SENTINEL retirement fund

SENTINEL RETIREMENT FUND (“the Fund”)

MANUAL IN TERMS OF SECTION 51 OF THE PROMOTION OF ACCESS TO INFORMATION ACT 2/2000 ("the Act")

Sentinel Retirement Fund is a pension fund as defined in the Pension Funds Act 24 of 1956. It is a private body as defined by the Act.

A. CONTACT DETAILS

1. Head of the Fund/ Authorised Persons: VP Mphephu, Principal Officer

2. The Financial Services Board PF Number of the Fund is: 12/8/1215

3. The registered address of the Fund is: 1 Sunnyside Drive, Sunnyside Park, Parktown, 2193

4. The postal address of the Fund is: PO Box 61172, Marshalltown, 2107

5. The contact telephone number for the Fund is: +27 11 481 8000

6. The contact facsimile number for the Fund is: +27 11 481 8111

7. The e-mail address of the Head of the Fund / Authorised Person is: philda@sentinel.za.com

B. SOUTH AFRICAN HUMAN RIGHTS COMMISSION GUIDE

In terms of section 10 of the Act, the Human Rights Commission is required to compile, in each official language, a guide to the act to assist people to exercise their rights under the act. The Human Rights Commission may be contacted at:

Address: 2nd Floor, Braampark Forum 3
33 Hoofd Street
Braamfontein
Telephone**:** 011 877 3750

Facsimile: 011 403 0668

Website: http://www.sahrc.org.za

C: FUND RECORDS AVAILABLE IN TERMS OF THE PENSION FUNDS ACT 24 of 1956

(a) The following records of the Fund are available on demand by a <u>member</u> of theFund:

(i) the registered rules of the Fund (including amendments);
(ii) the last set of Annual Financial Statements prepared in terms of section15(1) of the Pension Funds Act, 1956.

These documents are available on the Fund's website (www.sentinel.za.com)

(b) The following records (if applicable) are available for inspection at the registered address of the Fund (see A3 above) at no charge:

(i) the documents referred to in C(a) above;
(ii) the last report (if any) by a valuator prepared in terms of section 16 of thePension Funds Act, 1956; *
(iii) any scheme which is being carried out by the Fund in accordance with theprovisions of section 18 (if applicable) of the Pension Funds Act, 1956.

The Fund is not valuation exempt.

(c) Note – in terms of section 22 of the Pension Funds Act, any person (upon payment of prescribed fees) may inspect at the office of the Registrar of Pension Funds any record referred to in (a) and (b) above and make a copy thereof or take extracts therefrom or obtain from the Registrar of Pension Funds a copy thereof or extract therefrom. The Registrar of Pension Funds may be contacted at:

Address: Riverwalk Office Park, Block B
41 Matroosberg Road (Corner Garsfontein and MatroosbergRoads) Ashlea Gardens, Extension 6
Menlo Park
Pretoria
South Africa
0081
Telephone: (012) 428 8000
Facsimile: (012) 346 6941
Website: http://www.fsb.co.za

D. INFORMATION TO FACILITATE A REQUEST FOR ACCESS TO FUND RECORDS

- The request must be made to the person specified in A1 above and at the contact details specified in A above.
- Any request for access to records in terms of the Act must be completed on the prescribed form in terms of the Act and the Regulations thereto.
- Please note that the Fund is a separate legal entity from the employer(s) that participate in the Fund as well as from the Fund's administrators, auditors, consultants, actuaries, and other advisors/service providers.
- The requester must provide sufficient detail on the request form to enable the headof the private body to identify the record and the requester. The requester should also indicate what form of access is required.
- The requester must identify the right that he or she is seeking to exercise or protect and provide an explanation of why the requested record is required for the exerciseor protection of that right.
- If a request is made on behalf of a person, the requester must then submit proof

of the capacity in which the requester is making the request to the satisfaction of the head of the Fund.

- The head of the Fund / Authorised Person must notify the requester (other than a personal requester) by notice, requiring the requester to pay the prescribed fee (ifany) before further processing the request.
- The head of the Fund/ Authorised Person will then make a decision whether togrant the request or not and notify the requestor in the required form.
- If the request is granted, then a further access fee must be paid for the search, reproduction, and preparation, and for any time that has exceeded the prescribed hours to search and prepare the record for disclosure.

E. AVAILABILITY OF THE MANUAL

The Fund's manual is available for inspection free of charge at the registered address of the Fund (see A3 above). Furthermore, a copy is available from the Human Rights Commission (see contact details in B above).

