



Alexforbes One

One fund. Every goal. For life.



alexforbes.com

alexforbes

insight • advice • impact

What is Alexforbes One

Alexforbes ONE is not just a retirement fund, it's built for life. It's a flexible, future-ready fund that helps your people save smarter, live better and retire with confidence.

Managing a retirement fund should feel empowering, not complicated or disconnected.

We've reimagined what a retirement fund can be and what it should be. That's why we built Alexforbes One.

Developed by the leaders in employee benefits, Alexforbes One brings together expert investments, real financial advice, everyday money tools and intuitive digital access in one simple, powerful solution.

Whether you're a growing business or a large employer, Alexforbes One flexes to fit your goals, your people, your way.

Expertly governed. Independently guided.

With over 27 years of experience behind it, Alexforbes One is managed by a board of six professional trustees, including three independent voices, led by an independent chair. It's administered by Alexander Forbes Financial Services and supported by accredited, independent financial advisers so you and your members get trusted oversight, without compromise.



Why Alexforbes One stands out

Your members expect more than just retirement savings. You need a fund that helps deliver better outcomes for them and for you.

Real investment value

Built-in access to expertly managed, multimanager portfolios with strong long-term performance and member-first pricing.

Advice that reaches everyone

Every member has access to qualified, personal financial support and advice no matter their age, income or wealth status.

Tools that support real life

From everyday savings to simple, trusted financial solutions, members get help to stretch their money further and make smarter financial decisions now, not just in the future.

Digital experiences that simplify and empower

Members get real-time access to their savings and benefits through easy-to-use digital platforms, making it simpler to stay informed, take control and make better decisions anytime.

One place to save, invest and stay supported for life

Whether members are saving for short-term goals, preserving retirement savings, or drawing income in retirement, we keep everything connected. Members stay invested in trusted portfolios, supported by advice and in control of their money at every stage.

Future-ready by design

With ESG-aligned investments and impact reporting to integrated sustainability frameworks, the fund is built to stay relevant in a changing world.

What this means for you, your members and your advisers

For employers: More confidence, simpler governance, stronger engagement, trusted results.

For advisers and consultants: More time, greater authority, flexible solutions, full support.

For members: More value, easier access, real financial help, lifelong continuity.

Your fund your way

Every business is different. Every workforce is unique. That's why Alexforbes One gives you the ability to structure your fund to fit your people, your objectives and your governance model.

With our standard option, you will receive an annual benefit statement and biannual administrative reports, including administration, cash flow and enhanced financial analysis.

Whether you are joining Alexforbes One or as your business expands, you are afforded the flexibility to upgrade these options to suit your evolving requirements.



Your flexible investment choices

All employers or management committees must choose a default investment strategy for their members.

The trustee-approved default investment for the fund is the Goals-based Balanced LifeStage.

Your appointed consultant is available to guide clients joining the fund in selecting the most suitable investment strategy.

The employer or committee can opt out of the fund's default investment strategy and can choose from the options below:

- Goals-based LifeStage - Specialist, or Passive
- Clarity™
- AF Retirement Navigator
- Management Committee Choice Investment Strategy from the range of portfolios approved by the trustees

For clients looking for a bespoke solution, we have you covered with our custom offering.

The default AF Goals-based Balanced Lifestage

This model has two distinct phases and is the default investment strategy used by the majority of our clients.

