

FAQ?

Here are some Frequently Asked Questions about the self-service system

What is self-service?

It is an online system whereby customers can access certain GEPF information themselves or select certain services that they want to use. It is designed to be viewable on computers, cell phones and tablets from anywhere and at any time.

What is GEPF self-service?

The self-service system has been developed to ensure ease of business when engaging with the GEPF. It allows for members of the Fund to access and update their information as well as track their pension or other related benefit claims.

What services will be available on the GEPF self-service?

When accessing the self-service portal, members will be able to:

- Access their benefit statements
- Access proof of payment
- Access tax certificates
- Trace any benefit claim
- Update contact information
- Nominate beneficiaries
- Access personalised correspondence like letters and newsletters
- Access latest notices from the GEPF

What are the benefits of having GEPF self-service?

- You are able to engage the GEPF from anywhere. No need to travel to a Walk-in Centre, contact the Call Centre or wait for your documents to arrive by post.

- You can check your personal details and update them anytime.
- You can access self-service using different digital devices at any time from any place that has an Internet connection.
- Self-service saves you time and effort – no more standing in long queues or waiting to be assisted by a Call Centre agent.

Are there any special requirements I need before I start using self-service from GEPF?

To be able to access these services, members, pensioners and beneficiaries are requested to first register for GEPF self-service so that they can be authenticated. They can register through GEPF self-service agents or on GEPF online registration portal.

Where will I find self-service agents to register?

GEPF will frequently publish self-service agent schedules on its website (www.gepf.co.za), social media pages (Twitter and Facebook) and through employer departments.

What should I bring if I register with a self-service agent?

You need your South African ID.

Where can I access GEPF online registration and authentication portal to register?

GEPF is currently developing the registration and authentication portal once this is finalised, members will be notified by email, sms and GEPF social media platforms. The portal will also be available on the GEPF website.

How secure is self-service?

The data that is viewed is data that the GEPF has which was either provided by yourself or your employer. The portal simply shows the data that GEPF has. The data is not stored by any external party. Access to data is through the member's credentials and the member needs to keep his/her password safe. Members can change the password at any time if they want to.

How do I create a self-service user account?

If you are a member, pensioner or a beneficiary receiving benefits from the GEPF, you will receive an email on the email account that the Fund has for you inviting you to click on a link. This link will allow you to access self-service registration and creating a user account.

Can I access self-service from any device?

Yes, any digital device with access to the internet.

I am registered for self-service and will be travelling abroad; will I be able to use self-service from abroad?

Yes, self-service will be available to you from anywhere.

Whom do I contact if I have any queries?

Contact the GEPF self-service number at **012 319 1400** - use this number **only** for self-service queries or email us at selfservicesupport@gpaa.gov.za.