The GEPF has nine (09) regional and seven (07) satellite offices across the country. All these offices offer the same quality of service as the one in Pretoria which is considered the main Walk-In Centre. We encourage all our members and pensioners to use offices close to them instead of travelling all the way to Pretoria.

CLIENT SERVICE CENTRES

Gauteng: Tweesika Campus, Building 24, corner of Meintjes and Francis Road, Johannesburg, Woodmead, Sandton, Johannesburg.

KwaZulu-Natal: Durban: Shop 3rd Floor, Brasfort House, 262 Umbilo Road, Durban.

Limpopo: 87 (G) Bolswet, Polokwane.

Mpumalanga: Shop No. 5, 956 Plaza, Sebenza Mall, Mbombela, Nelspruit, North West.

Northern Cape: 11 Main Road, Entabeni (Western Cape): 21st Floor, No. 1 Tshubat Square, Standard Bank Building, Long Street, Cape Town.

Eastern Cape: No. 12 Global Life Centre, Circular Drive, Bloemfontein.

Free State: Regent Centre, 2-Stop, Roadside, Bloemfontein.

KwaZulu-Natal: 3rd Floor, Brandfort House, 262 Umhlangane, Langalabalele, Pietermaritzburg.

North West: 87 (G) Bolswet, Polokwane.

Pretoria: Shop No. 5, 956 Plaza, Sebenza Mall, Mbombela, Nelspruit, North West.

Western Cape: 21st Floor, No. 1 Tshubat Square, Standard Bank Building, Long Street, Cape Town.

SATELLITE OFFICES

Johannesburg: 2nd Floor, JCB House, 78-74 Marshall Street, Marshalltown, Port Elizabeth: Ground Floor, Miki-Mini Square, next to City Hall.

Mthatha: Ground Floor, Modern Plaza, Mthatha.

Pretoria: 12th Floor, Salmon Grove, Chambers, 607 Anton Lombard Street, Phuthaditjhaba: 721 Public Servants, Morning Park Shopping Centre Thohoyandou: 2010 Centre, next to Phuthaditjhaba FM (SABC)

Rustenburg: 149 Levy Street, Rustenburg

The Quarterly newsletter for members of the Government Employees Pension Fund

Do regional offices offer the same service?

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Call Centre - 0800 117 669 www.gepf.co.za @GEPF_SA
FREQUENTLY ASKED QUESTIONS

1. What is Self-Service? It is a digital platform that displays benefit statements, payment advice and tax certificates on a portal. This information is available to all GEPF members. It is designed to be viewable on computers, cellphones and tablets from anywhere and at any time.

2. How secure is Self-Service? The data that is viewed is stored on the mainframe and the portal simply shows the data as kept by the GEPF. Members are able to make sure their personal details are correct by logging in to the GEPF.

3. What are the benefits of using Self-Service? Members can check their personal details and send an email to request changes or updates to their information. You can view the information using different digital devices at any time from any location that has an internet connection.

4. Can I use a mobile phone to open an account? Yes, any digital device with access to the internet can access Self-Service.

5. Can I change my password? There is a “Change Password” option after you click the settings button which looks like a three dots icon.

6. How do I change my password? There is a “Change Password” option after you click the settings button which looks like a three dots icon.

7. Should you use Self-Service?.

8. What can I get from Self-Service? You can view your personal and contact details – with the email address you used to register. You can also view your tax certificates.

9. How do I change my password? There is a “Change Password” option after you click the settings button which looks like a three dots icon.

10. What should I do if I see an error on the account? If a member is discharged due to ill-health, your benefits will depend on whether you have less than 10 years of pensionable service due to the nature of your illness. Likewise, if you have more than 10 years of pensionable service, the rules provide for an increase in your pensionable service due to the nature of your illness.

11. Who do I contact if I have any queries? There are two options when a member opts to resigns. First option, a member can decide to have the once lump sum paid into a bank of choice. Second, a member can decide to transfer the once lump sum transferred into an approved retirement fund.

