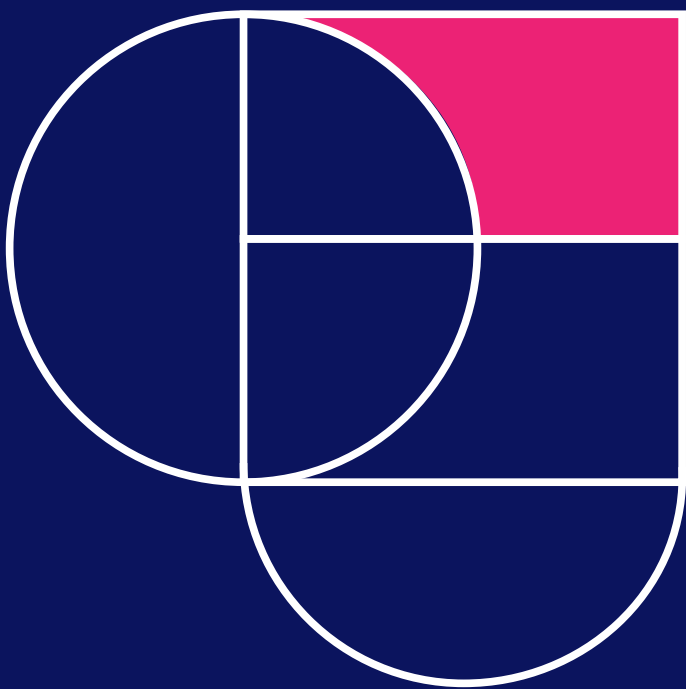


BENEFICIARY CARE

MEMBERSHIP BOOKLET



FEDGROUP



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Welcome to the Fedgroup Family

1 WHY WAS MY BENEFICIARY FUND SET UP?



If a parent has passed away, the responsibility of caring for you is passed on to a remaining parent or guardian.

The purpose of your beneficiary fund is to assist with your upbringing. It is able to do so because this fund received money from an employer fund.

The money in your fund will help with your day-to-day needs as well as other needs such as education or medical costs.

11 Official spoken languages



Our administration team speaks all 11 official languages, so you are able to communicate in your own language should you wish.

2



HOW DOES MY BENEFICIARY FUND WORK?

A



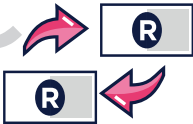
Money from an employer fund is paid into your beneficiary fund