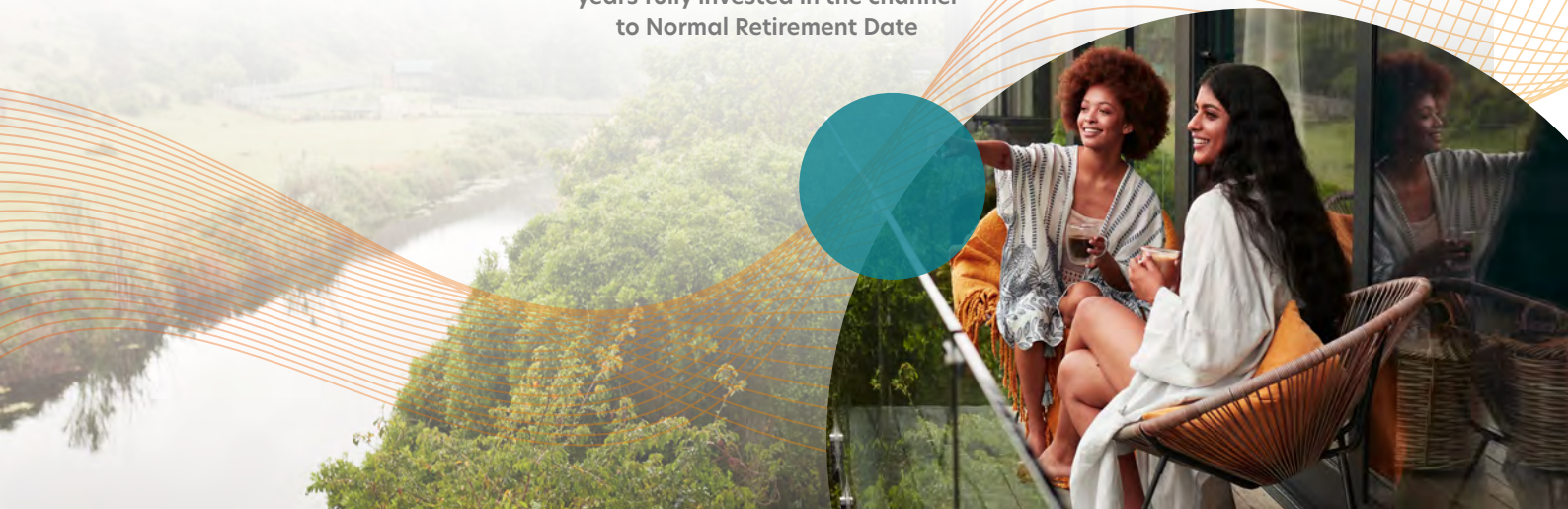
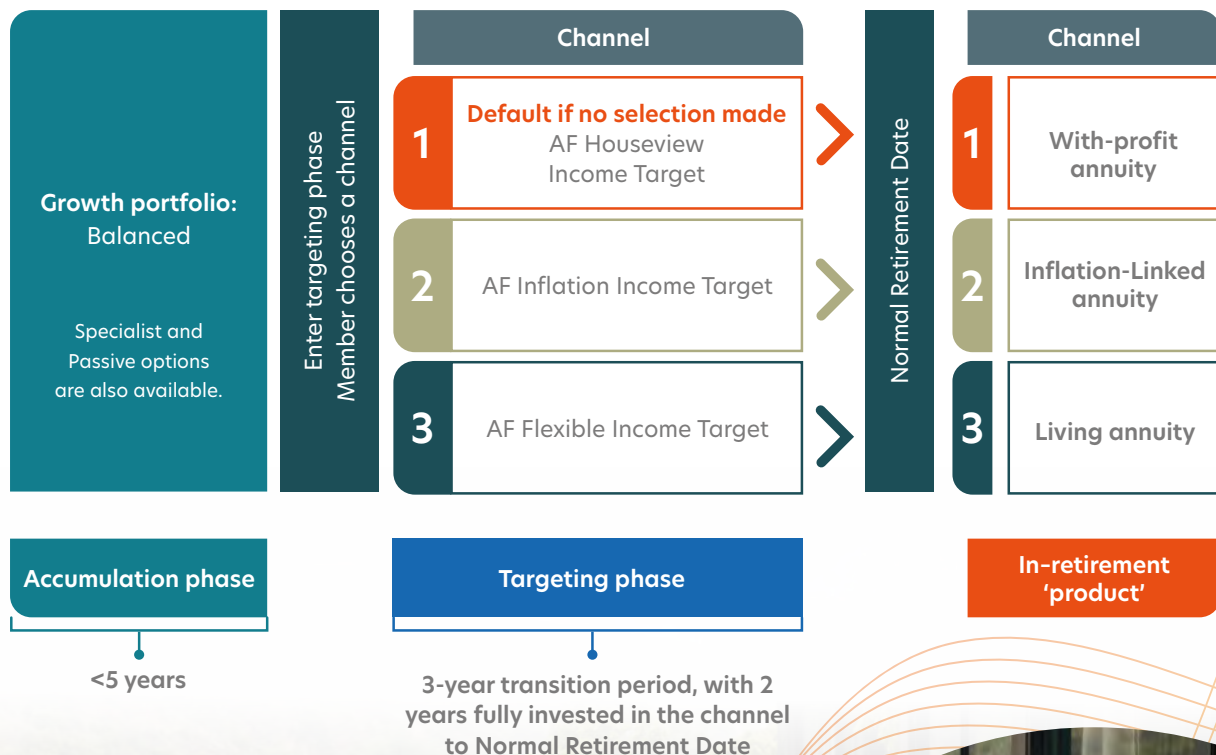
Growth (or accumulation) phase

