# Legal Provident Fund

# Member Booklet

This is your easy reference guide containing information about the fund. It explains how the fund works, how much you will contribute to the fund and what benefits you'll get. Keep this booklet so that you can refer to it when you need to. If you have any questions, please contact your human resource officer or the consultant of the fund.

May 2016

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Think about this:

- South Africans retire earlier and live longer than in the past.
- Many South Africans can't afford to retire.
- You will need a very large amount of money when you retire to keep your standard of living and to enjoy things you've been looking forward to.
- In South Africa, a government pension won't give you enough money to live comfortably.

## BENEFITS OF BELONGING TO THE LEGAL PROVIDENT FUND

### Your retirement fund contributions get favourable tax treatment

Favourable tax treatment is the government's way of encouraging South Africans to save for their retirement and be financially independent in their old age.

### You save more money

The costs of running a retirement fund are less than the costs of running similar schemes on your own, so more of your money is invested in your retirement savings.

### Retirement funds are managed by trustees

The trustees must manage the fund in the best interests of its members. The trustees must also get advice from experts, so the fund's money is always in good hands.

### Easier to save

When you get your salary in your bank account, your retirement fund contributions have already been paid to the fund by the employer. It is much easier to save when you don't have to make the payments yourself.

### It is a long-term savings plan

A retirement fund is a long-term savings plan. Savings plans that stretch over five years or more grow better and faster than plans that last for only one or two years. This is because you earn more interest on interest over a longer period.

The Legal Provident Fund was established to help give you a regular and reliable income when you retire, but it does much more than this. Certain benefits of the fund help you and your family if you get too sick to work or if you die.

## HEAD START TOWARDS A COMFORTABLE RETIREMENT

As a member of the Legal Provident Fund you have been given a head start towards a comfortable retirement. But it's not something you should take for granted. To manage this benefit in the best possible way over your working lifetime, you do need to consider information that could help you plan for a comfortable retirement.

### A few things to think about

You are never too young to start planning for your retirement – in fact, the earlier you start, the better. Working life is stressful for many South Africans, but the reality is that life is often also difficult for retirees. It's a generally accepted statistic that only about 9% of South Africans will have saved enough for their retirement.

When considering your retirement provision, it is important to think about these points:

- How much money do you need at retirement?
- How to save enough money to be able to retire?

A good guide is to save enough money to give you an income in retirement of about 60% to 75% of the salary you were earning before you retired (often referred to as your **replacement ratio**). In general, this amount is regarded as being enough for the following reasons:

- You no longer need to save for your retirement
- You should have paid off all your debts by the time you retire

### How much is enough?

How much you need depends on when you retire. If you retire earlier, you will need more money because you will be expected to live longer after you retire. Also, you will have had less time to save.

### How can you save enough?

To retire comfortably, you need to start when you're young and keep saving every month while you are working. It is important to avoid spending your retirement savings but rather preserve your fund withdrawal benefits every time you change jobs. If your situation allows, it's better to transfer your withdrawal benefit into another employer's retirement fund, a retirement annuity fund or a preservation fund. This is because of the big impact that smaller investments, made early on in your life, can have on your retirement savings.

**Example 1**

- An investment of R 200 a month at age 30, earning 10% interest per year, will add up to R 455 865 by age 60.
- If you wait until age 40, you would need to invest R 595 a month to get to R 455 865 by age 60.
- If you wait to 50, you would need to invest R 2 207 a month to get to R 455 865 by age 60.

**Example 2**

- An investment of R 200 a month at age 30, earning 10% interest per year, will add up to R 455 865 by age 60.
- An investment of R 200 a month at age 40, earning 10% interest per year, will add up to R 153 139 by age 60.
- An investment of R 200 a month at age 50, earning 10% interest per year, will add up to R 41 310 by age 60.

These examples show you the power of compound interest. They also show you the damage you do to your retirement savings if you cash in your withdrawal benefit when you change jobs.

### Good advice

Best advice for people who are employed is to make sure you start saving early for your retirement, do so consistently over your working life and to try to reinvest or preserve your withdrawal benefits when you leave a fund.

## HOW THE FUND WORKS

The Legal Provident Fund is flexible and easy to understand. Every month either you and your employer or just your employer contributes a percentage of your pensionable salary to the fund. You also have the option to make additional voluntary contributions to the fund. Specialist investment managers invest these contributions.

Each month the money made from investing the contributions to your retirement is added to your account in the form of investment returns. This account is known as your **fund credit**.

