

Roles of the various parties

Board of Trustees

The Board of Trustees is the body responsible for the management of the Fund and oversees the interests of the members. The Board appoints the Administrator, decides where investments may be placed and has the ultimate decision on allocation of death benefits in terms of section 37C of the Pension Funds Act, No 24 of 1956. The Board is assisted in fulfilling its duties by a Principal Officer and Fund Secretariat.

Administrator

Sanlam Corporate is responsible for the administration of the Fund, and as such members enjoy the full backing and protection of Sanlam. The Fund is administered on the leading edge Retirement Fund Administration platform.

The Administrator is responsible for providing a comprehensive administration service in terms of the requirements of the Registrar of Pension Funds and legislation. The full ranges of duties of the Administrator, as well as the associated service level agreements, are set out in a formal administration contract that has been signed between the Sanlam Umbrella Fund and the Administrator.

Sponsor

The Sponsor is Sanlam who is responsible for providing the necessary professional and technical resources so that an appropriate product offering can be delivered to the market. The Sponsor also provides the necessary capital to grow the membership of the Fund in order to deliver economies of scale for the ultimate benefit of members.

The Sponsor aims to make a profit by delivering services to the Fund, and adheres to the governance requirements of the Fund as laid down by the trustees.

Client Solutions Specialist

Sanlam's nationwide team of Client Solutions Specialists is responsible for assisting potential clients and intermediaries with all aspects of the participation and installation process. The Client Solutions Specialists are employee benefit professionals who have received training on all aspects of the product offering. They are equipped to support potential clients and intermediaries with making appropriate benefit structuring decisions, and are available to provide training and support on the various product features.

The Client Solutions Specialists will provide an official Sanlam Umbrella Fund quotation in line with the specifications chosen by the employer, and thereafter will oversee the completion and signature of all required new business forms in order to implement a new Sub-fund.

Sanlam Umbrella Fund Client Relations Manager

Once all the paperwork that is required to implement a new Sub-fund is completed, the Client Solutions Specialist hands over to the Sanlam Umbrella Fund Client Relations Manager who will thereafter liaise directly with the participating employer and the Contracted Benefit Consultant to ensure smooth and effective administration processes going forward.

Together with their reporting teams, the Client Relations Managers are responsible for the post-sales service and are the first point of contact in respect of administration queries, documentation and client support.

These post-sales service teams are regionally based and provide face-to-face, ongoing professional servicing of our Sanlam Umbrella Fund clients.

Participating Employer

Each participating employer undertakes to comply with all requirements and duties imposed on participating employers in terms of the Rules, *The Fund in Detail* document, as well as the Administration Guide as amended from time to time. These documents contain the participation requirements to ensure compliance with all relevant insurance policies effected by the Fund, all service level agreements entered into with providers and all protocols adopted by the trustees and to adhere to all legislative requirements. In particular the employer undertakes:

- To appoint an HR contact person to deal with all operational issues and/or a Communication contact person to whom all rate review communication, AGM invitations, surveys and other Joint Forum matters will be channelled. Where the participating employer and the Contracted Benefit Consultant agree that the Contracted Benefit Consultant will act as the only employer contact person and that all communications must be channelled via the Contracted Benefit Consultant, the Fund will require the Contracted Benefit Consultant to complete a communication agreement to indemnify the Fund and the Administrator from any liability that may arise as a result of the arrangement between the employer and the Contracted Benefit Consultant. More

than one person may be appointed by the employer to perform these functions but the HR contact person will be responsible unless the various duties are identified and agreed in writing.

- To appoint a Medical Correspondence person. This person will receive the personal health statement and the additional medical requirements for members who exceed the free cover limit or individual member limit, as well as all medical correspondence related to the members under the Sub-fund. This role could be performed by either the HR contact person or the Contracted Benefit Consultant
- To deduct the employee and employer contributions stipulated in the Special Rules and ensure that they are transferred to the Fund's bank account by the end of each month, using the assigned reference number so that deposits can be easily identified. Should contributions be deducted from members' salaries and not transferred to the Fund, the Joint Forum, failing which, the HR officer must take appropriate legal action on behalf of the members. A failure to make contributions will result in the suspension of participation.
- To update and maintain member records on a monthly basis and to transfer the information to the Administrator in the prescribed format by the end of each month. Without the data the Administrator will not be able to invest money and settle fees and premiums.
- To ensure that each member signs a beneficiary nomination form and a schedule of dependants form with regard to death benefits and update them regularly (preferably annually) and ensure that the forms are filed and stored.
- To provide the trustees with the required documentation and to gather information in respect of beneficiaries in the event of the death of a member.
- To inform the Administrator, within one month of joining, of the details of any new employees who are eligible to participate in the Fund. It is the duty of the HR contact person to monitor and ensure that all eligible employees are members of the Fund.
- To submit benefit claim forms in respect of exiting members as specified.
- To support members in the establishment of a Joint Forum on which they enjoy representation and where they can discuss and participate in reviewing the benefit structure of their Sub-fund. The employer will remain the contracting party for the Sub-fund, and will act on behalf of the Joint Forum. Failing the establishment of a Joint Forum, the HR contact person will be responsible to perform the duties of the Joint Forum.
- To distribute and communicate to employees all information intended for members.

