

# 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 are available on GEPF self-service?

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

- Access their benefit statements
- Access tax certificates
- Trace registration and retirement benefit
- Update contact information
- Nominate or update 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 with 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?

To be able to access the service, members, pensioners and beneficiaries are requested to first register for GEPF self-service so that they can be authenticated. You can register through GEPF self-service Web or App.

### How Secure is self-service?

The data that is viewed is data 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.

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

Yes, self-service is 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](mailto:selfservicesupport@gpaa.gov.za)

### If you unable to register and you see the following message, "Your information is invalid and does not match our records."

There are few options that you can try to resolve the problem;

- Try again and make sure you have typed the correct one details.
- Make use of the registration Auto Questionnaire in the event that your RSA ID/ Foreign passport or cell phone number and or email address does not match our records, you may proceed to follow our authentication process which requires you to answer some questions and proceed to change your personal details upon completion. If all of the above fails, please email us at [selfservicesupport@gpaa.gov.za](mailto:selfservicesupport@gpaa.gov.za) to assist you.

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### **Why is a member not allowed to change marital status, First names, Surname, Initials, Maiden name on self-service Web or App?**

Marital status, First Names, Surname, Initials, Maiden name are automatically derived from South African Home Affairs department particularly for a member with a valid South African ID number. However; should any of the above information be incorrect, a member is requested to go to Home Affairs Department to correct the information.

### **What is an OPT?**

An OTP is an abbreviation for **One Time Pin** that is often send to the user in a way to authenticate and validate them every time they update any form of data/information on Self-Service. E.g. updating or nominating of beneficiaries

### **What is ECTA or ETA?**

ECTA or ETA is an Electronic Communications and Transactions Act 25 of 2002, to provide for the facilitation and regulation of electronic communications and transactions; and many more.

This document outline the use of the OTP and the terms and conditions that binds GEPF and the User (Member or Pensioner)

See the [link below](http://www.gov.za/documents/electronic-communications-and-transactions-atc#) for ease of reference:-<http://www.gov.za/documents/electronic-communications-and-transactions-atc#>

### **What happens if a member does not receive the OTP?**

There could be potential network coverage issues, which a member needs to check on their device, or GEPF server is not available at the time of use thereby affecting the availability of Self-Service Web or App. Alternatively, the member should try again later or click on 'resend'.

### **What is the Temporary Password and how do I receive one?**

A Temporary Password is a system generated password (which is case sensitive) that can only be used once by the user during the registration period. Furthermore, the password is sent to the

user by means of an SMS or email. Therefore, if you don't receive an SMS, you can also check your emails. Alternatively, you can click on 'Resend'.

### **What could be the reason if my password is rejected?**

Your password can be rejected if is not created according to accepted password rules or minimum requirements. E.g: Your password may be too short or does not contain special characters or digits.

See minimum password requirements below for the GEPF self-service Web or App:

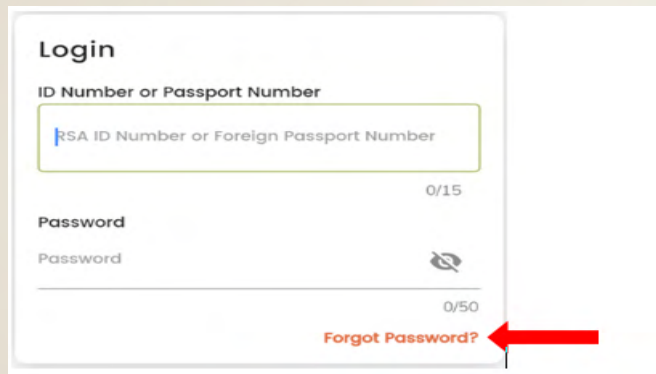
- You need to change your password.
- Minimum of eight characters.
- Minimum of one uppercase(A-Z)
- Minimum of one digit(0-9)
- Minimum of one special character

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### What should I do, if I forget my password?

In the event that you forget your password, then click on "**forgot password**" button that is located on the Log in screen shown on the image below.



The screenshot shows a login form with the following fields and elements:

- Login** header
- ID Number or Passport Number** label above a text input field containing "RSA ID Number or Foreign Passport Number" and a character count of "0/15".
- Password** label above a password input field with a character count of "0/50" and an eye icon for toggling visibility.
- A red arrow points to the **Forgot Password?** link located below the password field.