The size of the final benefit you receive depends on how much either you and your employer or just your employer contributed to the fund on your behalf towards your retirement benefit, and how well the fund's investments perform. This type of fund is known as a **defined contribution fund**.

**DEFINITIONS**

**Fund:** The Legal Provident Fund or the fund.
**Fund credit:** The total amount of your share of the fund's assets. Your fund credit is made up of either your own contributions and employer contributions or just employer contributions towards retirement savings, plus any amount you transferred into the fund from a previous fund plus any investment returns earned on these amounts.
**Pensionable salary or fund salary:** Your basic salary is used to calculate your fund benefits and contributions towards the fund. It hence excludes the value of any other fringe benefits you are entitled to.
**Member:** A person who belongs to the Fund.
**Trustee:** A person responsible for managing the business of your fund. The board of trustees is made up of 6 member elected trustees, 3 professional persons appointed by the trustees who are independent of the fund's service providers and employers and 3 who are appointed by the employers.

### A percentage of your salary goes into the fund each month

Think of every member, including your employer, as a partner. The goal of this partnership is a comfortable retirement. It is comforting to know that you and the other members of the fund play a part in this important goal. It is all about success in numbers.

### Your own contributions

Ordinary members who, in terms of their conditions of employment, are required to contribute to the fund pay a member contribution of 5% towards the fund.

### Your employer's contributions

Your employer pays one of the following percentages towards the fund:

5%
7.5%
9%
10%
12.5%
15%

If you are remunerated on a total cost to company or package basis you can elect to change your employer contribution each year on either 1 April of 1 October. A portion of this contribution is used to cover the cost of administration and the fund's expenses. Once these costs have been deducted, the balance of the money goes towards your retirement savings.

If your employer has selected to provide you with risk benefits your employer pays an administration fee of R23.37 per month and the insurance premiums. The insurance premiums vary depending on the type and level of cover selected.

| **Risk benefits (optional, employer to elect)** | | |
|---|---|---|
| Type of insurance | Premium | Benefit |
| Life cover<br>Note: The death benefit is required to match the corresponding lump sum disability benefit. | Your employer elects to provide a death benefit at a premium of 1% | Your death benefit will equal 2.6 times your annual fund/risk salary. |
| | Your employer elects to provide a death benefit at a premium of 2% | Your death benefit will equal 5.3 times your annual fund/risk salary. |
| Lump sum disability cover<br>Note: The lump sum disability benefit is required to match the corresponding death benefit. | Your employer elects to provide a lump sum disability benefit at a premium of 0.8% | Your lump sum disability benefit will equal 2.6 times your annual fund/risk salary. |
| | Your employer elects to provide a lump sum disability benefit at a premium of 1.5% | Your death benefit will equal 5.3 times your annual fund/risk salary. |
| Monthly disability benefit | Your employer elects to provide a monthly disability benefit at a premium of 0.294%. | Your monthly disability benefit will be based on 75% of your monthly fund salary. |

### Additional voluntary contributions

The fund gives you an option of making additional contributions over and above your normal contributions. By doing this you will get more out at retirement.

Additional voluntary contributions are currently not tax deductable on payment into the fund. However, on your annual tax return SARS will assess your total contributions to retirement savings against the 27.5% of total earnings allowed as a deduction for tax purposes. This means that any additional voluntary contributions are currently based on your after tax money.

If you would like to make additional voluntary contributions, please contact your human resources officer or the consultant. Please remember that the additional voluntary contributions may not be withdrawn from the fund whilst you remain an employee of the employer and a member of the fund.

## WHAT YOU'LL GET WHEN YOU RETIRE

### Retiring from the Legal Provident Fund

When you retire at your normal retirement age, you can choose to buy a pension from a registered pension provider. If you buy a pension with your fund credit, you won't pay lump sum tax. The pension provider will pay you a monthly income for your retirement years, depending on the type of pension you choose. Your monthly pension will be taxed according to your personal tax table.

You can choose to take your full fund credit, or a portion of it, as a cash lump sum if you retire. If you do, you'll have to pay tax.

**DEFINITIONS**

Your **fund credit** is made up of:

- All your own contributions (if, applicable); plus
- All the company's contributions towards your retirement benefits; plus
- Any amounts transferred into the fund from a previous fund; plus
- Any investment returns earned on these amounts.