- To identify and assist with the training of personnel to perform the various tasks identified, such as ensuring that records are maintained, payments are made, information in respect of deceased members is gathered, and that members are assisted to gain access to fund data via the SC Portal.
- To ensure that the Administrator receives all information that is reasonably necessary for the performance of the administration service.
- To utilise the SC Portal facility for submitting all relevant documentation to the Administrator.

Contracted Benefit Consultant

The trustees of the Sanlam Umbrella Fund require that every participating employer has the services of a Contracted Benefit Consultant available to provide advice on benefit and fund structure to the participating employer on an annual basis.

The Contracted Benefit Consultant undertakes to comply with all requirements and duties imposed on Consultants in terms of the Rules of this, The Fund in Detail, document as well as the Consultants Guide as amended from time to time.

The Contracted Benefit Consultant is also responsible for the following services:

- To advise the participating employer on the selection of the most appropriate fund offering, or where appropriate, the most appropriate default investment strategy available under that offering, in the context of the employer's member profile.
- To review the participating employer's selection on a regular basis, within such time period as may be prescribed by the Authority.
- To assist the participating employer with completion of all documents required for fund installation including section 14 transfer documentation where applicable.
- To receive the personal health statements and the additional medical requirements for members who exceed the free cover limit or individual member limit, as well as all medical correspondence related to the members under the Sub-fund if the participating employer has nominated the Contracted Benefit Consultant as the Medical Correspondence Person.
- To assist the participating employer in complying with all administrative duties and requirements set out by Sanlam and in accordance with the rules of the Fund, including:
 - ensuring adherence by members to all medical underwriting requirements,
 - ensuring an adequate process for members to complete forms as required (e.g. beneficiary nominations forms), and
 - product related and general member queries.
- To prepare a member booklet in electronic format for the Sub-fund working from templates approved by the trustees for distribution to members via the Joint Forum.
- To provide Sanlam with electronic versions of any tailored Sub-fund member communication material that the Joint Forum requires to be posted on the SC Portal, subject to Sanlam's final approval.
- To assist the participating employer with the election of member representatives to the Joint Forum.
- To arrange, convene and chair an annual Joint Forum meeting with the participating employer conforming to the agenda guidelines as prepared by the trustees, and to complete and e-mail a Joint Forum meeting declaration to the Fund Secretariat. The first Joint Forum meeting should be convened within four months of inception date or as soon as possible thereafter.
- In the case of Mini-funds, to ensure that the member representatives are invited to Centralised Joint Forum meetings held in the region, and to encourage the member representatives to attend such forums.
- To timeously communicate and discuss the outcome of the Fund's annual revision process to the Joint Forum and participating employer.
- To obtain a personal access code to the SC Portal that will allow the Contracted Benefit Consultant to obtain any information required in order to provide advice to the participating employer.
- To provide the services of a Contracted Financial Adviser to members (as detailed below) or refer members to a qualified third party to fulfil this service.
- To keep abreast of all official communication issued by the Fund, including all Fund Updates as set out in the monthly Consultant Toolkit, and to timeously convey all such information, as appropriate, to the Joint Forum, the participating employer and the members as part of the ongoing advice process.
- To assist the participating employer and Joint Forum as regards any desired changes to the Sub-fund's benefit design, including advice on the implications thereof, assistance with the necessary processes to implement any such changes, and assistance with any necessary member communication pertaining to such changes.

The Contracted Benefit Consultant must be compliant in terms of the Financial Advisory and Intermediary Services Act, No 37 of 2002 to render the above services. The appointment of the Contracted Benefit Consultant is subject to the approval of the Board. If the Board is at any point of the opinion that the Contracted Benefit Consultant does not comply, or no longer complies, with the requirements set out in the rules, or if, in the opinion of the Board, the continued appointment of an Employer's Contracted Benefit Consultant exposes the Fund to unacceptable risks and/or is no longer in the interest of the Fund or its Members, the Board may require that the Employer appoints another Contracted Benefit Consultant.

Contracted Financial Adviser

The Contracted Benefit Consultant may refer member advice services to a third party, who will be appointed as the Contracted Financial Adviser to the Sub-fund. This adviser must be compliant in terms of the Financial Advisory and Intermediary Services Act, No 37 of 2002, but does not act on behalf of the Fund or trustees.

The Contracted Financial Adviser is responsible for the following services:

- To provide individual members with financial advice and a retirement needs analysis as required.
- To advise members of the importance of completing beneficiary nomination forms.
- To advise members on their options in case of retirement, withdrawal or disability.
- Be available to advise beneficiaries of deceased members on their options.
- To advise members on investment choices and provide them with financial advice when selecting individual investment portfolios for their assets.
- To obtain a personal access code to the SC Portal that will allow the Contracted Financial Adviser to obtain any information required in order to provide advice to members.

