



Liberty Corporate - A division of Liberty Group Limited (Reg. No. 1957/002788/06)
 an Insurer and an Authorised Financial Services Provider (Licence No. 2409)
 Libridge Building, 25 Ameshoff Street, Braamfontein, Johannesburg, 2001
 PO Box 2094, Johannesburg, 2000
 t: +27 (0)11 558 2999 f: +27 (0)11 408 2158
 e: lcb.customerservices@liberty.co.za (For Claim Documents) e: lc.contact@liberty.co.za (For Queries)
 w: www.liberty.co.za

Withdrawal Notification for Divorce Orders

We are required in terms of various laws and for contractual purposes to share, collect and process your Personal Information (PI). Your PI is collected and processed by our colleagues, representatives or sub-contractors and we make every effort to protect and secure your PI. You are entitled at any time to request access to the information Liberty has collected, processed and shared.

Important Notes:

- Please ensure that all the required information and benefit payment instruction details are completed as accurately as possible.
- Once we commence processing the claim payment, the transaction may not be reversed.
- Fields marked with an asterisk (*) are compulsory and claims cannot be processed without this information.
- All notifications must be accompanied by a stamped divorce order and a settlement agreement.
- Please attach a copy of the member's ID document/ copy of the back and front of the ID smart card with this form.

Section 1: Member's Details

I, _____ *Full Name(s) and Surname*
 acknowledge and accept that Liberty may process my Personal Information (PI) and my special PI to process any claim for benefits. I authorise Liberty, its subsidiaries and contracted third-party service providers, to process my PI and special PI.
 By submitting any of my PI or special PI to Liberty in any form, I acknowledge that such conduct constitutes a voluntary consent to process my PI in accordance with Protection of Personal Information Act, 4 of 2013 ("PoPIA"), which consent shall remain in force until Liberty receives a written objection from me or the Employer to delete my PI. Liberty may, however, keep my information for the period as otherwise required in terms of any applicable law.

Fund name * _____ Fund no. * _____
 Employer's name _____ Employee/Payroll ref no. _____
 Title _____ Initial(s) _____ Full Name(s) _____
 Surname _____
 Date of Birth _____ ID/Passport no. _____ Membership no. * _____
 Residential _____
 Address _____ Postal Code _____
 Postal _____
 Address _____ Postal Code _____
 Contact Numbers: Work _____ Home _____ Cell _____
 Email Address _____
 Date of Divorce Order * _____ Member's Income Tax Number _____

Section 2: Non-member Spouse Details

Title _____ Initial(s) _____ Full Name(s) * _____
 Surname * _____
 Date of Birth _____ ID/Passport no. * _____ Income Tax no. _____
 Salary **R** _____ per month _____
 Residential _____
 Address _____ Postal Code _____
 Postal _____
 Address _____ Postal Code _____
 Contact Numbers: Work _____ Home _____ Cell _____
 Email Address _____

Section 3: Transfer of Benefits

3.1 Is the benefit to be paid to the non-member spouse in cash? Yes No
 3.2 Is the benefit to be transferred to another approved pension/provident/retirement annuity or preservation fund? Yes No
 If "Yes", please complete 3.3.
 3.3 Name of fund _____ New administrator _____
 Fund administrator contact name _____
 Contact No.: Work _____ Cell _____ Fax _____
 Email address: _____
 Insurance company/Product provider _____
 SARS Fund approval number

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 Receiving Fund registration number _____

In the event of any modification or variation of this standard form Liberty, will regard this form as being invalid and of no force and effect. **Do not sign blank or incomplete forms.**

Section 4: Payment Particulars

I instruct Liberty to pay the amount due to me as a non-member spouse by direct deposit into the following account:

Name of Bank _____ Name of Branch _____
Account Number _____ Type of Account _____

An **original** account statement must be attached for verification purposes, otherwise processing could be delayed.

Important:

- Payment will not be made into a 3rd party's account.
- Payment will be made by electronic fund transfers (EFTs).
- Benefits paid from the fund are payable in Rand (R).

Signed at _____ this _____ day of _____ 20 _____

Non-member Spouse's Full name(s)

Non-member Spouse's signature

Vested and Non-Vested Benefits

After 1 March 2021, a member's share of fund/fund assets/retirement interest (or any other retirement fund to which such benefits have been transferred) may contain both 'Vested Benefits' and 'Non-Vested Benefits'. The reduction of a member's share of fund/fund assets/retirement interest, as a consequence of a payment in respect of a valid divorce order prior to retirement must be applied proportionately to both 'Vested Benefits' and 'Non-Vested Benefits'.

