





Breaking News

BULLETIN



SUPPORT CHANNELS FOR MEMBERS







We understand that navigating your pension options can sometimes be overwhelming. That's why we're committed to providing a variety of support channels to assist you.

SUPPORT CHANNELS	DESCRIPTION
 <i>Website Chatbot</i>	<p>Our user-friendly chatbot is available 24/7 on our website, ready to answer your questions and guide you through common inquiries. Simply visit our website and click on the chat icon at the bottom right of the screen.</p> <p>Click HERE to visit the Sentinel website and access the chatbot.</p>
 <i>Information Repository</i>	<p>Explore our online resource centre for annual reports, brochures, portfolio returns, fact sheets, communications, and other essential documents and application forms.</p> <p>Click HERE to view the repository.</p>
 <i>Online Portal</i>	<p>Access your member account directly through our secure online portal. Here, you can view your balance, update your information, and manage your dependants at your convenience.</p> <p>Click HERE to access the Online Portal.</p>
 <i>Walk-in Client Centres</i>	<p>Prefer face-to-face interaction? Stop by one of our walk-in support centres for assistance from our knowledgeable staff.</p> <p>Click HERE for walk-in centre details.</p>

Innovating Your Future Responsibly



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SUPPORT CHANNELS	DESCRIPTION
 	<p>Members can apply for a Savings Withdrawal Benefit via WhatsApp. To initiate the process, simply add the Fund as a contact, then send the message "Sentinel" to us, and we will guide you through the next steps.</p> <p>WhatsApp +2764 940 6821</p>
 	<p>Have specific questions? Reach out to us via email, and our team will get back to you promptly with the information you need.</p> <p>info@sentinel.za.com</p>
 	<p>Call our toll-free support line for immediate assistance. Our friendly staff are here to help you from Monday to Friday.</p> <p>0800 77 6861</p>

We encourage all members to utilise the support channels available to enhance your retirement planning experience. By registering for the Online Portal, you will have access to your online profile, which includes benefit statements, a benefit projection calculator, and tax certificates. This simple step will empower you to manage your pension with ease and keep you well-informed about your benefits.

Please register on the Online Portal to securely access your member profile!

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