During this phase, individuals can afford to invest in riskier assets that are expected to deliver stronger long-term growth.

Targeting phase

During this phase, an individual is nearing retirement age and the portfolio they are invested in is aligned with the annuity that they will purchase at retirement.

The Goals-based Balanced Lifestage model is outlined below:





Customised solution

This is an ideal solution if you:

- are a large organisation with at least 300 million in existing retirement fund assets.
- are looking for overall flexibility to structure the retirement and risk benefits according to your employees' preferences and needs.
- want to customise your retirement fund's investment offering to suit your own unique objectives.
- value the expertise, relationships and support of your existing third-party service providers.

Note: If you qualify for this option, an asset consultant is required.

Our custom solution offers you peace of mind knowing your employees' retirement outcomes are with a fund that aligns with your interests and keeps you in control.



Alexander Forbes Clarity™ (Clarity)

Clarity creates a personalised retirement investment strategy for each member.

Taking into account specific retirement income goals for each member (as defined by the fund trustees on behalf of the members).

Clarity™ uses the following criteria to create a personalised retirement strategy.

Time
to
retirement

Time in
fund

Contribution
amount

Current
interest
rates

Fund
credit

Current
salary and
salary
inflation

AF Retirement Navigator

AF Retirement Navigator was developed in partnership with a registered insurer.

It aims to help members **grow their investment**, while at the same time **managing the ups and downs** of returns over short periods by smoothing the **investment returns** that they earn.

The smoothing takes place by using a formula determined by the insurer that keeps some of the returns back in the good months to give back in the bad months:



If the underlying investment value rises sharply, the full investment returns are not allocated as some of the returns are held back to smooth the returns for when the underlying investment value falls quickly.



If the underlying investment value falls quickly, the portfolio will cushion this impact to some extent by allocating higher returns that were held back.



While the investment returns in the portfolio are **smoothed**, the underlying market value is **not guaranteed** and will still move in the direction of the market.

Management Committee and Member Investment Choice Strategy

AF Goals-based LifeStage Model portfolios	Multimanager portfolios	Balanced single-manager portfolios
AF Balanced High Growth	Accelerator	Allan Gray Classic Balanced
AF High Growth	AF Retirement Navigator	Coronation Fund Managed II
AF Passive Bold	Banker	Foord Asset Management
AF Houseview Income Target	Conservator	M&G Investments
AF Passive Houseview Income Target	Performer	Ninety One SA (Pty) Ltd
AF Flexible Income Target	Real Return Focus	
AF Inflation Income Target	Shari'ah High Growth	
	Shari'ah Medium Growth	
	Stable Focus	
	Stable Focus Combined	

Note: The two portfolios listed below are available *only* as member investment options and cannot be selected by the management committee as default investment options.

AF Explorer

AF Passive Explorer

Member investment choice

Members may opt out of the default investment strategy selected by the employer or management committee. They can instead choose to invest in any of the portfolios listed in the table above.

Helping members make smarter money moves

Advice for All

We believe financial advice should be a standard part of every employee experience not a privilege for the few. That's why we've reimagined how advice is delivered in the workplace: accessible, trusted and tailored to every life stage.

What your employees get:

- **Independent financial advice** from qualified professionals, including specialised planning for executives and high-net-worth individuals.
- **Enhanced Retirement Benefit Counselling** to help members understand their options before making key decisions.
- **Guided digital** advice for those who prefer a self-directed investment journey.
- **Multi-channel support** from WhatsApp self-service to in-person consultations—ensuring help is always within reach.
- **My Money Matters toolkit** for easy access to financial resources at critical life moments.
- **Wellness days and worksite consulting** that bring financial wellbeing directly to your teams.
- **Member education services** covering everything from savings and investments to estate planning and money management.

