



# Alexforbes One

One fund. One goal. For Life

## Member Guide



# Welcome to Alexforbes One

## We're thrilled you're part of the fund

Your retirement savings may well be one of the biggest investments you will ever have. For this reason, it is important to understand how your retirement benefits are structured and how the pension fund operates, especially if you want to maximise your retirement savings. Please read this member guide carefully and contact your fund consultant, adviser or the fund offices if you have any questions or need more information in this regard.

After reading your new member guide, you should have a clear understanding of:

- > AF Connect - online member service platform
- > AF Rewards
- > How contributions work
- > How your retirement savings grow

This guide is structured around three key milestones in your membership journey:

- 1 New fund members
- 2 Leaving your employer before retirement
- 3 Retiring from the fund

By the end of this guide, you'll know what to expect as a new member, how to manage your fund as an active member, and where to find the right information if you're leaving your employer or approaching retirement.



# Consolidating retirement savings

## - A smart move

Do you have any retirement savings from your previous employer's provident or pension fund?

Check if you have any retirement savings with your previous employer or other funds and consider moving them to one place. Your money will grow alongside the contributions you will be making in the future.



**If you want to do this**, get a withdrawal claim form from your previous employer's HR department, fill that in, and send it back to them. We'll take care of the rest at no cost to you.



### The benefits of consolidating in a nutshell:

- less fees
- more interest earned on interest
- easier to keep track of all your retirement savings

You also have the option to move your previous retirement savings to the Alexander Forbes Retirement Income Solution preservation or retirement annuity funds. You can do this if you'd like to keep your previous retirement savings invested but don't want to move them to your current employer's retirement fund.



### Your investment destination of choice

Alexforbes Invest is personal investment platform that will give you access to solutions which can lead to better outcomes over time.

<https://invest.alexforbes.com/za/en/invest/>

4

Alexforbes One

# 1 New fund members

If this is the first fund you've become a member of or a new member who's transferred to us these are things we encourage you to do first:

- > Register for AF Connect
- > Save the WhatsApp Channel number into your phone and
- > Save the My Money matters Toolkit website address to your favourites.



## AF Connect

Enjoy the online platform, which gives you access to:

- > Personal details
  - > Benefit statements
  - > Retirement savings balance
  - > Investment product details (Fund fact sheets)
  - > Claims summary and status
  - > Submit a savings-pot withdrawal claim
- > Visit AF Connect [here](#) and follow the menu prompts
- > Once you've registered, you'll receive confirmation that your registration is complete

## My Money Matters toolkit

My Money Matters toolkit is there to help you manage your finances and guide you through starting a new job, resigning or retiring.

- > You get free access to professional financial consultants through the My Money Matters toolkit.
- > Making decisions that affect your future self is easier if you know what matters most to you and what your goals are.

## Access My Money Matters toolkit



0860 000 381



[mymoneymatters@alexforbes.com](mailto:mymoneymatters@alexforbes.com)



Visit the site:

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



WhatsApp



Scan me



## 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
- > Your messages are kept secure with WhatsApp's end-to-end encryption.

# AF Rewards

AF Rewards offers members valuable savings and discounts on everyday products and services. The benefit partners and discounts are updated regularly for a truly dynamic and exciting online shopping experience. One platform, leading brand names, multiple benefits. It makes perfect rands and sense!

## Here's what you get:



**Supermarket coupons** from leading chain stores like: Shoprite, Checkers, Checkers Hyper and Pick n Pay



Travel deals from Randgo's travel shop



Wellness coupons from Dischem

## Airtime deals



Stay connected with convenient access to airtime at discounted rates.



## Who is it for?

- > AF Rewards are only for South African members with valid ID or passport number.
- > Accessing your benefits: the Digital Mall is directly available on the [website](#). You can access the discount partners on USSD \*120\*9006# through a call me back option. Supermarket, wellness, airtime and travel deals are available on both the Digital Mall and USSD. Just remember that there's a much wider range of benefits available on the online platform!
- > You stand a chance of winning prizes for downloading vouchers!

# AF +

AF+ is a digital platform that helps you make better financial decisions with ease and confidence.

Making major financial decisions such as buying a home, getting help with debt management and shopping around for affordable insurance can be confusing and overwhelming. With decades of research and expertise, AF+ has partnered with carefully selected providers to offer you the right financial solutions matched to your unique circumstances so that you can make the most of your money and improve your financial outcomes.

Click here to find out more.  
(Hyperlink click here with the link below.  
<https://invest.alexforbes.com/za/en/individual/af-plus>



## Financial health

- Free credit report
- Fixing my credit score
- Clearing my debt



## Financial planning

- Wills
- Financial advice



## Investments

- Invest towards a goal
- Tax-free savings
- Retirement savings
- Global investing



## Loans & Improvements

- Home loans



## Insurance

- Motor vehicles
- Buildings and content



## Living well

- Sell my car
- Buy a car
- Save 7 lives in 1 minute



## Toolkit

- AF connect
- Empower
- My money matters
- My retirement picture



## Rewards

- Shopping coupons
- Special offers

# What are contributions and how they work

Every month, money is put into your fund. This is called a contribution.

