



## WITHDRAWAL NOTIFICATION FOR UNCLAIMED BENEFITS

### Section 1 - Requirements

Please note that before we can pay a claim, all original documents to be couriered or delivered to our office:

#### The Unclaimed Benefits Team

Liberty Corporate  
 25 Ameshoff Street  
 Braamfontein

Documents required for a withdrawal/retirement claim	Copy provided	
Original certified copy of the member's ID document /copy or the front and back of the ID smart card For non-South African members, an original certified copy of passport	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Original certified copy of the member's bank statement	<input type="checkbox"/> Yes	<input type="checkbox"/> No
If the statement is not from one of the 5 major banks (Nedbank, Standard, FNB, ABSA, Capitec), we also require a letter from the bank with the following validation details: <ul style="list-style-type: none"> <li>• Member's full name</li> <li>• Member's ID number</li> <li>• Confirmation that the account is open</li> </ul> Date that the account was opened	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Proof of previous employment or fund membership (e.g. member benefit statement, salary slip)	<input type="checkbox"/> Yes	<input type="checkbox"/> No
If member wishes to purchase an annuity or transfer the benefit to another Approved Retirement Fund, details of the Fund and contact person's details	<input type="checkbox"/> Yes	<input type="checkbox"/> No

Documents required for a death claim	Copy provided	
Original certified copy of the member's ID document /copy of the front and back of the ID smart card For non-South African members, an original certified copy of passport	<input type="checkbox"/> Yes	<input type="checkbox"/> No
If the value of the estate exceeds R250 000, original certified copy of the letter of executorship	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Original certified copy of the Executor of the Estate Late's ID document /copy of the front and back of the ID smart card	<input type="checkbox"/> Yes	<input type="checkbox"/> No
If the value of the estate is less than R250 000, original certified copy of the letter of authority	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Original certified copy of the Beneficiary's ID document /copy of the front and back of the ID smart card (as indicated on the letter of authority)	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Original certified copy of the Estate Late bank statement or Beneficiary's bank statement (is indicated on the letter of authority)	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Proof of previous employment or fund membership (e.g. member benefit statement, salary slip)	<input type="checkbox"/> Yes	<input type="checkbox"/> No

In addition, if the original claim documents are delivered by a third party, Liberty Corporate requires the following:

Additional requirements	Copy provided	
A letter of authority from the member/executor authorising the third party to deliver the documents	<input type="checkbox"/> Yes	<input type="checkbox"/> No
The third party must bring a their ID document or ID Smart Card when they deliver the documents to verify their identity	<input type="checkbox"/> Yes	<input type="checkbox"/> No

## Section 2 - Member details

Please note, fields marked with an asterisk (\*) are compulsory and claims cannot be processed without this information.

Member's ID number \* \_\_\_\_\_ Membership number \* \_\_\_\_\_

Member's full name (as per ID document) Surname \* \_\_\_\_\_  
First names \* \_\_\_\_\_

Note: Please forward a copy of your ID document/ copy of the back and front of the ID smart card with this form.

1.1 Member's annual taxable income for preceding year or last salary \*R \_\_\_\_\_

1.2 Postal address \* \_\_\_\_\_  
\* \_\_\_\_\_ Code \_\_\_\_\_

1.3 Residential address \* \_\_\_\_\_  
\* \_\_\_\_\_ Code \_\_\_\_\_

1.4 Member's contact number Work \_\_\_\_\_ Home \_\_\_\_\_ Cell \_\_\_\_\_

1.5 Member's income tax reference number \* \_\_\_\_\_

## Section 3 - Transfer of benefits

2.1 Do you wish to transfer the benefit?  Yes  No

If "Yes", please complete 2.2, or complete Section 3.

2.2 Name of fund or policy \_\_\_\_\_ New fund/policy \_\_\_\_\_

2.3 Type of fund/policy \_\_\_\_\_

Contact name \_\_\_\_\_ Contact number \_\_\_\_\_

Email address \_\_\_\_\_ Fax number \_\_\_\_\_

Insurance company \_\_\_\_\_

SARS fund approval no. (please insert remaining digits) 

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If the member has reached normal retirement age or beyond, he/she must retire from the fund, he/she may not withdraw.