The higher the investment growth achieved, the higher the benefits you will get from the fund. However, there is always the risk that the investment markets will not be stable. If this happens, your fund credit could decrease. The actual return earned is based on the performance of the fund's investments. This is added to your fund credit on a daily basis. The trustees will tell you how much interest has been added to your fund credit in your annual benefit statement.

**Normal retirement age**: 65 years
**Normal retirement date**: The date on which you retire from the fund.

### You can retire early

You can, with your employer's permission, retire early from age 55. If you decide to take early retirement, you must give the employer written notice of your decision. Your early retirement benefit is calculated the same way the normal retirement benefit is calculated, but you'll have less money saved than if you retire on your normal retirement date, because your money will have less time to grow. You must make sure you have saved enough money before you decide to retire early.

### Invest your money wisely

Once the fund pays your fund credit to you or to a registered pension provider for your pension, you won't get any more benefits from the fund. This is why it is so important for you to invest your fund credit wisely. Speak to a financial adviser to help you invest your fund credit.

**TAX**

This is how much tax you'll pay if you take cash from your fund when you retire or are retrenched, or if the fund pays out your death benefit:

| Taxable amount | Rate of tax |
|---|---|
| R 0 – R 500 000 | 0% |
| R 500 001 – R 700 000 | 18% |
| R 700 001 – R 1 050 000 | 27% |
| R 1 050 001 + | 36% |

You will get a total tax-free amount of R 500 000 over your lifetime. This includes all amounts you take as cash from any retirement fund you leave when you change jobs and eventually when you retire.

## WHAT YOU'LL GET IF YOU LEAVE THE FUND BEFORE YOU RETIRE

**Stick to your strategy**

Changing jobs does not change the fact that you have a limited number of years to save up for your retirement. If you move to a new company, you can preserve your retirement fund money for your retirement and make sure you reach your retirement savings goal. Immediate needs might seem more important, but you might have many years to solve your current financial concerns. In retirement, it isn't easy to earn an income that will meet your financial needs for the rest of your life.

If you resign or are retrenched or dismissed, you will get your full fund credit.

Alexander Forbes research has shown that only about 9% of retirement fund members in South Africa retire with enough money. This is mainly because members do not preserve their retirement fund benefits when they change jobs.

### You can transfer your money to a preservation fund

A preservation fund is designed to keep your retirement savings until you retire.

- You keep your savings for your retirement.
- The transfer is tax-free.
- You can take out one cash withdrawal if you ever need emergency money, but you will lower your savings if you take an emergency withdrawal.
- You might have investment choice and be able to switch portfolios.
- You can't pay any extra contributions into the preservation fund.

### You can transfer your money to a retirement annuity fund

A retirement annuity fund is designed to keep your retirement savings when you change jobs.

- You keep your savings until retirement.
- The transfer is tax-free.
- You can make extra contributions.
- You can't withdraw any money until you retire from the retirement annuity fund.
- You can retire from a retirement annuity fund from age 55.
- You can take up to one-third of your savings as cash when you retire. You have to use the rest to buy a pension.

### You can transfer your money to your new employer's retirement fund

- You keep your retirement savings until retirement.
- The transfer is tax-free (except if you transfer from a pension fund to a provident fund).
- You might not have investment choice.

### You can take cash

The trustees don't recommend this option. You should always keep your retirement savings for its real purpose – to provide you with a retirement benefit.

**TAX**

If you leave your fund before retirement and take cash, the amount of tax you'll pay depends on the amount you take:

| Amount you take as cash | Rate of tax |
|---|---|
| R 0 – R 25 000 | 0% |
| R 25 001 – R 660 000 | 18% |
| R 660 001 – R 990 000 | 27% |
| R 990 001 + | 36% |

REMEMBER! **Withdrawal and retirement tax-free amounts are combined over the years. This means the more withdrawal benefits you take in cash, the less you will get tax-free when you retire.**

## The fund may help you if you become disabled and your employer has elected this benefit

What would you do if you could never work again? How would your family cope? If your employer has elected a disability arrangement, premiums for which are paid via the Legal Provident Fund, aimed at protecting you and your family. The cost of this benefit is paid by your employer over and above contributions towards the fund.

The fund provides two types of disability benefits, based on your employer's selection.