**After subtracting the costs of running the fund and any insurance benefits, the remaining money is invested towards your retirement.**

One-third of the money you keep contributing goes into your savings pot, while the other two-thirds go into your retirement pot. Both pots are meant to help you build an income for when you retire.

## Your retirement savings are made up of:



# Investing in your future self

It's never too early to start saving for your future, so why risk being too late?



When you invest your money, you are entrusting our experts to grow your wealth through shares, funds, cash, and property—helping you build a strong financial future and retire comfortably, without needing to work harder.

Relationships and gardens need nurturing and time to blossom ... and so does your retirement savings.



Keep your retirement savings invested, and add to them when you can, so that they can keep on growing.



## Choose a higher contribution rate

Increasing your contribution rate won't affect your pay after tax, as much as you think.



Contribute as much as you can afford towards your retirement.

When you contribute money to a retirement fund, it can lower the amount of tax you need to pay. You can contribute:

up to **27.5%** of your taxable earnings **or** **R350 000** every year

Consider increasing your retirement contribution amount at salary increase time so that you feel the impact less.

## How we grow your money

The Alexforbes One board of trustees chooses strategies to invest your money for retirement.

They are trusted professionals who are chosen to manage and govern the fund. They use the services of professional asset consultants to develop default investment strategies. They also ensure these strategies comply with the law of retirement investing, which is in place to protect your investment.

Bespoke portfolios are allowed where designed by a professional asset consultant and approved by the Board.

# Your future retirement salary

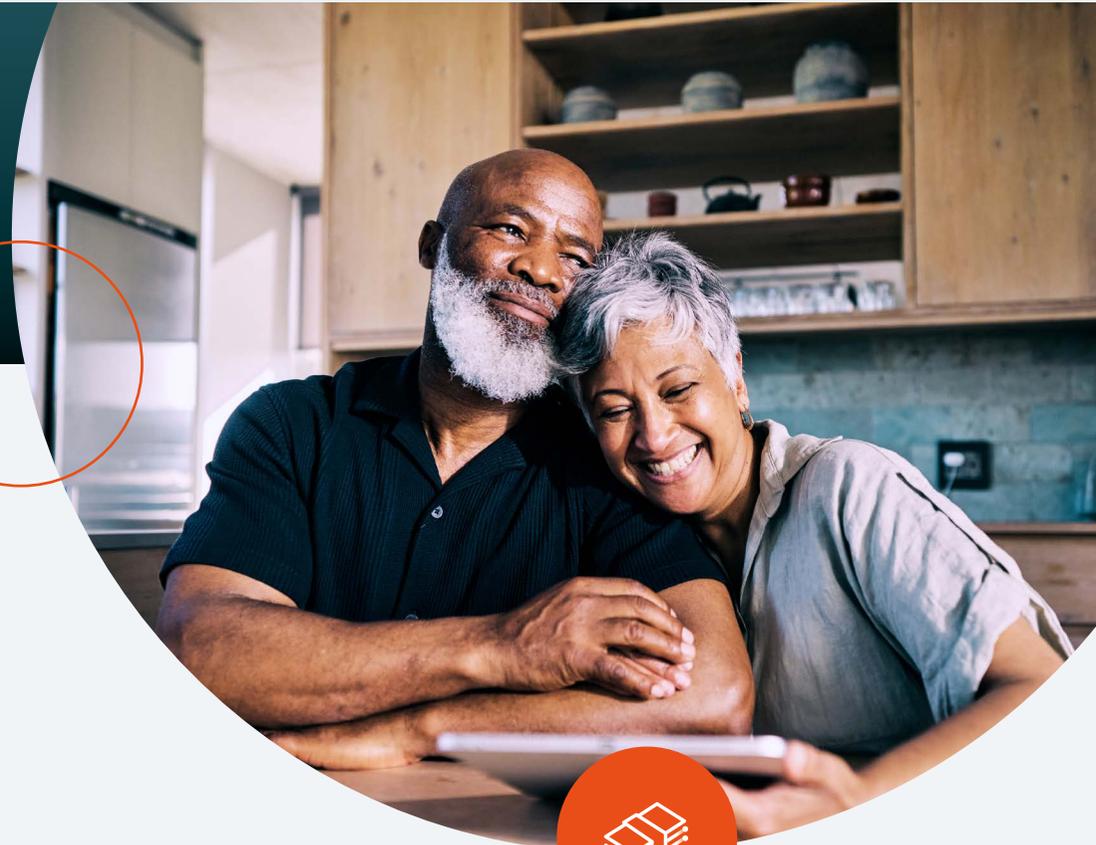
Making a monthly contribution to retirement may feel like you're losing a chunk of your salary, but when millions of South Africans retire on a third or less of their salary it makes sense to look after your future self.

Think of your contributions as your future salary replacement - the one you can earn without doing any extra work!

