

# Two-pot system

## Fast fact 9



Effective:  
1 SEPTEMBER  
2024

### Planning on withdrawing from your savings pot?

1. Alexforbes operating hours are from **8:00 to 16:30 - Monday to Friday**.
2. Alexforbes will **not** be open on **Sunday 1 September 2024**.
3. No cash is kept at any of the premises.
4. Seed capital calculations and allocations to your savings pot will be done from 30 August to 2 September 2024. During this time our member portal AF Connect and our WhatsApp channel will be closed, and is anticipated to reopen on 3 September 2024. We anticipate that you will be able to see your retirement fund balances in the new pots and submit your claim from 3 September 2024 on AF Connect.
5. Coming to one of Alexforbes premises will **not** speed up the claim process.
6. You will only be able to submit a savings pot claim on AF Connect from **3 September 2024**. Scan the QR code provided below.
7. Your withdrawal will **not** be paid out immediately. There is an estimated turnaround time of **20 working days** once all the relevant information is received and if there are no delays. Click [here](#) for Fast Fact 7 to see what can delay your claim.
8. Standard processing times for all other claims may be delayed due to the anticipated high volumes of savings pot claims.

### Calculate your first two-pot withdrawal and see how much you'll get after tax.

At the beginning of September, 10% of your retirement savings (up to a maximum of R30 000) will be moved from your vested pot to your new savings pot. You can withdraw from this savings pot once a year for emergencies or unexpected expenses, starting in September.

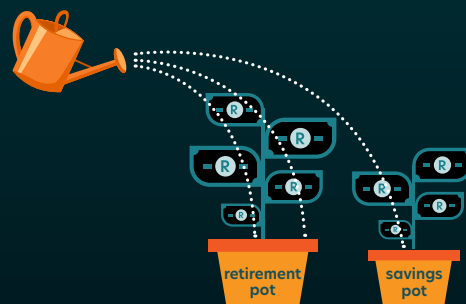
The easy-to-use seed capital calculator shows how much money you'll have in your savings pot, the estimated tax deducted, and your potential final amount if you withdraw.

We understand you might need to withdraw money for current financial needs. The calculator shows how much you need to save later to still reach your retirement goals, even if you make a withdrawal now.

Calculate your first two-pot withdrawal (<https://twopotcalc.alexforbes.com/>)

[Click here to calculate](#)

Scan this QR code and get ready to register on AF Connect



>>> Save your savings pot for your future self!

If you have a query or need assistance with any of the information here, contact our Call Centre at 0860 896 768 or email [twopotqueries@alexforbes.com](mailto:twopotqueries@alexforbes.com).

Please speak to a financial adviser before you make any financial decisions.

Alexander Forbes Financial Services (Pty) Ltd is an authorised financial services provider (FSP 1177 and registration number 1969/018487/07), an approved retirement fund administrator (24/472) and an accredited Council for Medical Schemes organisation (ORG468).



Scan this QR code to read more about the two-pot system.

<https://mymoneymatters.alexforbes.com/twopot.html>