





# Breaking News

## INFORMANT



### SUPPORT CHANNELS FOR PENSIONERS

We understand that navigating your pension 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 <a href="#">HERE</a> 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 <a href="#">HERE</a> to view the repository.</p>
 <i>Online Portal</i>	<p>Access your pensioner 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 <a href="#">HERE</a> 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 <a href="#">HERE</a> for walk-in centre details.</p>

## SUPPORT CHANNELS

## DESCRIPTION



*Email Support*

Have specific questions? Reach out to us via email, and our team will get back to you promptly with the information you need.

[info@sentinel.za.com](mailto:info@sentinel.za.com)



*Toll-Free Contact Centre*

Call our toll-free support line for immediate assistance. Our friendly staff are here to help you from Monday to Friday.

0800 77 6861

We encourage all pensioners to take advantage of these support channels designed to make your pension experience smoother and more informed. Specifically, by registering on the Online Portal, you will gain convenient access to your online profile, including payslips, benefit statements, and tax certificates. This simple step will empower you to manage your pension effortlessly and stay well-informed about your benefits.

*Please register on the online portal to securely access your pensioner profile!*

*3 June 2025*