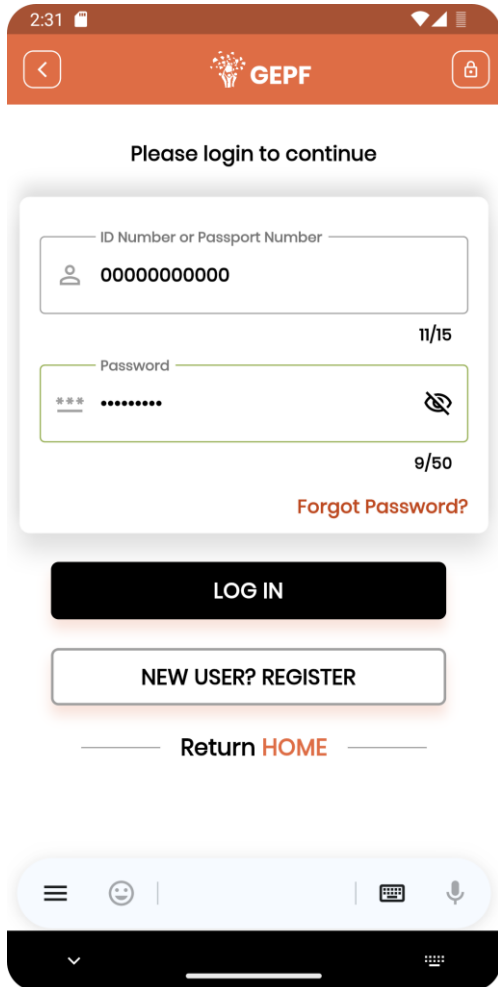




Self-service Two-pot claim withdrawal process

21 August 2024

Two-pot system on Self Service (IOS, Android, Harmony)

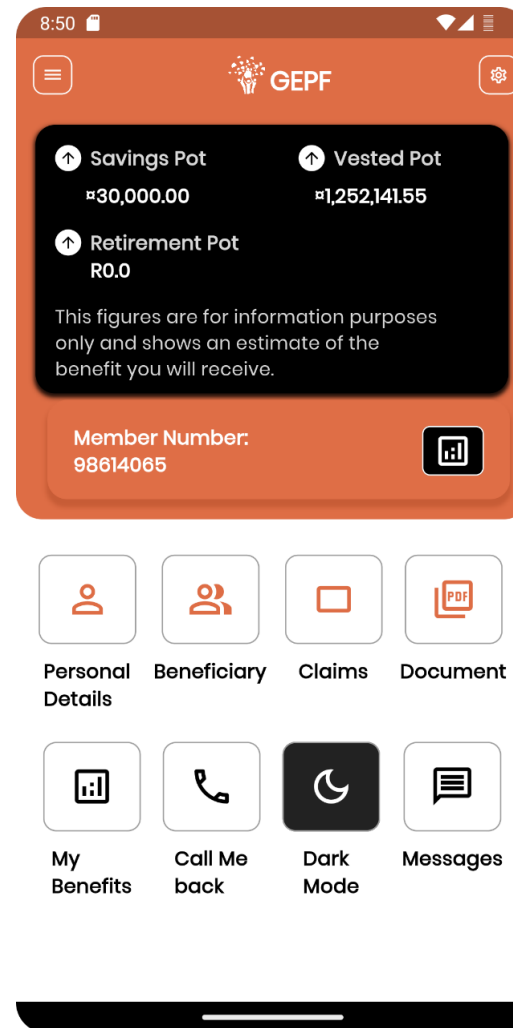


To access two-pot system on Self Service platforms:

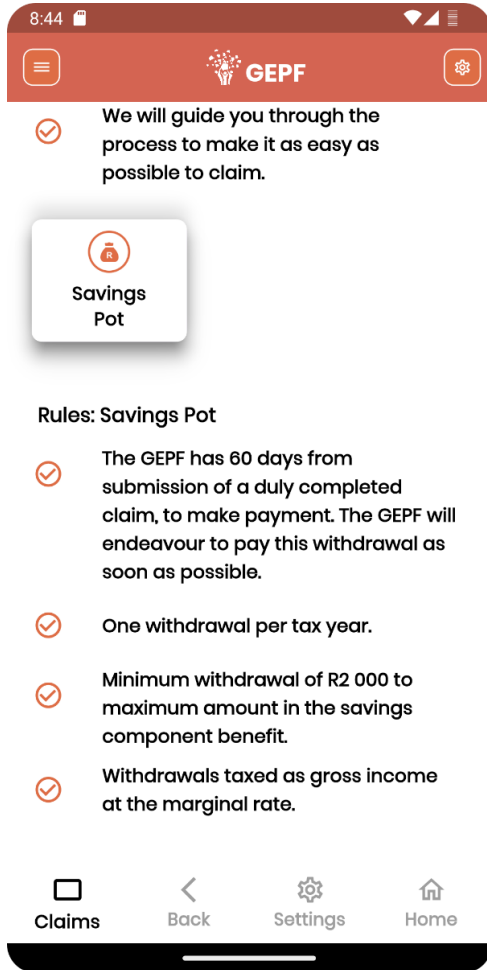
- A member must be registered with valid ID Number/Passport Number
- Up to date cellphone and email address
- Activate profile verification against Home Affairs system takes place every time a member login on all Self Service platforms. Once a date of death is registered a member's profile will be deactivated.