Why it matters: Embedding financial guidance into your employee value proposition strengthens literacy, boosts morale, and builds a culture of care and performance. It's not just about advice, it's about impact. With Alexforbes One, advice isn't an add-on it's a foundation.



Financial security isn't just about saving for retirement. Members face financial choices and challenges every day from managing debt and insurance to paying for groceries, education, or emergencies.

Alexforbes One gives members simple, practical tools to help them stretch their money further and make smarter financial decisions with confidence.

AF Rewards

A truly dynamic and exciting online shopping experience. A digital shopping mall for all members, get valuable savings and discounts on everyday products and services.

All fund members have access to **AF Rewards**, through the coupon discounts members have the potential to save a massive R3 750 monthly.

In the 2025 Truth Brandmapp Loyalty survey in the category of "Which program can I not live without, if I had to only choose one" AF Rewards performed notably above some peers.

Here's what members get:



Supermarket coupons from Shoprite, Checkers and Pick n Pay



Airtime deals from: MTN, Vodacom, CellC, Virgin Mobile and Telkom Mobile.



Travel deals from Randgo



The wellness coupons at any Dis-Chem pharmacy nationwide.

AF +

When members face big financial decisions, like buying a home, getting help with debt management or shopping around for affordable insurance, knowing where to look and what to look out for can be confusing and overwhelming.

AF+ is a digital platform that connects members and employers to expertly chosen and vetted financial solutions to help them make decisions with ease and confidence.

This support helps reduce financial stress, builds better financial habits and keeps members more engaged with their long-term financial goals.

Alexforbes has put decades of research and expertise to work, by providing members with these curated solutions within **AF+**.

AF +

Options on leaving the fund

On leaving your employment, your members can preserve their money in our in-fund preservation option or our Alexander Forbes Retirement Income Solution (AFRIS) preservation fund. They are not limited to these options - they may also choose an external solution if that's their preference.



Members don't stop saving when they change jobs. With Alexforbes One, it's simple for them to stay invested and continue growing their savings through every career move or life event.

In-fund preservation

Preserving retirement savings within the fund

If your members are not sure what to do with their retirement savings if they change jobs or get retrenched, they can simply leave their money in the fund until they know what to do with it.

If members do not make a choice, the employer can complete a withdrawal claim form on their behalf. The member will become an in-fund preserved member until they exercise a choice.

AFRIS preservation fund

Preserving retirement savings outside of the fund

For members who prefer to preserve outside the fund, the AFRIS preservation option provides the same trusted investment strategies, expert support and competitive fees.

They can use the fund as an external preservation option for their retirement assets, which allows their assets to sit outside their current occupational fund.

Keeping their money in our fund benefits your members in two ways:



Investment options are the same or similar as those in the fund:

Members can stay in the same or similar investment strategy that they had during their employment.



It's cost effective:

Investment fees in the fund are lower than most members could access by themselves. Over longer periods, lower fees can improve the retirement outcomes for members.



Options on retiring from the fund

The fund also offers two trustee choice annuity options, both of which are out-of-fund options. Members can choose the option that best suits their individual needs.



Alexforbes One makes it easy for members to transition from saving into retirement income, with trusted solutions that continue to protect and grow their money.

AFRIS in-fund living annuity

A living annuity allows members to decide how much money to draw each year as an income.

Even though this gives them flexibility, they could run out of money if they draw too much too soon it isn't guaranteed.

The AFRIS living annuity is a hybrid fund solution. It combines the benefits of a living annuity and a life annuity by allowing the flexibility of pension income, leaving a legacy for beneficiaries and providing a guaranteed income.

With-Profit Annuity

A with-profit annuity guarantees your members an income for life, no matter how long they live or what happens in the investment markets.

Their monthly income will not diminish or get less. This gives them certainty for the rest of their life.