If you earned **R10 000** a month **before** retirement

You might receive an income of about **R3 000** **after** you retire

Alexforbes Member Watch™



Create the retirement you want by saving as much as you can throughout your working career. Save your savings pot for your future self!

## About the lifestage model

The average person works for **40 years**

That's why it's a good idea to start investing as early as possible.



## Sometimes investing can be challenging

The AF Goals-based Balanced LifeStage model is chosen trustee default investment strategy for the fund.

### The Goals-based LifeStage model

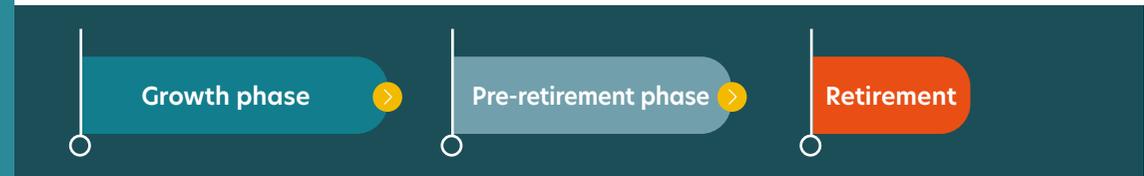
The Goals-based LifeStage approach has two phases:

- 1 growth
- 2 pre-retirement

Growth

**5** years before retirement

Your normal retirement age (NRA)



Some employers have a bespoke investment strategy that is different from the trustee's default strategy. The information is available from your employer Manco and in your benefits fact sheet.

You decide how much money you save in the fund. How well your investments perform depends on how well the economy is doing.



If you've ever felt unsure about where your money is going or whether you'll have enough for retirement - you're not alone. And you're not expected to figure it all out by yourself.



### Here's how you can get help:

- Speak to your independent financial adviser
- Call our call centre on 0860 100 333

Call our call centre on **086 060 6162** or email us at [admin@alexforbes.com](mailto:admin@alexforbes.com)



Scan the QR and request a call back

## 2 Leaving your employer

### Make informed choices for a stronger financial future

Understanding your options empowers you to make smarter decisions. While it might be tempting to access your retirement savings when leaving your employer, preserving your investment now can make a big difference later—your future self will thank you.

The fund provides two straightforward and cost-effective options to help you stay on track:

- In-fund Preservation
- AFRIS - Alexander Forbes Retirement Income Solution

To explore these options in more detail, visit the “**Options on Leaving**” brochure available on AF Connect, the **Alexforbes One website** or the **My Money Matters** website.



Speak to your appointed financial adviser and start building your retirement plan today.

## 3 Retiring from the fund

Even if retirement feels far off, having a plan in place now can help you reach your goals with confidence.

### The trustees have approved the following annuity options to support your retirement journey:

- **Juli With-Profit Annuity - Guaranteed Life Annuity**
- **Juli-Advanced With-Profit Annuity - Guaranteed Life Annuity**
- **AFRIS Living Annuity**

To learn more about these options, explore the Options on Retiring brochure available on:

<https://online.alexforbes.com/>

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

<https://mymoneymatters.alexforbes.com/assets/pdf/My-options-on-retiring-English.pdf>



**Staying invested means you won't lose your progress and you won't have to start saving all over again.**

While you may be tempted to dip into your retirement savings when leaving your employer, your future self will thank you for keeping your savings invested and growing.

# Nomination of beneficiary form

Consider your loved ones: Who would you like to support financially with a portion of your retirement savings when you are no longer here?

It could be your children, your spouse, your mother, or anyone else in your life who would benefit from your wise financial choices in life. These people are called your 'beneficiaries'.



## Beneficiary form

Register for AF Connect today and fill in your forms [here](#).

If you die while you work for your employer, the trustees will use your nomination of beneficiary form as a guide on who to share your retirement savings and life cover (if applicable) with.

**Important:** If you keep your money in the fund when you leave your employer or defer your retirement, you must capture your beneficiaries again on AF Connect.



You need to complete a nomination of beneficiary form **for every benefit your employer has included in your employment package**, for example funeral cover, life insurance and your retirement savings in the fund.

You can complete all your beneficiary nomination forms on AF Connect, which means all your important information will be stored in one safe place. No more printing of documents and giving copies to your HR or payroll department.

**Why is this so important?** If you don't complete or update your nomination of beneficiary forms, it will take much longer for the benefits to be paid out to your beneficiaries.

Ask your HR or payroll department for your nomination of beneficiary forms if you can't access AF Connect.

# Protecting personal information

The fund understands the importance of keeping your personal information safe. Our privacy statement sets out how the Alexforbes One uses and protects your personal information to comply with the requirements of the Protection of Personal Information Act 4 of 2013 or POPIA. You can find the **privacy statement** on our **website** under the fund governance section. To do this, you must complete the form which is included in the privacy statement. Send your request to our information officer: <https://invest.alexforbes.com/za/en/one/>.



## Contact us

If you have any questions about your fund benefits, please contact your human resources department.

Call our call centre 0860 100 333

Email us at [admin@alexforbes.com](mailto:admin@alexforbes.com)