Two-pot system on Self Service (IOS, Android, Harmony)

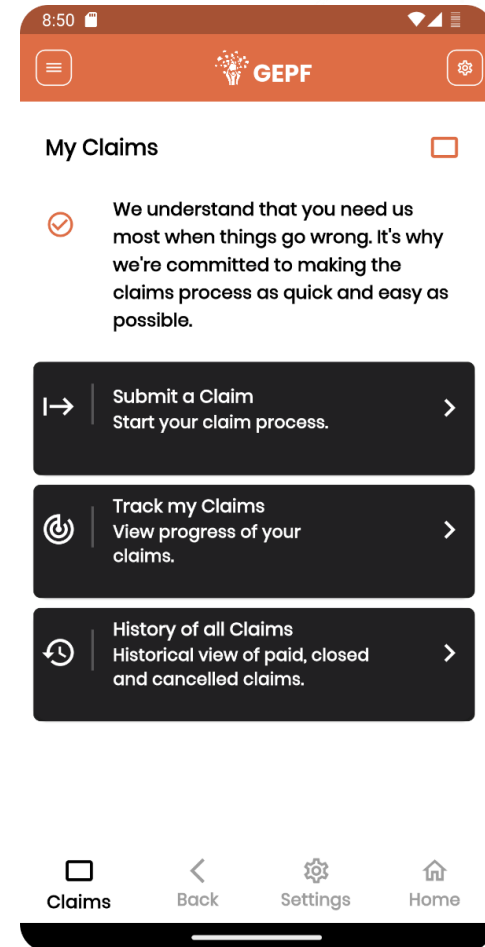
- When a member is authenticated, they will be able to see their snapshot view of their benefits.
- Access certain functionality based on authorization
- Profile (Member, Pensioner, Member with Pension
- benefit).



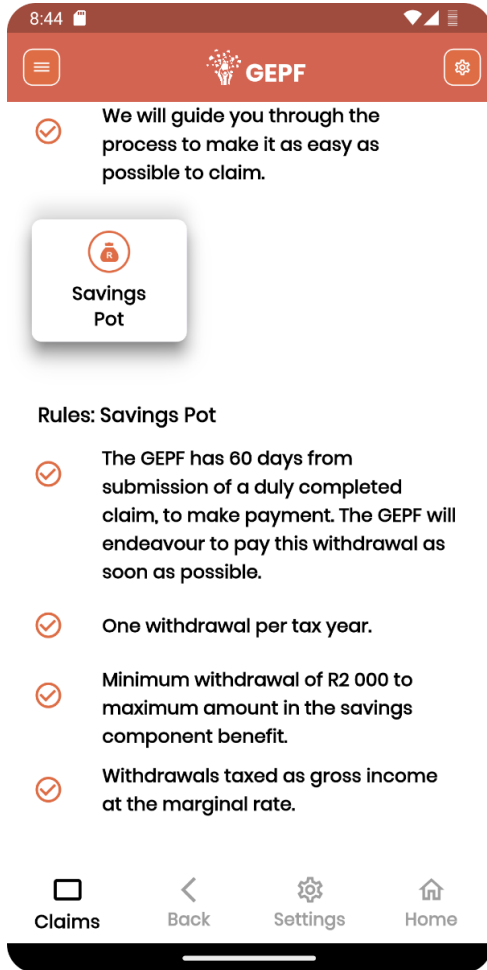
Two-pot system on Self Service (IOS, Android, Harmony)