Important to note:

Member's approval will be required for divorce orders prior to 13.09.2007. Claims may be rejected if the divorce order is deemed to be invalid.

The Income Tax Act was amended with effect from 1 March 2021 (referred to as 'T-Day') to align the nature of benefits that members can access at retirement, across different types of retirement funds. Prior to T-Day, members of provident funds and provident preservation funds were entitled to take the full value of their benefits as taxable cash lump sums at retirement. Members of pension funds, pension preservation funds and retirement annuity funds on the other hand, have been required to 'annuitise' a portion of their benefits at retirement i.e. taking a portion of their retirement fund benefits as a regular series of taxable payments ("annuity income"). From T-Day, members of provident funds and provident preservation funds will also be required to 'annuitise' a portion of their benefits at retirement.

Those members of provident funds and provident preservation funds who have already accumulated benefits prior to T-Day will be given 'vested rights' in the benefits they have already accumulated in those funds. The extent of their 'vested rights' depends on their age on T-Day. In the case of members younger than age 55 on T-Day, all benefits accumulated prior to T-Day (plus all investment returns on those accumulated benefits, up to retirement date) will comprise '**Vested Benefits**'. In the case of members age 55 and older, all benefits accumulated prior to T-Day, as well as contributions* made to that same fund after T-Day (plus all investment returns on those accumulated benefits and contributions up to retirement date) will comprise '**Vested Benefits**'.

Any benefits that retirement fund members do not have vested rights in are referred to as '**Non-Vested Benefits**' - for example, members of pension funds, pension preservation funds and retirement annuity funds who have accumulated benefits prior to T-Day, do not have vested rights, and those benefits plus contributions* made after T-Day (plus all investment returns on those accumulated benefits and contributions up to retirement date), will all be '**Non-Vested Benefits**'. For a member younger than age 55 on T-Day, all future contributions* made into the provident fund after T-Day (plus all investment returns on those contributions up to retirement date) will also comprise '**Non-Vested Benefits**'.

Members of retirement funds with 'Vested Benefits' will be able to take the full value of those 'Vested Benefits' as taxable cash lump sums at retirement. Members of retirement funds with 'Non-Vested Benefits' will be required to annuitise their benefits as follows: Up to one third of the value of their 'Non-Vested Benefits' can be taken as a taxable cash lump sum and at least two thirds of the value of their 'Non-Vested Benefits' must be taken as taxable annuity income at retirement. If the total value of the 'Non-Vested Benefit' is R247 500 (the *de minimus* amount, as prescribed by the Minister which may change from time to time) or less at retirement, the full value of the 'Non-Vested Benefits' can be taken as a taxable cash lump sum.

It is possible for a member's total share of fund to include both 'Vested Benefits' and 'Non-Vested Benefits'. 'Vested Benefits' and 'Non-Vested Benefits' (and their respective investment returns) will be tracked separately.

'Vested Benefits' and 'Non-Vested Benefits' transferred to other retirement funds after T-Day will retain their nature, irrespective of the type of the retirement fund they are transferred to. If a member, age 55 and older on T-Day, transfers to other retirement funds from the original provident or provident preservation fund in which he/she was a member on T-Day, all contributions* made to the new fund into which he/she has transferred (plus all investment returns on those contributions up to retirement date) will be 'Non-Vested Benefits'.

*contributions are net of fees, charges or risk premiums i.e. the net value of a member's contributions that will be allocated to their 'Vested Benefits' or 'Non-Vested Benefits' making up their Share of the Fund.

FICA

- The Financial Intelligence Centre Act (FICA) requires Liberty to comply with certain requirements when processing the service request you require. These requirements are listed below and the acceptable verification documentation is specified where applicable.
- In order to identify and verify our clients, please ensure that all FICA documentation submitted is clear and legible.
- In terms of section 11(1)(c) of the Protection of Personal Information Act, 4 of 2013 ("PoPIA"), Personal Information (PI) may be processed if processing complies with an obligation imposed by law on the responsible party.
- Liberty is obligated in terms of FICA to ensure compliance with the customer due diligence obligations, as such the request for the FICA documentation and processing thereof satisfies the requirements of section 11(1)(c) of PoPIA.
- Your PI is collected and processed by our staff, representatives or sub-contractors and we make every effort to protect and secure your PI. You are entitled at any time to request access to the information Liberty has collected and processed.

