

Retirement



Alexander Forbes Retirement Fund (AFRF)

Core

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Alexander Forbes Retirement Fund (AFRF) - Core option



This umbrella fund option is best suited for small to medium employers. It offers different levels of investment and insured benefit flexibility.

About the fund

The Alexander Forbes Retirement Fund:

- Is a defined contribution fund
- Aims to offer a streamlined retirement solution that is easy to administer
- Offers competitive fees
- Is administered by Alexforbes
- Has been operating successfully since 1997

The fund applies an integrated and independent consulting model to meet more needs and deliver better value to stakeholders.



Meet the trustees

The fund is managed by six professional trustees - three of whom are independent, including the chairman. The role of a trustee is to manage the fund according to the rules of the fund and retirement fund laws.



John Liackman

Chairman



Sandile Khumalo

External trustee



Kevin Prinsloo

External trustee



Karusha Moodley

Internal trustee



Fiona Rollason

Internal trustee



John Anderson

Internal trustee

Our integrated consulting approach



As a participating employer, you'll get multi-level consulting. This means that you'll be allocated a team of professional consultants. Our consulting framework is purposefully connected and supported across retirement, healthcare, investments and financial advice. In this way, we can serve more clients, simplify decision-making and meet more needs throughout life, all from one touchpoint.

The consultants are responsible for providing you with day-to-day assistance using financial tools that provide you with valuable insights into how your employees are doing financially. This will empower you to make informed decisions regarding increasing retirement ages or contribution rates, resulting in enhanced retirement outcomes for your employees.



Why choose the Alexander Forbes Retirement Fund?



One entry point



Integrated and multi-skilled teams



Real life cycle solutions



Impactful outcomes

An independent offering

Our umbrella offering is fully independent of insurers, asset managers, annuity providers and medical aid providers. This means that our consultants are free to review, replace and restructure if any of the service providers don't meet our high standards or fail to align with the interests of our clients. This independence is ultimately what has enabled impactful cross-collaboration with leading providers across different industries to either offer or co-create best-of-breed solutions and services for our clients.



Note: we formally meet with participating employers and management committees once a year to discuss important fund matters.

Flexible risk

The Alexander Forbes Retirement Fund is not obligated to or biased toward any single insurer. Insured benefits can be provided through a group of five pre-selected insurers under standardised terms and conditions, specifically negotiated for Alexforbes clients. However, we are not limited to these insurers.



Flexible insurance offerings

Capital Alliance

Hollard

Old Mutual

Sanlam

Momentum

Investment options

The fund's default investment strategy is the **Alexander Forbes Goals-based Balanced LifeStage strategy**.

All employers or management committees must choose a default investment strategy for the members of the fund. They can choose to opt out of the fund's default investment strategy and select from the options below:

- **AF Goals-based LifeStage Growth portfolios** (Balanced, Specialist or Passive): the recent enhancements made to the Goals-based LifeStage strategy give members the option to choose the income target portfolio they want, allowing members to align their pre- and post-retirement strategy.
- **Shari'ah High or Medium Growth portfolios**
- **AF Retirement Navigator portfolio:** this portfolio aims to help members grow their investments while managing the ups and downs of returns over short periods of time by smoothing the investment returns that they earn.



Servicing

The fund provides the following administration services:

- Member record keeping
- Receipt, reconciliation and allocation of monthly contributions
- Daily allocation of investment returns to members (daily unitisation)
- Payment of benefits
- Registration of rules
- Maintenance of financial records
- Member communication

The fund provides each participating employer with a detailed service level agreement which forms part of the application process to participate in the fund.

Digital employer solutions

Our suite of innovative digital employer solutions is designed to:



make your retirement fund management responsibilities a lot easier



cut out paperwork



speed up processing times



ensure POPIA compliance

We have just started rolling out a new contribution portal solution that facilitates the electronic upload of your monthly contribution schedule and supporting documents. This enables POPIA compliance and faster investment of contributions.

We can grant access to any combination of these solutions (depending on your role and authority)

Member search	Individual online claims	Bulk claims	Digital exits
With this solution, you can access your employees' retirement fund records. This means that you don't need to call the administrator to resolve member queries - you can do so instantly at a time that suits you.	Allows employers to submit individual claims digitally. We accommodate withdrawal, retirement and death claims.	This solution only accommodates withdrawal claims and is targeted at employers with high claim volumes.	Allows employers to initiate claims digitally. The solution can only accommodate withdrawal claims. The member completes a claim through a retirement benefit counselling-compliant process. Exiting employees must have access to a computer.

