

**25 June 2024****GEPF APPLICATION ASSISTANCE****Dear retiree and family members**

The personnel at Elderly Care Fund are committed to support SAPS retirees and their family members. As you know, we are a non-profit company and depend on, amongst others, member- donations to fund our services.

The current financial climate in South Africa necessitates companies to streamline their service to ensure the best possible outcome for members. For this reason, the ECF board of directors approved the implementation of a fee structure for services linked to the application of funeral and pension benefits. The fee structure will be implemented from 1 July 2024 and will mostly impact non-donors of the Elderly Care Fund.

Retirees who contribute to this company can access the service with limited financial implications. The following fee structure has been approved.

The following fees are applicable from 1 July 2024:

ECF donors (minimum of R50 monthly donation for a period of at least 6 months)		Non-ECF donors	
Spouse pension & funeral benefit application	No Fee	Spouse pension & funereal benefit application Payment due one week after the finalisation of the funeral benefit payment.	R500
Proof of income/ IPR5/ other services Payment in advance	R100	Funeral benefit application by children or executors. Payment in advance	R500
		Proof of income/ IPR5/ other services Payment in advance	R100

The practical implications of this change are as follow:

- All funeral benefit or pension benefit applications received from 1 July 2024 will be subjected to a screening process to assess if the applicant is a registered donor to this company.
- **ECF donor:** Guidance will be provided with the completion of the documents and submission thereof to the GEPF office. The application will be registered with the responsible ECF official who will ensure that the application is followed up on a monthly basis.

**“Please remember us in your last will and testament/dink aan ons in u testament asseblief”
Jou beste belange is ons erns - Your best interests are our concern**

- The feedback obtained from officials at the GEPF-office, via a designated ECF worker will be communicated to the applicant on a monthly basis. **Please keep in mind that ECF has no authority at the GEPF office and is not in a position to escalate their services or provide a time frame linked to the payment of either the funeral or pension benefit.**
- **Non-ECF donors:** In the case of non-donors, the applicant will receive an invoice and services will commence once proof of payment is confirmed by the financial officer. (Applicable to the Funeral benefit application by children or executors as well as any request for Proof of income/ IPR5 or other services).
- In the case of spouse pension applications and funeral benefit applications by the spouse, payment will be due one week after the payment of the funeral benefit.
- Kindly note that ECF cannot be held liable for any request for additional documents or forms that are incorrect that may delay the finalisation of GEPF application.
- Following submission of the claim the application will be followed up once a month until payment of the benefit has been made by the GEPF.
- The following responses may be received from GEPF:
 - Not yet indexed:** The submitted documents have not been captured on GEPF data- base.
 - In Process:** Application is attended to.
 - With Legal Section:** For legal assessment of the documents by the legal section at GEPF.
 - At payment:** Awaiting authorisation of payment at GEPF payment section.
- As per requirement from GEPF, a proxy-form has to be completed, signed and certified by the applicant to authorise the designated ECF official to submit and follow up on enquiries.
- Attached the proxy-form and ECF guideline for completion.

Banking details: Bejaardesorg vir lede van die SAPD, Absa Bank, Cheque account number: 302 00829

Please be assured of our commitment to support and care for our SAPS retirees in the best possible way.

Should you require any information as it relates to the changes made with implementation of the fee structure, do not hesitate to contact the office at tel (012) 345 3005 or info@ecfund.org.za.

Kind regards

Annelene Oberholzer
CEO