Modernisation paying dividends

A milestone was reached in the GEPF Modernisation journey in March 2019 when the GEPF launched its Self-Service system. This system enables clients to view their benefit statements and print their tax certificates amongst others. While the name seems self-explanatory, you may be asking yourself what this is all about. It is a portal which gives members and beneficiaries the opportunity to log on via internet and in real-time view and print their benefit statements, tax certificates etc. The greatest benefit of this portal is that clients no longer have to phone the Call-Centre or go to a Walk-In Centre to obtain documents or perform basic transactions. These are some of the benefits already available to those who have registered:

- If you receive a monthly pension benefit, you will have access to view, print and download your Payment Advice (Proof of income letter), benefit statements as well as tax certificates.
- You can view your personal and contact details – with the email address you used to register. You can also view your tax certificates.
- Clients can also view the list of the beneficiaries, and should they wish to update it, they can do so by emailing the GEPF enquiries division via this portal.
- Furthermore, clients will also be able to view employment as well as banking details. Should any of the information on the portal change or differ from our system, you can email the GEPF Enquiries division to update it.

In the near future, the portal will offer clients who are already available to those who have registered:

- The ePrint distribution and viewing of the Tax Certificates issued yearly by the South African Revenue Service (SARS).
- You will be able to request a Benefit Statement for a projected date i.e. issue a statement per your retirement date or nomination date etc.
- Clients will be able to calculate their benefits using the benefits calculator.

In order to understand the GEPF, it is better to understand what is meant by GEPF being a Defined Benefit Fund and the implications for its members. As a defined benefit type of a pension fund, the benefits of the GEPF are defined in the rules of the Fund. The advantage of belonging to a defined benefit like the GEPF is that all benefits that members are promised are guaranteed as long as the member retires, resigns or is deceased. This means your benefits are not subject to any changes in the market or economic circumstances. It is important for members to know that the GEPF only accepts a Nomination Form and not a Will. Therefore, make sure that you have a valid Nomination Form to protect both your retirement wealth and the eventual beneficiaries.

Members are strongly encouraged to nominate their beneficiaries on their Nomination Form. You can appoint as many beneficiaries as you prefer, as long as the percentage adds up to one hundred (100) percent.

Members sometimes make a wrong decision because they had included the distribution of their pension in their Will. It is very important for members to know that the GEPF only accepts a Nomination Form and not a Will. Therefore, make sure that you have a valid Nomination Form to protect both your retirement wealth and the eventual beneficiaries.

In the event of your death, your benefits will consist of your pension if you retire with more than 10 years of pensionable service or more than 10 years of service. If you retire with less than 10 years of pensionable service or more than 10 years of service, you will receive your once-lump and a monthly pension until you die.

Frequently Asked Questions

What are the benefits of using Self-Service?

How do I secure my Self-Service account?

How can I use Self-Service from GEPF?

What are the benefits of using Self-Service?

How can I access Self-Service if I am abroad?

How can I change my password?

Who do I contact if I see an error on the account?

What should I do if I see an error on the account?

Understanding the GEPF as a Defined Benefit Fund

Questions

What is Self-Service?

Why should I use Self-Service?

Who can use Self-Service?

What do I need to do to start using Self-Service?

Contact us for more info

Nomination Form

Important:

Members are strongly encouraged to nominate their beneficiaries on their Nomination Form. You can appoint as many beneficiaries as you prefer, as long as the percentage adds up to one hundred (100) percent.

Members sometimes make a wrong decision because they had included the distribution of their pension in their Will. It is very important for members to know that the GEPF only accepts a Nomination Form and not a Will. Therefore, make sure that you have a valid Nomination Form to protect both your retirement wealth and the eventual beneficiaries.

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There are two options when a member opts to resigns. First option, a member can decide to have the once lump sum paid into a bank of choice. Second, a member can decide to transfer the once lump sum transferred into an approved retirement fund.

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