### Lump sum disability benefits

If, due to injury, disease or illness, you are **totally and permanently** unable to perform the material and substantial duties of any occupation in the open labour market for which you are qualified or suited or could reasonably be expected to become qualified or suited taking into account the degree of your disability and your knowledge, training, education, ability, experience and age, you will retire from the fund and be entitled to an ill-health early retirement benefit made up of:

- Your fund credit paid to you by the fund
- A multiple of your annual fund salary paid to you by the registered insurer providing the risk benefit (This is the same benefit that applies on the death of a member. Either based on 2.6 or 5.3 times annual fund salary).

This benefit is paid after a waiting period.

The ill-health early retirement benefit is treated in the same way as a normal retirement benefit from a tax perspective.

Once you get this ill-health early retirement benefit, you'll no longer be a member of the fund and the fund will have no further liability to you.

**Monthly disability benefits**

You would be considered disabled as a result of sickness or an accident if you can't carry on with your job or another similar job that you have been trained for or have experience in.

If the insurance company accepts your disability claim, you will get a monthly disability income benefit equal to 75% of your monthly pensionable salary subject to a maximum as determined by the insurer from time to time (currently R 183 000). The benefit will escalate at the lower of CPI or 10% per year. This disability benefit is subject to a limit. If your benefit exceeds this limit you may be subject to medical check-ups in order for the insurer to decide on whether to cover you for a benefit above the limit. If this is the case, the fund will let you know.

If you receive a disability benefit, you will stay a member of the fund and both you and the insurer (who contributes on behalf of the company) will carry on contributing to the fund, which means you will still be eligible for withdrawal, retirement and death benefits.

**Important notes**

- This disability benefit may change in the future, depending on the cost of the benefit.
- You will only get the disability benefit once the insurance company accepts your claim.
- Payment will begin 3 months after you first become disabled.
- You will have to give the insurance company proof of disability at least every 12 months. If you do not give them enough proof, or the insurer finds that you can go back to work after two years (including the 3-months waiting period), they will reduce or stop the benefit.
- The disability income benefit will cease if:
    - You pass away
    - You reach your normal retirement age
    - You fail to undergo a medical examination or review when requested to do so by the insurer
- There are limits on the maximum disability benefit.

**TAX**

All disability benefits are paid tax-free with effect from 1 March 2015.

**Your family will receive a benefit if you die and your employer has elected this benefit**

Your employer pays a monthly premium to an insurer for a benefit which is used to help your dependants and loved ones financially if you die while you are working for the company.

*Death before retirement age*

If you die before you retire and while you're still working for the company, and if the insurer accepts your death claim, your beneficiaries will get a lump sum death benefit equal to:

- Your fund credit

  **PLUS**
- Insured cover of 2.6 times or 5.3 times your annual pensionable salary, depending on your employer's elected premium.

This death benefit is an insured benefit and the insurer might ask you for a medical check-up if your death benefit cover is higher than the limit set by the insurer. If this is the case, the fund will let you know.

Conversion option: The fund's insured death benefit policy has a conversion option which allows you to continue your death cover in your individual capacity when you leave the fund either through withdrawal or retirement. This option can only be exercised within 90 days from exit date. You will not be required to provide evidence of good health. The premium you will pay in your individual capacity will depend inter alia on your chosen level of death cover, your gender and your age. Terms and conditions do apply.

**TAX**

The death benefit will be taxed the same way your retirement benefit is taxed.

*Death after retirement age*

If you die after the age of 65 while still employed, the insured death benefit will no longer be payable.

Your fund credit will become payable to your deceased estate's late bank account, where after it will be distributed in terms of your will.

In this instance the Pension Funds Act does not apply to the benefit and as such the trustees are not involved in a distribution of benefits in terms of Section 37C.

**The trustees distribute the death benefit according to the law for all deaths prior to retirement.**

This is one of the most important tasks set out for the trustees. First, the trustees of your retirement fund have to decide who qualifies for the death benefit. They then have to decide what percentage of the benefit each person will get. This is a legal requirement.

Trustees must make sure a thorough investigation is done of all those claiming to be, or qualifying as, a dependant or nominated beneficiary. They must also take all reasonable steps to identify, trace and contact all dependants and nominated beneficiaries. Then, taking into account the relevant circumstances, the trustees divide the lump sum in a fair and equitable way. This process can take up to 12 months to complete.

This may seem easy, but when you have not completed a nomination of beneficiaries form and family members are difficult to contact, the procedure becomes complicated and as a result there may be a delay.

**Always keep your nomination of beneficiaries form up to date**

If you have not completed a nomination of beneficiaries form, it will be difficult for trustees to trace your family members. The procedure will become complicated which will cause a delay in the final benefit payment.

