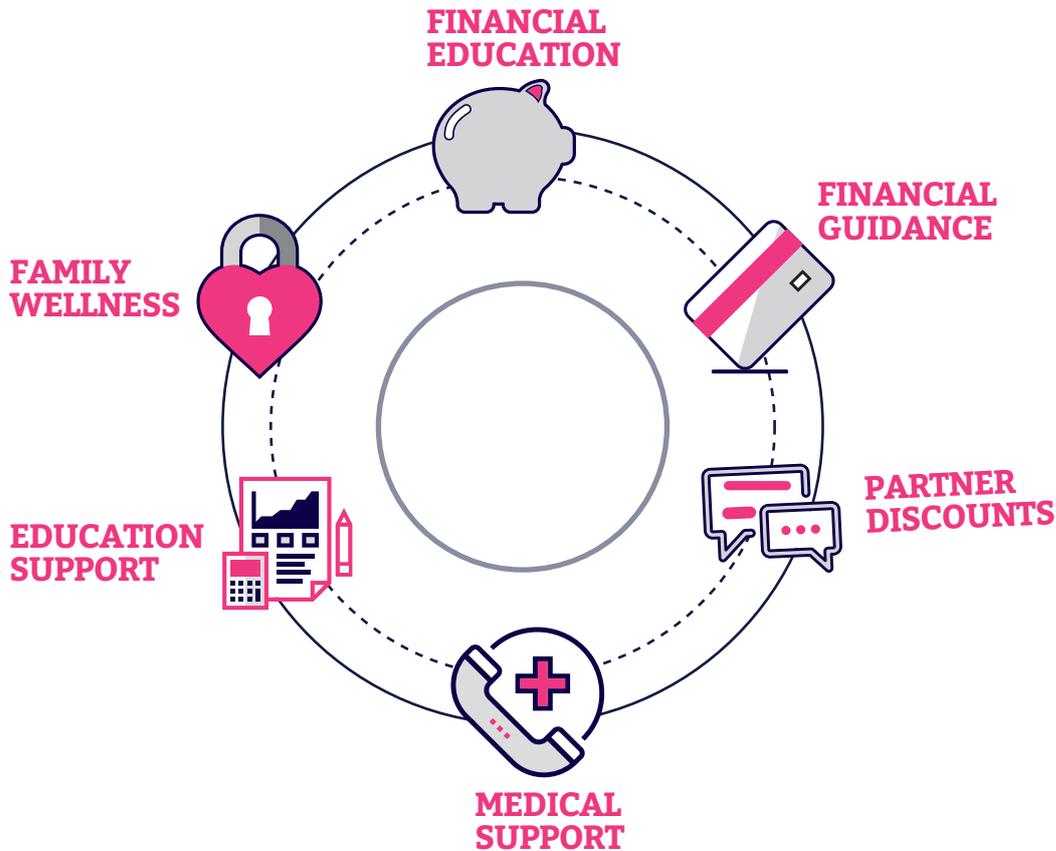
GOVERNANCE

We adhere completely to all PF130 guidelines, the FSB's approach to Treating Customers Fairly and the Consumer Protection Act. In addition, we draft internal policies and member communication ourselves, as we believe in doing this in the simplest manner possible, so that no communication is hidden in legalese. Fedgroup Trust Administrators has an extensive corporate governance infrastructure that focuses on the three cornerstones of corporate governance, in accordance with the Pension Funds Act: transparency, security and accountability.



ADDITIONAL SERVICES

The first steps towards a successful adult life involves more than just financial support. We have therefore included the following services in our Beneficiary Care:



ITEKE LEARNERSHIP PROGRAMME

In keeping with Fedgroup's vision to go beyond fund payments to providing true care, we created the Iteke learnership programme. The Iteke programme is open exclusively to our beneficiaries and provides matriculants with work experience and the tools to make important career decisions. This bridges the all-important gap between completing their schooling and finding gainful employment for those who do not have the resources to complete a tertiary education.

Iteke, which means 'challenge yourself' in Sepedi, provides learners with a year's exposure to mentorship, work experience and a SETA-accredited tertiary qualification. The learners rotate through various departments, equipping them with a large skills set.



INDUSTRY RECOGNITION

This year, Fedgroup was named the best provider in South Africa in the Group Pension and Provident Funds as well as the Group Life/Risk category at the coveted Professional Management Review (PMR.africa) Awards. It was the fifth consecutive award in the Group Life/Risk category. In addition, Fedgroup won a gold in the Investment Products category. The awards represent competitiveness, effectiveness, excellence, leadership and resilience, and set a benchmark in the industry. Because one cannot enter into these awards, they are completely independent and based on industry role player feedback. FedGroup can therefore rightly claim to be the country's leading independent financial services group.

FedGroup's commitment to our trustees was confirmed through our recent IRFA Best Practices Industry Award in the Stakeholder Communications category. The prize was awarded to acknowledge our use of the latest technology to keep trustees up to date with the administration of our beneficiary fund.

WHAT PEOPLE SAY ABOUT FEDGROUP'S BENEFICIARY CARE

Beneficiaries

“ Since my father passed on, Fedgroup has been our helping hand. Growing up, we didn't even know about the fund, we just knew that everything was covered. ”
Bassie Monareng, Fedgroup beneficiary

“ I am where I am today because of the involvement of the Fedgroup trustees and administrators. ”
Colin Matenda, Fedgroup beneficiary

Iteke learners

“ The Iteke programme provided me with early exposure to the tools I need to succeed in business. This has made the difficult adjustment from school to work life easy and has given me a big advantage to get ahead in life. ”
Palesa Moditambi, now employed full-time as a Sales Consultant

“ I gave up on performing at school because I just didn't know where the help was going to come from. That is when I got a letter from Fedgroup about the Iteke learnership programme. A fresh approach to life was exactly what I got when I started the programme. I believe I am capable and I have the potential to change. I am now in the process of making my life and my mother's life better. ”
Gift Mahlaela, now employed full-time in client accounts and completing his financial qualification

Clients

“ We would have no hesitation in recommending Fedgroup as a beneficiary fund administrator. Their integrity, detailed reporting, open-door policy, accessibility to senior management and attentive support from their servicing staff makes it easy to do business with them. Queries are answered immediately and all suggestions are taken on board, genuinely considered and invariably implemented. ”
Maria Maxwell, Administration Director, Cedar Employee Benefits

“ Fedgroup understands that these funds are there to meet the needs of the beneficiary, and when their most basic needs aren't met the other important elements aimed at improving their quality of life, such as education, will fail to deliver their full impact. Since Fedgroup was appointed as fund administrator I have never had to ask for updates, which means I can sleep easy at night knowing the beneficiaries are getting access to the best possible solution. ”
Craig Taylor, Principal Officer, Netcare Retirement Fund

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