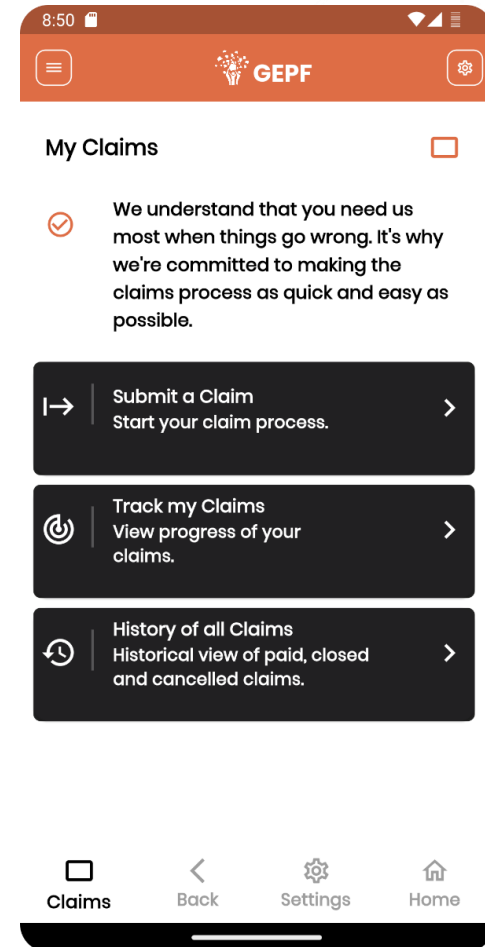
1. A member can see all the savings pot/ component rules associated with the claim withdrawal.
2. To initiate a claim, a member may submit a new claim by clicking on “Submit a Claim”.



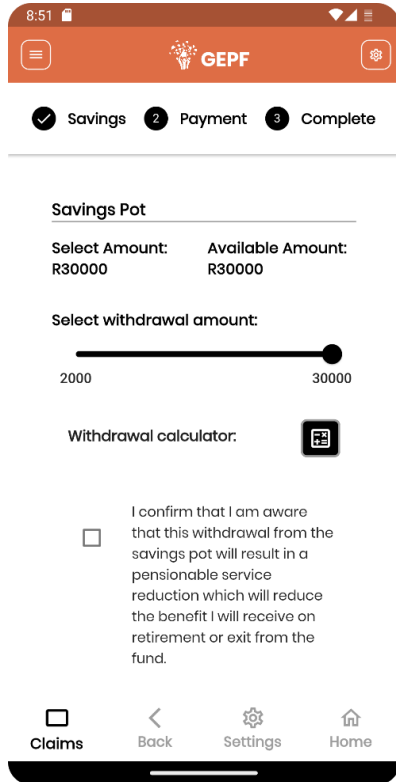
Two-pot system on Self Service (IOS, Android, Harmony)



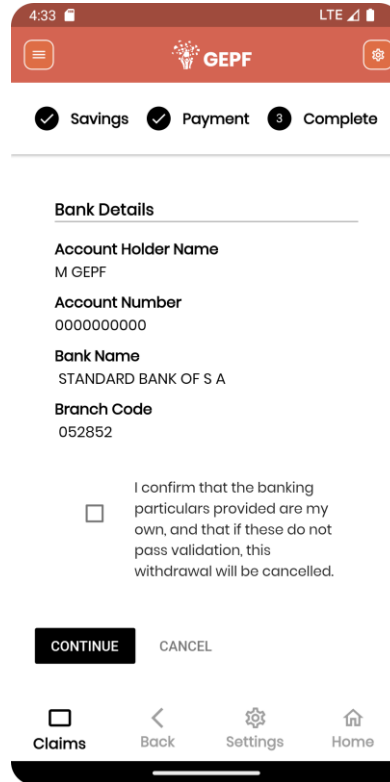
1. A member can see all the savings pot/ component rules associated with the claim withdrawal.
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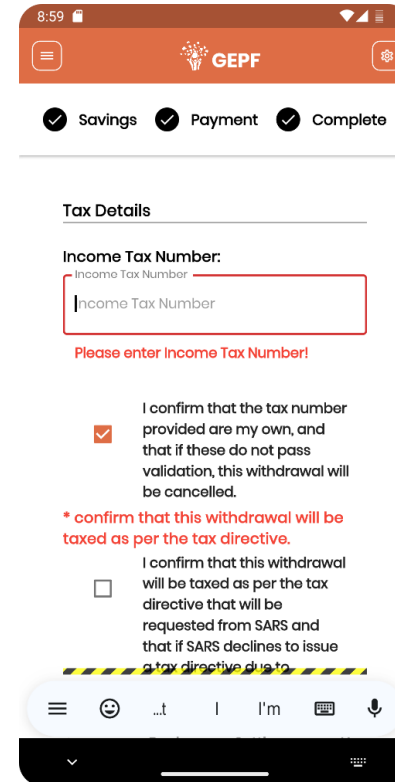
Two-pot system on Self Service (IOS, Android, Harmony)



- Member can scroll to select the amount they want to claim against.
- Members can click on the withdrawal calculator to check the amount they have to claim



- Member can confirm their banking details



- Member can update their income tax number

Two-pot system on Self Service (IOS, Android, Harmony)



Your claim has been submitted Successfully.

- ✓ Your withdrawal request has been accepted and will be processed accordingly. You can now track your claim status using track a claim section.
- ✓ The GEPF has 60 days from submission of a duly completed claim, to make payment. The GEPF will endeavour to pay this withdrawal as soon as possible.

Your claim has been submitted Successfully.





THANK YOU