Where we invest the money



B

C



And investment returns are added

Your beneficiary fund is looked after by Fedgroup Trust Administrators



D

Two types of payments can be made from your Beneficiary Fund

1

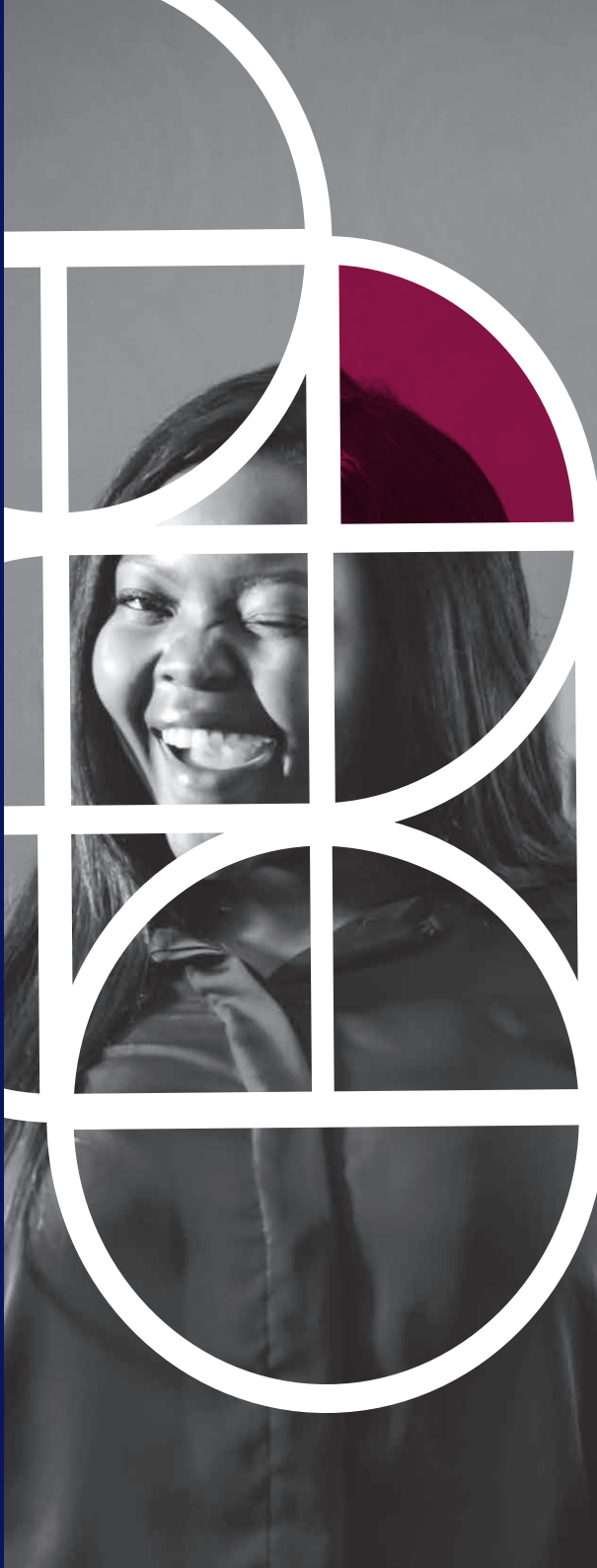


Regular monthly, quarterly, biannual or annual payments.

Ad-hoc payments can be requested when there is an education or medical need that cannot be covered by the monthly payments. Because this is a special need, all ad-hoc payments must be approved by the trustees before the money can be paid out.



2





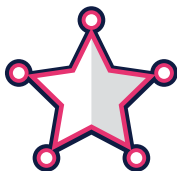
WHO LOOKS AFTER MY BENEFICIARY FUND?

Your beneficiary fund is looked after by:



A board of trustees

Day-to-day decisions about your beneficiary fund are made by two of our trustees.



Principal officer

A principal officer ensures the fund complies with the law and requirements from the Financial Services Board.



Fedgroup's Administrators

Our administrators ensure that payments are approved. They also deal with all your questions and prepare your annual financial statements.

4

MY PAYMENTS





REGULAR PAYMENTS

These payments help to take care of your day-to-day needs such as food and general wellbeing.

Food and wellbeing items



An amount is paid to your guardian monthly, quarterly, biannually or annually and depends on:

- The size and value of your beneficiary fund (the larger the fund, the more money we can pay).
- Your age (the younger you are, the longer your money will have to last. This means that your regular payments would need to be smaller).
- Your current and future needs.

How to make sure that regular payments don't stop

Our administrators need to make sure that your monthly payments are made to the right person. To ensure this, we require a certificate of existence to be completed on an annual basis. If there is any change in your guardian's bank account details, proof of bank details should be sent to us.

Why completing my certificate of existence is so important

Around July each year, your guardian will be sent a certificate of existence to complete. Your guardian has three months to do this, otherwise your regular payments will automatically be stopped.

A certificate of existence is important as it ensures that we pay your regular income into the correct guardian's account.

MY PAYMENTS

4





SPECIAL PAYMENTS

Ad-hoc payments take care of your other wellbeing-related needs and medical costs, and need to be approved by the trustees.

Other wellbeing and medical costs



If there are education or medical costs that cannot be covered by your monthly payments, you can request an ad-hoc payment.

- Your guardian needs to request this payment, which will be paid on a once-off basis, if approved by the trustees.
- Fedgroup makes third-party payments on your behalf. For example, we pay your school fees directly to your school.