F. DESCRIPTION OF RECORDS HELD BY THE FUND

Claims (Withdrawals, Retirements, Deaths & Disabilities)

- Claim Notification Forms (Note: from 2013 these are generally submittedelectronically)
- Calculations (where available), or computerised statement of claim value
- Tax Directive Application (where applicable)
- Tax Directive (where applicable)
- IT 88 notifications
- Tax Certificate (Duplicate - where applicable)
- Client / broker payment instruction (where applicable)
- Section 37D deduction instruction (where applicable)
- Copy of any other court order against benefits
- Payment letter
- Copy of cheque or EFT payment reference
- Trustees' Resolution - Disposal of benefit **(deaths only)**
- Copy of death certificate
- Statement by Employer **(disability only)**
- Statement by Employee **(disability only)**
- Acceptance/Decline Letter **(Disabilty only)**

Member Data

- New entrant data
- Contribution records
- Member Investment Choice investment option forms (where applicable)
- Member Investment Choice investment switch forms (where applicable)
- Installation & Transfer-in data

- Statement of member fund value
- Additional benefit / surplus / demutualisation/ bulking calculations

<u>Disability</u>

- Medical Reviews – correspondence (where applicable)
- COCD (certificate of continued disability)
- Escalator notification
- Payment/Benefit confirmation letter
- EFT payment reference
- Recovery Documentation
- Letter of Suspension/Reinstatement from the Fund

<u>Pensioners</u>

<u>Annuity/Traditional Funds</u>

- Special tax directives, garnishees, etc.
- Commutation of pensions – calculations
- Pensioner increase notification
- Certificates of existence
- Study certificates
- Death certificates
- Annuity option forms
- Trustee instruction regarding payments

<u>Section 14 Transfers / Liquidations</u>

- Calculations
- Option forms (where applicable)
- Tax application forms (where applicable)
- Tax directives (where applicable)
- Tax certificates (duplicate - where applicable)
- Payment letter **(liquidations only)**
- Copy of S14 application lodged (transferor fund)
- Copy of S14 (1) (e) certificate (transferee and transferor funds)

<u>Iro Housing Loans (Direct) – where applicable</u>

- Application form
- Contribution records
- Finalised / settled claims record / calculation
- Partial settlement as a result of default - claim forms and approval for this payment

Accounting records

- Cashbooks and reconciliations to bank account
- General Ledgers
- Trial Balances
- Annual Financial Statements
- Audit files with working papers
- Bank statements of fund bank accounts
- EFT files (ACB whilst still applied)
- Deposit slips (where applicable)

Miscellaneous (as applicable on services provided)

- Copies of signed Rules and Amendments
- Minute books
- Statutory valuation reports and certificates
- Trustees registers
- Original or copies of policy documents relating to fidelity cover
- Documentation relating to the review of insurances on an annual basis as well as thequotations obtained from insurers to a rebroke exercise
- Agendas for all meetings to be held Investment manager mandates or policies ofinsurance, depending on the nature of the investment
- Copies of statements detailing the asset values for a fund
- Copies of communication sent to members of the funds in respect of specific events e.g. Trustees' reports, Member level Investment Choice, changes to death benefit
- Correspondence to the trustees in respect of fund matters
- Correspondence to members or former members, where applicable
- Quarterly Financial Reviews (if applicable)
- Confirmation of the appointment of Principal Officer and Actuary of Fund
- Copies of Pension Fund Adjudicator complaints lodged
- Certain communication with SARS and FSB

Contracts

- Contracts with service providers such as consultants, actuaries and auditors
- Contracts with respect with the appointment of trustees and nominated persons
- Insurance policy documents in respect of death and disability benefits (whereapplicable)
- Investment contracts and policies of insurance regarding investments

Employee Records

- List of employees names, identity documents and occupations
- Wage/salary records
- Letters of appointment and other employee-related contractual and quasi-legal records

- Employee records including but not limited to curriculum vitae, application forms and qualifications
- Correspondence relating to the employees
- Human resources policies
- Training schedules and manuals
- Records in terms of UIF contributions
- Records in terms of Skills Development Levy Act
- List of dismissed and retrenched employees

Third Party Records

The Fund may possess records pertaining to the other parties including without limitation, trustees, nominated persons, contractor’s suppliers, services, advisors, auditors,banking institutions, brokers, consultants, investors. Alternatively, such parties may possess records that can be said to belong to the Fund.