You must update your nomination of beneficiaries form each time your circumstances change, either through divorce, marriage or the birth of a child.

The nomination of beneficiaries form is a guide for the trustees. The trustees do not have to follow this form when they distribute the death benefit. It only shows them who you would like to receive some or all of your death benefit. The final decision is up to the trustees.

If you have a beneficiary or dependant you don't want to receive a portion of your death benefit, it is recommended that you name them on your nomination of beneficiaries form as receiving 0% with a valid reason for your decision in order that the trustees may take this into consideration.

You can get these forms from your human resource officer.

### Your Will can’t tell the trustees who gets the benefit

The law says your **Will** and **nomination of beneficiaries form** can’t dictate how the trustees distribute your death benefit. If you state in your nomination of beneficiaries form that you would like part of your death benefit to go to a particular person, the trustees can override your wishes and distribute your death benefit in a way that they feel is fair considering each situation individually. This allows them to take into account any changes in your circumstances since you last completed a nomination form.

**DEFINITIONS**

**Dependants:** These are the people you are legally or financially responsible for looking after, such as your spouse or life partner, children and maybe elderly parents.
**Nominated beneficiaries:** These are the dependants and people or organisations that you nominate to receive a portion of your death benefit on your nomination of beneficiaries form.
**Beneficiaries:** These are the people who actually get a portion of the death benefit.

## THE FUND’S INVESTMENTS

The trustees of the fund are responsible for deciding how the fund’s assets are to be invested. In consultation with the fund’s investment advisors, the trustees have a duty to set an investment strategy and then regularly monitor the performance of the fund’s assets in relation to the objectives set.

The aim of the fund’s investment strategy is to target an income in retirement that provides you with between 60% and 75% of your final fund salary before retirement, assuming you contribute 15% of your salary towards retirement savings (that is, after allowing for costs) for a period of 40 years. To achieve this, you need to:

1) Have a higher **exposure to shares** (equities) when you are younger, as they are likely to be the best-performing investment compared to other assets (bonds and cash) over the longer terms, but with admittedly higher short-term volatility. If you are a younger member of the fund, you will probably be an investor for many years before you retire and can therefore tolerate short-term market volatility to try to achieve higher long-term investment returns.

2) Better manage your risk by **spreading your risk** across all asset classes (shares, listed property, bonds and cash both locally and outside the borders of South Africa).

3) Have less exposure to shares as you get **closer to retirement** when you will probably want **less volatile investments**.

The fund therefore has a default lifestage investment model to achieve this objective and your fund credit is automatically invested in the default portfolio depending on your age and time to retirement.

### Keep your eye on inflation

Inflation eats at the value of your money. Because of inflation a rand will buy less in the future than it does today. If your investment does not produce returns greater than inflation, the real value of your money will decrease over time.

Think about it: In the 1970’s you could buy a car for R 1 000, in the 1990’s you could by a bicycle for R 1 000 and today you may spend R 1 000 on a pair of shoes.

The first part of your investment return always goes towards beating inflation. Only once your investment returns beats inflation does the real value of your investment begin to increase.

Investing in shares protects you against inflation over the long term. However, over shorter periods shares can, in fact, underperform inflation. It will be impossible to save for a comfortable retirement without shares because it would simply be too expensive. When you are not making money from investment returns you are going to have save more each month or over a longer period of time to achieve the same objective – and this becomes too expensive for most people.

### What is the lifestage approach?

The lifestage approach to retirement fund investing means that as you get closer to retirement age your investment is automatically changed from assets with higher levels of risk such as shares to less risky assets such as bonds and cash. The strategy will have a higher allocation to shares when a member is still a long way from retirement as they provide a high level of growth over the long term. However, shares are relatively risky assets because prices can fluctuate significantly over the short term. As you approach retirement, your fund credit will be gradually moved into more stable assets to protect the value of your fund credit against decreases in the stock market. This strategy will result in greater stability of your fund credit and safeguard your money near retirement.

The aim of the lifestage model is to help you to receive a reasonable income in retirement, and reduce short term risk close to retirement. To secure a reasonable benefit at retirement, you need to achieve growth on your retirement savings that beats inflation for most of your working lifetime. This is why you need to be invested in high growth assets, such as shares, when you are younger.

The lifestage model is designed so that you spend most of your working lifetime in high growth investment portfolios. As you approach retirement, risk is reduced by way of reducing high growth assets in favour of stable assets.