**NB: If the member is deceased, please provide the Estate Late bank details.**

## Section 4 - Payment details

I request Liberty to pay the amount due to the member by direct deposit into the following account:

Name of bank \_\_\_\_\_ Name of branch \_\_\_\_\_

Account number \_\_\_\_\_ Branch number \_\_\_\_\_

Account name \_\_\_\_\_ Type of account \_\_\_\_\_

DD / MM / YYYY

\_\_\_\_\_  
Member signature

\_\_\_\_\_  
Date

## Contact us

### Queries

For more information, please contact your accredited Liberty financial adviser, or the Liberty Corporate support centre:

#### Contact centre

Tel.: +27 (0)11 408 2999

Fax: +27 (0)11 408 2264

Email address: [lc.contact@liberty.co.za](mailto:lc.contact@liberty.co.za)

Alternatively, you can write to us or visit our walk-in centre in Johannesburg.

#### Contact centre – Postal address

##### Liberty Corporate

P O Box 2094  
Johannesburg  
2000

OR

#### Walk-in centre address

##### Libridge Building – 9<sup>th</sup> floor

25 Ameshoff Street  
Braamfontein  
Johannesburg

## Complaints

If your query, or issues that arise from it, are not resolved to your satisfaction by your financial adviser or our servicing staff within a mutually agreed timeframe, please lodge a complaint to us by accessing our complaints form on <http://www.liberty.co.za/Pages/contact-us.aspx>.

Alternatively, you may submit your complaint, in writing to:

#### The Complaints Resolution Manager

P O Box 2094  
Johannesburg  
2000  
Fax +27 (0)11 408 4440  
[contactcb@liberty.co.za](mailto:contactcb@liberty.co.za)

OR

#### The Liberty Internal Adjudicator

P O Box 10499  
Johannesburg  
2000  
Fax +27 (0)11 408 4195  
Email: [internaladjudicator@liberty.co.za](mailto:internaladjudicator@liberty.co.za)

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

- The fund/participating employer 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

Our complaints handling procedure is available from our website ([www.liberty.co.za](http://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 or financial services provider concerned.

We will endeavour to address and resolve your complaint. 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.

### Fund complaints

#### The Principal Officer

The Principal Officer is responsible and accountable for the day-to-day affairs of the Fund. If you have any unresolved complaints regarding the running of the fund, you may contact the Principal Officer of your fund details are available from your Administrator.

#### The Pension Funds Adjudicator

If you have any unresolved complaints about your **corporate fund** (pension, provident or preservation fund) that are subject to the jurisdiction of the Pension Funds Act 24 of 1956, you may contact the Pension Funds Adjudicator.

Address	Telephone	Fax	Email address
The Pension Funds Adjudicator P O Box 580 Menlyn 0063	+27 (0)12 346 1738	+27 (0)86 693 7472	<a href="mailto:enquiries@pfa.org.za">enquiries@pfa.org.za</a>

### The Ombudsman for Long-term Insurance

If you have any unresolved complaints about a long-term insurance policy (death, disability, dread disease, etc.) that is subject to the jurisdiction of the Long-term Insurance Act 52 of 1998, you may contact the Long-term Insurance Ombudsman

Address	Telephone	Fax	Email address
The Honourable Mr Justice RP McLaren Ombudsman for Long- term Insurance Private Bag X45 Claremont 7735	+27 (0)21 657 5000  Share call +27 (0)86 010 3236	+27 (0)21 674 0951	<a href="mailto:info@ombud.co.za">info@ombud.co.za</a>

### Complaints against a financial adviser

#### The FAIS Ombudsman

If you have any unresolved complaints or disputes about advice that was given to you by a financial adviser after 30 September 2004, contact the FAIS Ombudsman.

Address	Telephone number	Fax number	Email address
Ms Noluntu Bam The FAIS Ombudsman P O Box 74571 Lynnwood Ridge 0040	+27 (0)12 470 9080  Share call +27 (0)86 048 3446	+27 (0)12 348 3447	<a href="mailto:info@faisombud.co.za">info@faisombud.co.za</a>