AF With-profit annuity (JuLI SecureGro)

With JuLI, your annual increases are linked to the performance of an independent underlying investment portfolio (AF Performer) managed by specialist asset managers.

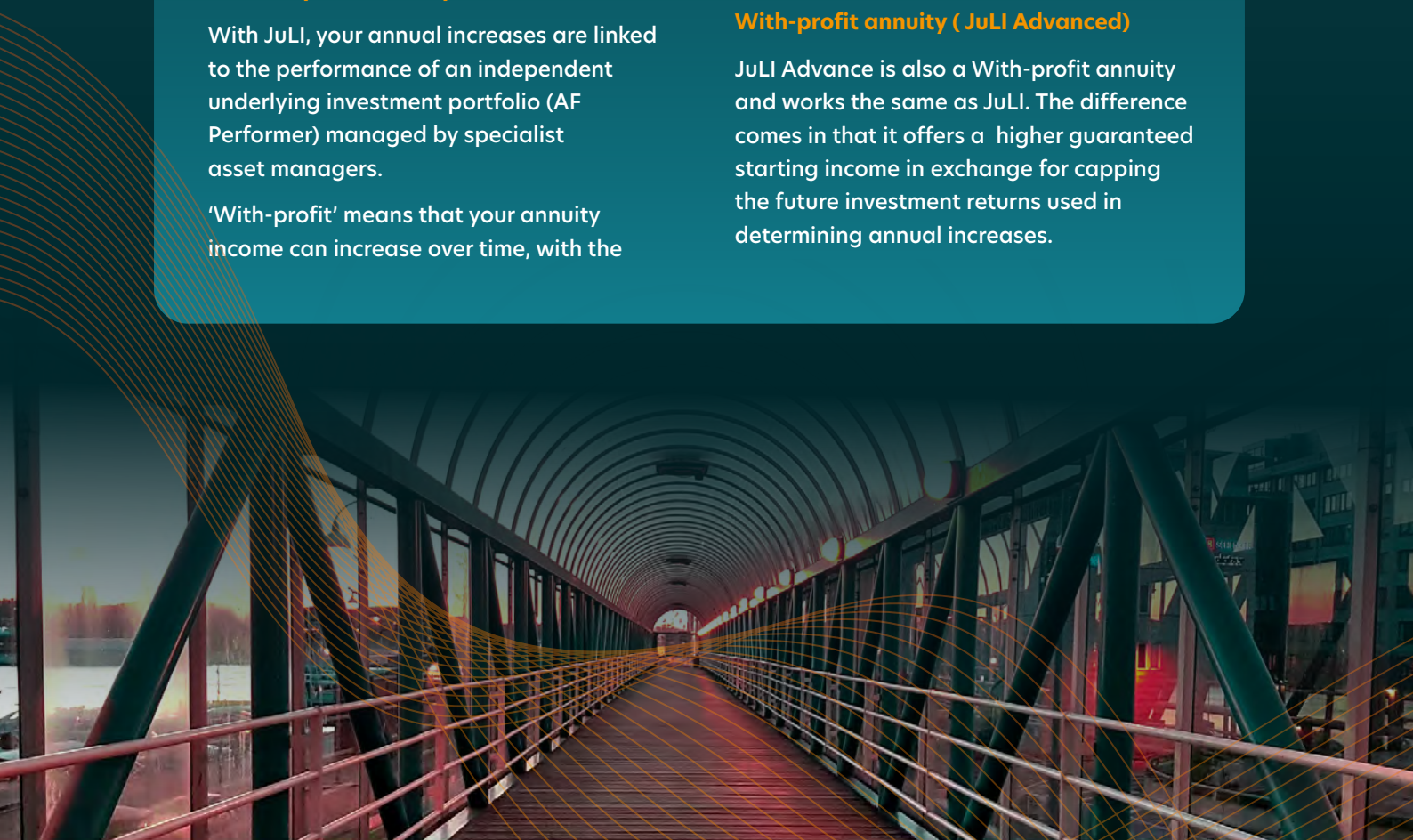
'With-profit' means that your annuity income can increase over time, with the

potential to beat inflation. These income increases are typically declared annually, and reflect the performance of underlying investments.