### Self-Service Web or Mobile App is too slow or time-outs. What could be the cause?

The following could be the potential issues to check:

- Network coverage issues which the user needs to check on their device and/or
- Connection to GEPF servers timed-out and maybe you can try again later and/or
- GEPF server could be unavailable at the time of use thereby affecting the availability of Self-Service

and/or

- There is a lot of traffic on the platform, meaning a lot of people are trying to access the service at the same time.

### Self-Service Web or Mobile App is not updating my changes. What could be the cause?

The following could be the potential cause of the failure to update:

- A potential loss of network coverage at the time of updating the information which the user needs to check on their device and maybe try again and/or
- GEPF server could be unavailable at the time of use thereby affecting the availability of Self-Service and/or
- Connection to server timed-out and maybe try again later and/or
- If all of the above fails, please email us at [selfservicesupport@gpaa.gov.za](mailto:selfservicesupport@gpaa.gov.za)

### What is the difference between a Self-Service Web application and a Mobile App?

Self-Service **Mobile App** is built for the use of self-service on the phone, specifically for platforms such as iOS for the Apple iPhone or Android for the likes of Samsung, Huawei device, etc. **Web App**, is accessed via the internet (Chrome, Internet Explorer,

Microsoft Edge, etc.) and will adapt to whichever device you are viewing them on. However, the user experience is the same on both Mobile and Web Applications.

Please note - *The Mobile App on iOS will be available soon*

### My Banking Details are incorrect and how should I update them?

If a member/pensioner "Banking details" are incorrect, then it could be that member/pensioners' records are not sync with the internal records that the GEPF have of the member/pensioner and the following should happen:

- The user should email us at [selfservicesupport@gpaa.gov.za](mailto:selfservicesupport@gpaa.gov.za) or
- Manually complete and submit Z894 (banking particulars form) with the necessary supporting documents and submit them to your nearest GEPF office.
- Once the record are updated internally, the member / pensioner should be informed accordingly and check their personal details on the Mobile App or Web Application.

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### I am getting an error message when clicking the 'Submit' button?

The following could be the potential cause of the failure to "Submit":

- A potential loss of network coverage at the time of updating the information which the user needs to check on their device and maybe try again and/or
- GEPF server could be unavailable at the time of use thereby affecting the availability of Self-Service and/or
- Connection to server timed-out and maybe try again later and/or
- If all of the above fails, please email us at [selfservicesupport@gpaa.gov.za](mailto:selfservicesupport@gpaa.gov.za)

### Why is a member not allowed to change their banking details on both Web and Mobile App?

In this current phase of the project, we have not integrated with other external sources to validate and verify the account holders.

### A member selected an option to download a document or receive a document via an email, but does not receive the email or the downloaded

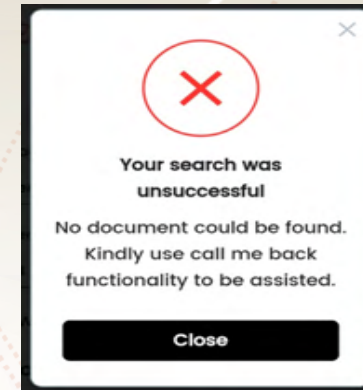
### document on their device?

The following could be the potential cause of the failure to receive the email or the downloaded document:

- In the event that you download the document, then you need to grant permission on your mobile device in order for you to have access or download the document(s)
- A potential loss of network coverage at the time of requesting the document which the member needs to check on their device and maybe try again later and/or
- GEPF server could be unavailable at the time of use thereby affecting the ability to send an email or download the document on Self-Service Web or Mobile App and/or
- Connection to the GEPF server timed-out and maybe try again later and/or
- If all of the above fails, please email us at [selfservicesupport@gpaa.gov.za](mailto:selfservicesupport@gpaa.gov.za)

### What happens, if a document is not available on the self-Service Web or Mobile App?

E.g: Benefit Statement , Tax Certificates (IRP5, IT3a or IT3b). See below the type of error that will display:



There is potential discrepancies with the member service records or data, which often will not enable the system to generate the requested document. Please email us at [selfservicesupport@gpaa.gov.za](mailto:selfservicesupport@gpaa.gov.za) to assist you.

### I have downloaded a document but I can not open it because it requires a password to open?

All the documents that are downloaded or emailed to you via the Self-Service Mobile or Web applications are password protected. You will need your South Africa ID number to open or Foreign Passport number.