Note: we provide training sessions on all our digital solutions.

Member communication

We keep in touch with your members regularly.

1. Welcome

- Welcome letter
- Member presentation (depending on offering)
- Membership certificate
- Member booklet
- Access to AF Connect (members must register)
- Investment booklet

2. Quarterly

- Trustee newsletter
- Investment statements (depending on offering)

3. Ongoing

- Empower: online learning platform
- Call centre and walk-in centre
- Brochure: Options when members leave the fund
- Pre-retirement seminars
- AF Connect: online access to fund values, benefit statements and more
- AF Mobile app and WhatsApp
- My Money Matters Toolkit and contact centre
- Enhanced retirement benefit counselling (where applicable)

4. Yearly

- Investment statement (depending on offering)
- Benefit statements
- Projection statements
- Trustee report
- Retirement income statement
- Annual general meeting

5. Leaving

- Withdrawal communication
- Digital exit process (email address required)





Extra benefits for members

My Money Matters Toolkit and contact centre

Access to information and being able to understand it is an important aspect of retirement benefit counselling. The **My Money Matters Toolkit** is an online resource that will assist members in understanding their options, whether they are changing jobs nearing retirement or at any stage in between. This toolkit is immediately accessible, even before the first contributions have been received.

The My Money Matters contact centre is an extension of the Toolkit. Members can phone the call centre and get assistance from a licensed financial adviser.

Retirement Benefit Counselling (RBC)

This is included as part of the standard offering to clients. Members can contact the My Money Matters contact centre and get counselling.

Enhanced Retirement Benefit Counselling (eRBC)

This is the proactive option that clients can sign up for at no cost. The client must, however, inform us on an ongoing basis about new members joining, leaving or retiring so that the My Money Matters contact centre can call them and explain their options to them.

Empower

This is an online learning platform that connects members to a community of content, people and resources. Empower gives members the opportunity to learn in a structured and unstructured way. It is free to all members of the Alexander Forbes Retirement Fund.

AF Connect, AF Mobile app and WhatsApp Channel

Members can do the following on these platforms:

AF Connect



View their fund credit



Update their beneficiary nomination form



Access their member booklet, annual member benefit statement and other important information about their fund

AF Mobile App



View their fund credit



Update their beneficiary nomination form



Access their member booklet, annual member benefit statement and other important information about their fund

WhatsApp



Use WhatsApp self-service, which gives you access to:

- › Benefit statements
- › Latest tax certificate
- › Claims summary and status
- › Register on AF Connect or reset password
- › Learn more on specific topics



Alexforbes Rewards

It's a big deal and there's no subscription fee.

This is what members get from Alexforbes Rewards:

- **Online shopping platform:** digital shopping mall for all members - get valuable savings and discounts on everyday products and services.
- **Supermarket coupons:** save on day-to-day necessities from Shoprite, Checkers, Checkers Hyper and Pick n Pay.
- **Wellness coupons:** stay healthy and with discounts on selected health and wellness products from Dischem.
- **Travel offers:** expert Randgo agents to guide members in finding holiday and travel solutions.
- **Discounted airtime:** access to discounts on airtime and data from Vodacom, Virgin Mobile, Telkom Mobile, Cell C and MTN.

Contact our new business team on contactme@alexforbes.com to request a quote.



Connect with us

Please speak to your consultant for more info.

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Alexander Forbes Retirement Fund

Financial Sector Conduct Authority registration number: 12/8/34768 (Pension section) | 12/8/34766 (Provident section)

These businesses are licensed as follows:

- Alexander Forbes Financial Services (Pty) Ltd administers the fund (FAIS license number 1177, company registration number 1969/018487/07 and pension fund administrator number 24/331).
- Alexander Forbes Investments Limited manages the investments in the fund and is a registered insurer (FAIS license number 711, company registration number 1997/000595/06, pension fund administrator number 24/217 and insurer number I155).

This information is not advice as defined and contemplated in the *Financial Advisory and Intermediary Services Act, 37 of 2002*, as amended.

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