### Phasing of the lifestage approach

Phasing into more stable assets will automatically start 7 years prior to your normal retirement date. A phasing period of 7 years was selected as it results in a smooth transition from the main growth portfolio to the low risk portfolio. This reduces the likelihood that a large portion of money is switched at an inappropriate time in the market, which can have a negative impact on your total benefit.

The table below shows the allocation of your fund credit to the main growth portfolio and the low risk portfolio. The Trustees have selected a low risk portfolio with a high allocation to cash and bonds.

| New lifestage model | | |
|---|---|---|
| Age | Portfolio | Allocation |
| 18 to 55 | IS Performer | 100% |
| 56 | IS Performer<br>IS Real Return Focus | 70%<br>30% |
| 57 | IS Performer<br>IS Real Return Focus | 60%<br>40% |
| 58 | IS Performer<br>IS Real Return Focus | 50%<br>50% |
| 59 | IS Performer<br>IS Real Return Focus | 40%<br>60% |
| 60 | IS Performer<br>IS Real Return Focus | 30%<br>70% |
| 61 | IS Performer<br>IS Real Return Focus | 20%<br>80% |
| 62 | IS Performer<br>IS Real Return Focus | 10%<br>90% |
| 63 | IS Real Return Focus<br>IS Banker | 90%<br>10% |
| 64 onwards | IS Real Return Focus<br>IS Banker | 67%<br>33% |

The Alexander Forbes administration system will switch your fund credit automatically at the end of the month of your birthday**. If you do not wish your fund credit to be switched according to the lifestage model, a deliberate opt out of this model is available**. If you elect to switch out of the model you will have to elect to switch back to the lifestage model if you subsequently wish to follow the more stable investment strategy offered by the lifestage approach. This can be done at anytime.

***If you do not elect to switch out of the default model, your fund credit will be switched as described above. The onus is on you to ensure that when you elect to switch out of the lifestage model, your switch is actioned by the administrator.***

**Summary**

- The trustees have decided to use the lifestage approach.  This was effective from 1 July 2016.
- The phasing in will occur at the end of the month in the month of your birthday.
- With this model, as you get older and closer to retirement, your money is invested in less risky investments.
- It is important to remember that high growth investments can also be high loss investments in the short term, but provide inflation protection and growth.  To avoid being exposed to losses just before retirement, your investments will be moved to stable assets.
- If you do not want your fund credit to be phased into the lifestage approach and for it to remain totally invested in the main portfolio, you will need to complete an option form, electing to opt out.  If you do not complete the election to opt out your fund credit will by default be phased into the lifestage approach when you reach 7 years from normal retirement age.

## THE RULES

Every retirement fund must, by law, be run according to a set of rules registered by the Registrar of Pension Funds and the Financial Services Board and approved by the South Africa Revenue Service.

If there are any conflicts between the information given to you in this member booklet and the official rules of the fund, the rules of the fund will always apply.  If there is a dispute, the dispute resolution mechanism detailed in the rules of the fund will apply.

If you want to see a copy of the rules, the financial statements or the most recent financial review, they are all available at the fund's registered office:

**Registered fund name:**
Legal Provident Fund

**Financial Services Board registration number**
12/8/6313

**Registered address:**
Alexander Forbes, 189 Clark Street, corner of Clark & Fehrsen Streets, Brooklyn, Pretoria

## COMPLAINTS

The office of the Pension Funds Adjudicator exists to hear and adjudicate retirement fund members' complaints.

The adjudicator deals with complaints about fund administration, asset investment or fund rule interpretation and application.

If you have a complaint against the fund, you must first lodge the complaint in writing with either the fund before you can approach the adjudicator.  The fund must reply to you within 30 days.  If you are then satisfied, that is the end of the matter.  If the fund does not reply, or if you are not satisfied with the reply, then you may refer the complaint to the adjudicator.

After hearing both parties' cases (either in writing or in a hearing), the adjudicator will make a ruling and tell both parties what it is.

You can find contact details for the Office of the Pension Funds Adjudicator on www.pfa.org.za.

## QUESTIONS

It is very important for you to understand what benefits are available to you as a member of the Legal Provident Fund.  If you have any questions about your retirement fund benefits, please speak to the Consultant, Megan Webber, on (012) 452-7073 or webberm@aforbes.co.za.

**In the event of any conflict between the information provided in this document and the official rules of the Fund, the provisions of the rules shall prevail.**