This means you receive a stable and guaranteed income for the rest of your life, which cannot go down if investment markets are poor (but it can stay the same)

With-profit annuity (JuLI Advanced)

JuLI Advance is also a With-profit annuity and works the same as JuLI. The difference comes in that it offers a higher guaranteed starting income in exchange for capping the future investment returns used in determining annual increases.



Communication, how we keep you up to speed

We keep in touch with your
members on a regular basis.



The funds standard communication cycle is as follows:



1. Welcome

- Welcome letter
- Member presentation (depending on offering)
- Membership certificate
- Member booklet and benefit fact sheet
- AF Connect digital platforms (members must register)
- Investment booklet



2. Quarterly

- Trustee newsletter



3. Ongoing

- Call centre and walk-in centre
- Brochure: Options when members leave the fund
- Pre-retirement seminars
- AF Connect – online access to fund values and benefit statements and more
- My Money Matters contact centre
- Enhanced retirement benefit counseling (where applicable)
- WhatsApp self-service facility



4. Yearly

- Benefit statement
- Projection statements
- Trustee report
- Retirement income statement



5. Leaving

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



Keeping you connected

The fund prefers to communicate with members electronically:



Email



SMS



AF Connect



WhatsApp

This allow us to send members all the standard fund newsletters, annual trustee reports, statements and fund updates directly.

AF Connect

AF Connect is your members secure portal to accessing comprehensive information about their Alexforbes product and policies, anytime, anywhere. Designed to meet their needs with convenience and security in mind, AF Connect offers a seamless digital experience.

Benefits statements and documents centre - your go-to destination for effortless access to essential documents, such as tax certificates.

Contact centre

Our My Money Matters contact centre provides one-on-one counselling through inbound and outbound calls. The agents contact members who are joining, leaving or approaching retirement so that they can explain all the options available to these members - in their preferred language, wherever they are located.

The My Money Matters contact centre will give your members access to experienced and qualified financial advisers to help them plan and reach their retirement goals.

Enhanced retirement benefit counselling



What is eRBC?

It's a powerful value-add that we offer and we've seen results that prove that this solution works.

How does it work?

We contact members when they join, leave or retire. These milestone moments are key to helping members understand the benefits of their retirement fund and the options available to them at the various milestones.

Enrolling in eRBC enables the fund to contact members to help them understand their retirement fund benefits.

We have seen an increase in preservation rates of clients who have signed up for this solution.

More good reasons why Alexforbes One should be your **first choice**

Partner with the best

- Only JSE-listed firm focused exclusively on employee benefits.
- 90 years in the business of helping employers and members achieve better financial outcomes.
- One of South Africa's largest retirement funds administrator, serving over 1.1 million members.
- Recognised for service excellence with 16 consecutive PMR.africa Diamond Arrow awards.
- Industry-leading governance, with the first unqualified ISAE3402 Type II audit in South Africa.
- A South African certified Top Employer 3 years in a row.
- A South African verified transformed employer. Level 1 B-BBEE retained 4 years in a row.
- Independent and impartial. No ownership ties to any insurer, asset manager or annuity provider.



Governance

- Separate bank account per participating employer
- Access to top underwriters and asset managers
- Three-tier framework:
 - Six trustees, three independent (including the chairman),
 - independent principal officer
 - Management committee (equal employer and member representation)

Investments

- #1 multi-manager in South Africa with R599 billion in AuA and AuM as at 31 March 2025
- Only group in South Africa that is independent of asset managers. This allows us to package portfolios using the best asset managers in the country
- Access to global manager research through Mercer
- Flexible investment choices

Member centric

- AF Connect
- Member education and support services
- AF Rewards
- AF+

Value-added services providers

- **Beneficiary and trust services** – It's one of the largest in the country and offers unique solutions, like the electronic certificate of existence form, roadshows are made better with the introduction of the bus, it's which allows for immediate assistance to guardians and beneficiaries.
- **AF Unclaimed Benefits Fund** – Not all unclaimed preservation funds are alike, unclaimed benefits fund uses a reverse lifestage as the default investment strategy on the fund. Tracing members is not limited to tracing agents, the fund also attempts to trace members through banking institutions.



Connect with us

Please speak to your consultant for more information.

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Alexforbes One

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