Protection of Personal Information Act, No 4 of 2013

You have a say in how Liberty Group Limited (Liberty) uses your Personal Information (PI). Please note that Liberty complies with the principles as set out in the Protection of Personal Information Act, 4 of 2013 (POPIA). You, therefore, authorise us to collect, record, store and process your PI including special PI to assess and process this claim. Your claim will be assessed and processed by our staff and representatives, which includes but is not limited to, independent Financial Advisors and Liberty tied agents. Please note that our staff and representatives have undergone POPIA training to ensure that your PI is secured and properly handled.

To assess and process your claim we may be required to share your PI and special PI with contracted third-party service providers in South Africa and internationally who are legally bound and required to comply with POPIA. Liberty will ensure that all our contracted third-party service providers agree to our privacy policies. You therefore authorise Liberty to share your PI with our contracted third-party service providers. Liberty may further be required to share your PI as an obligation by law (e.g. with the South African Revenue Service ("SARS"), or South African Police Service ("SAPS")).

Please note that you may access your PI at any time, and you may ask us to update or rectify it. You have a right to object to us using your PI except when we need it to conclude transactions with you or process your claim. You have a right to request us to delete your PI and special PI if we are no longer legally required to keep it.

Contact Us

Queries

For more information, please contact your accredited Liberty Financial Adviser, or:

Liberty Corporate Contact Centre

t: +27 (0)11 558 2999

f: +27 (0)11 694 5309

e: lc.contact@liberty.co.za (Claim Related Queries)

e: lcb.customerservices@liberty.co.za (Claim Documents Submissions)

Contact Centre Postal Address

PO Box 2094

Johannesburg

2000

OR

Walk-in Centre Address

Libridge Building - 9th floor

25 Ameshoff Street

Braamfontein

Johannesburg

2001

Complaints Handling and Resolution Process

Our full complaints handling and resolution procedure is available from our website (www.liberty.co.za) or we can send it to you on request. You must refer **complaints resulting from advice provided by an independent broker or another financial services provider** to the broker of financial services provider concerned.

Please include as much detail as possible and copies of documentation where available, as this will speed up the resolution process, including:

- The scheme and member numbers relating to the query/complaint.
- What you are expecting from us in terms of resolving the issue(s).
- Your contact details so that we can get hold of you.
- Any correspondence from Liberty that lead to the query.
- The names of the people you have dealt with so far (if applicable).
- The dates and times of these contacts.
- Any other event that triggered the query, for example, an article in a newspaper.
- The Financial Intelligence Centre Act (FICA) requires Liberty to comply with certain requirements when processing the service request you require. These requirements are listed below and the acceptable verification documentation is specified where applicable.
- In order to identify and verify our clients, please ensure that all FICA documentation submitted is clear and legible.
- In terms of section 11(1)(c) of the Protection of Personal Information Act, 4 of 2013 ("PoPIA"), Personal Information (PI) may be processed if processing complies with an obligation imposed by law on the responsible party.
- Liberty is obligated in terms of FICA to ensure compliance with the customer due diligence obligations, as such the request for the FICA documentation and processing thereof satisfies the requirements of section 11(1)(c) of PoPIA.
- Your PI is collected and processed by our staff, representatives or sub-contractors and we make every effort to protect and secure your PI. You are entitled at any time to request access to the information Liberty has collected and processed.

Complaints should be directed in writing to:

The Complaints Resolution Manager

Liberty Corporate

PO Box 2094

Johannesburg

2000

t: +27 (0)11 408 2771

f: +27 (0)11 694 5304

e: lc.complaints@liberty.co.za

OR

The Information Officer

Liberty Corporate

PO Box 2094

Johannesburg

2000

t: +27 (0)11 558 3911

e: privacy@liberty.co.za

We will endeavour to address and resolve your complaint as soon as possible. However, in the event of your complaint not being resolved to your satisfaction, and after following our complaints handling procedure, you may contact the following regulatory bodies for assistance.

Contact Us - continued

Funds Complaints

The Pension Funds Adjudicator

PO Box 580
Menlyn
0063
t: +27 (0)12 748 4000
f: 086 693 7472
e: enquiries@pfa.co.za

OR

The Ombudsman for Long-term Insurance

Private Bag X45
Claremont
7735
t: +27 (0)21 657 5000 / 0860 103 236
f: +27 (0)21 674 0951
e: info@ombud.co.za

The Information Regulator

PO Box 31533
Braamfontein
2017
e: complaints.IR@justice.gov.za (Complaints)
e: inforeg@justice.gov.za (General enquiries)

Complaints against a Financial Adviser

The FAIS Ombudsman

PO Box 74571
Lynnwood Ridge
0010
t: +27 (0)12 470 9080
f: +27 (0)12 348 3447
e: info@faisombud.co.za