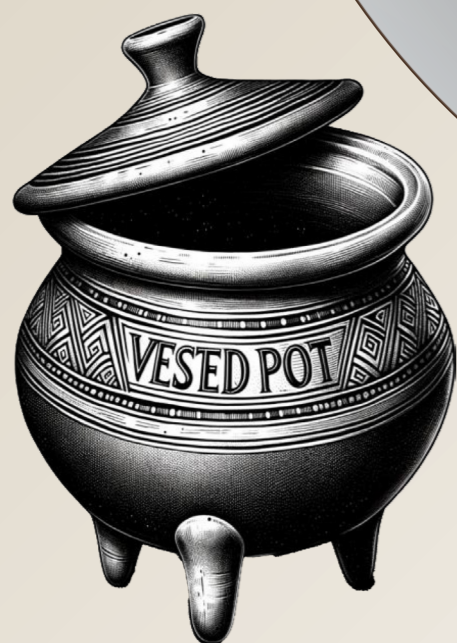


TWO POT RETIREMENT SYSTEM

SAVINGS POT WITHDRAWAL PROCESS

NEW
SELF SERVICE
USER



01

Member should download the **Self-service App**

02

Member should **register** their profile on the self-service app, with up-to-date personal information (cellphone number and email address)

03

Member will receive an **OTP** and temporary password

04

Member must use the temporary **password to login** and change the password to a new one

05

Member seeking to submit, view historical and/or track their claim must click the **"Claims"** button

06

Member may submit a new claim by clicking on **"Submit a Claim."**

09

Member can **click on the withdrawal** calculator to see what the impact of the withdrawal from the savings pot will be and the reduction in pensionable service years.

11

Member needs to **click on** the confirmation button to confirm the accuracy of their banking details. To continue with the withdrawal the member must accept the terms and conditions

13

Member can **click on** the continue button and their claims will be submitted.

07

After clicking the **"submit claim"** member will be able to see the two-pot system applicable rules

08

Member will see **amount available** for withdrawal, from the savings pot. To continue with the withdrawal the member must accept the terms and conditions

10

Member can **click on** the email icon to request for the quote to be sent to their email address

12

Member will be required to confirm their **income tax number**. If the income tax number indicated is incorrect, members can correct the income tax number, before submission. To continue with the withdrawal the member must **accept the terms and conditions**.

If validation of banking details fail and/or tax directive is declined, application for withdrawal will be cancelled and members will be expected to resolve those issues first before applying again to withdraw from savings pot.

For more information contact us at:
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