How to request an ad-hoc payment

If you need money for things such as school fees, stationery or medical costs, your guardian needs to send us the banking details where the payment must go.

Our trustees will look at your request. If your request is approved, Fedgroup will pay the amount directly to the supplier.

5

EDUCATION





EDUCATION AND MY BENEFICIARY FUND

If you require financial assistance with school, college or university fees, you need to provide us with the following documentation:

If you are attending school:

- A statement from the school showing outstanding school fees.
- A quotation from a supplier of school uniforms or stationery.
- Proof of bank account details from both the school and supplier.
- Your latest school report.

If you are attending a university or college:

- A statement from your university or college that confirms which course you are studying, how long you will study for, and how much your course will cost.
- A copy of your matric results or latest university results.
- A quotation from the supplier of your textbooks and stationery.
- Proof of bank account details from your university or college, as well as the supplier.

MY SERVICES

6





SERVICES WE OFFER

We know that a good school education is about more than just financial help

That is why Fedgroup gives our beneficiaries the following support services for free as part of a complete care package. You can access all of these services your phone, in the following three ways:

USSD code *120*15560#

My Services helpline 0860 995 201

6.1  **FINANCIAL EDUCATION**

6.2  **FINANCIAL GUIDANCE**

6.3  **PARTNER DISCOUNTS**

6.4  **MEDICAL SUPPORT**

6.5  **EDUCATION SUPPORT**

6.6  **FAMILY WELLNESS**

6.1



FINANCIAL EDUCATION

Fedgroup offers a free financial education course to all guardians and beneficiaries who are looking to empower themselves financially. The course includes information on budgeting, getting out of debt, banking, investing and insurance.



6.2 **FINANCIAL GUIDANCE**

We provide telephonic assistance with any financial challenge that you may face:



Debt mediation assist

We help you negotiate payments on overdue accounts, to dispute incorrect credit information and dealing with garnishee orders.



Legal assist

We give you telephonic legal advice on personal finance and consumer disputes.



Financial coach

We help you set financial goals with the help of our financial coach. Together we set financial goals and the steps needed to achieve them.



Home ownership programme

We discuss the benefits of owning your own home and help you to find the right bond at the right price.



Debt counselling

We offer discounted fees for debt counselling, mediation services, voluntary debt review, administration orders and negotiating lower monthly payments.



Budget assist

We help you set a monthly budget, with the focus on setting goals and achieving them.



Credit repair

We help you improve your credit score by assisting with administration orders, garnishee orders and disputing incorrect credit information.



Tax advice

We help you with personal tax questions and referral to an appropriate tax specialist.

6.3 PARTNER DISCOUNTS

We have a large list of discount partners that offer discounts of up to 20%.

You can see the list of partners by dialing your USSD number *120*15560#, or by calling the call centre. Our partners include retailers, pharmacies, distance learning colleges, bus services and stationery shops.



6.4 MEDICAL SUPPORT



Emergency medical assistance

Our emergency medical assistance is operated by Netcare 911 and includes guaranteed hospital admission of up to R5 000.



Personal medical advice

Our specialists can answer your questions about general health, symptoms, medicines, surgery, illnesses and treatment, 24 hours a day.

6.5 EDUCATION SUPPORT

We provide you with an after-hours homework helpline where qualified tutors help learners with homework questions.

6.6 FAMILY WELLNESS

A strong education is difficult to achieve if there are family challenges. Our family wellness support helps families to address these needs.



Trauma assist

Our confidential and professional counselling facility is available every day of the year for all incidents of violent physical attacks. This support is given by professionally trained counsellors.



Our association with Tough Love South Africa

We will provide you with the services of Tough Love South Africa, where needed. This organisation gives help to families that are torn apart by unacceptable behaviour such as drugs, alcoholism, substance abuse, verbal abuse or physical abuse.



Our association with The South African Depression and Anxiety Group

This non-profit organisation helps individuals and families to deal with mental health problems.



My Services helpline: 0860 995 201

7 COMMUNICATION I WILL GET FROM FEDGROUP

A yearly benefit statement will be sent to your guardian around July each year and will show you:

- A. How the money is invested in your fund
- B. How much money you have used, if any
- C. How much money is left in your fund

Along with this statement, your guardian will also receive a certificate of existence to complete.

Additional communication may be sent to you via SMS, email, telephone, fax and post.

Telephonic and electronic communication may be monitored and recorded. Fedgroup will verify the identity of any person involved in any form of communication.

A call from a consultant to do a needs analysis/budget



8 TERMINATION OF MY BENEFICIARY FUND

Your beneficiary fund will come to an end when you reach the age of majority. Your age of majority is on your welcome letter. At this stage, the money that is left in your fund may be paid to you, unless you elect to keep it in the beneficiary fund. Payments will continue to be made, provided that we have proof of your bank account and a valid address.

9 THE ITEKE LEARNERSHIP PROGRAMME

In keeping with Fedgroup's vision to go beyond fund payments to providing true care, we created the Iteke learnership programme to assist beneficiaries who matriculated in gaining work experience and empowering them to make important career decisions. This bridges the gap between completing their schooling and starting their careers.

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. Fedgroup contacts our beneficiaries in their matric year to find out if they would like to apply for the programme.



10 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 Direct 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

11 WHAT IF

I do not receive a certificate of existence to complete?

If, for some reason you do not receive a certificate of existence from Fedgroup, you need to send an affidavit to confirm that your guardian is still your guardian. This affidavit must include the full names of all beneficiaries and must tell us if any of your details have changed.

My guardian passes away or becomes unable to care for me?

Your family will decide who will become your new guardian. To start payments to your new guardian, you will need to send us the following documents:

- A copy of your deceased guardian's death certificate or affidavit declaring that your guardian has changed as well as the reason for this.
- An affidavit confirming new guardianship (this affidavit must include the full names of all the beneficiaries).
- A copy of your new guardian's ID.
- Proof of your new guardian's bank account details.

I do not want to receive any payments from my beneficiary fund at this point?

If your guardian or the fund's trustees decide not to use the money in your beneficiary fund, the money will be invested for you to use at a later stage. For example, until you finish school and would like to attend a university or college.

I've lost my membership card

You can replace your membership card by calling us at: 0860 011 733. New cards cost R20, which we will deduct from your beneficiary fund.

I've changed my telephone number

You can update your telephone number by calling us at: **0860 011 733**. Please allow 72 hours for the services to become active. During this time, you will not be able to access our partner discounts.

CONTACT US



MY PAYMENTS

Tel: 0860 011 773

E-mail: bencare@fedgroup.co.za



MY SERVICES

My Services USSD Code: *120*15560#

My Services helpline: 0860 995 201

Physical Address:

89 Bute Lane, Sandown
Sandton, 2196

Postal Address:

PO Box 782823, Sandton, 2146

www.fedgroup.co.za

FEDGROUP WESTERN CAPE

Physical Address:

Fedgroup Place, 2nd Floor, Willie van Schoor Avenue,
Bellville, 7530

Postal Address:

PO Box 4660, Tygervalley, 7536

FEDGROUP KWA-ZULU NATAL

Physical Address:

Fedgroup House, 71 Hunt Road, Glenwood, 4001

Postal Address:

PO Box 50258, Musgrave, 4062

FEDGROUP EASTERN CAPE

Physical Address:

Fedgroup House, 65 Pickering Street, Newton Park,
Port Elizabeth, 6045

Postal Address:

PO Box 7242, Newton Park, Port Elizabeth, 6055



FEDGROUP

Disclaimer

This is not a legal document. The information in this booklet is only a summary of the rules of the Beneficiary Fund. The rules of the fund will apply in all cases.

Fedgroup Trust Administrators Pty Ltd (Reg. No. 1951/003389/07)