AUGUST 2024

Cape Peninsula University of Technology Retirement Fund - Communication Policy

1. Principles of communication

1.1. In terms of the policy, communication should be –

- Contemporary, friendly and attuned to the needs of members so they can be sufficiently informed to make appropriate decisions on their benefits.
- Holistic and placing critical Fund information within the context of general retirement and financial planning.
- Simple, concise and as easy to read as possible.
- Compliant with the disclosures required in terms of the Pension Funds Act, relevant PF circulars issued by the Financial Sector Conduct Authority, e.g. PF Circular No 86 and 90, and Protection of Personal Information Act (POPIA).
- Priced in such a way that it offers good value for money.
- Produced in English for printed communications.
- Accurate and not expose the Fund to legal liability for loss or damages.
- Be distributed to members in an electronic format as far as possible (to increase cost-effectiveness).
- Be aligned to the Fund's Rules and practices.

There should be clear disclaimers, so that it is not construed or interpreted as providing advice to members either by the Fund, the Board of Trustees or its advisors.

2. Outline of communication plan

The communication plan can be summarised as follows:

2.1. OBJECTIVES

- Members must be empowered to make informed decisions with regard to their retirement planning and benefit options.
- Members must be left with a positive image of the Fund.
- The Fund's communication strategy and communication issued should avoid, as far as possible, the potential for legal recourse against the Fund.
- Comply with requirements for Retirement Benefits Counselling as defined in the Pension Funds Act.
- Comply with any legislative requirements including, but not limited to, Circulars, Conduct Standards, Guidance Notes and POPIA.

AUDIENCES

The following audiences have been identified:

BENEFICIARIES

- In-service members and their beneficiaries
- Deferred or preserved members
- Members approaching retirement (55 years and older)
- Deferred retirees
- Living annuitant members

OPERATIONAL AUDIENCES

- Human Capital and Finance departments – staff
- Line manager of the Employer
- Trustees
- Principal Officer

2.2. KEY MESSAGES

The following matters are specifically included in the key messages that the Fund needs to communicate:

- Information on the Fund governance structure
- Information on the Fund's benefit structure and amendments
- Investment returns and the impact on members' benefits and their investment options
- Risks, costs and charges of investments, annuity strategy, preservation and any options available to members
- Information on legislative amendments affecting retirement benefits
- Information to assist members in placing their retirement planning in the context of general financial planning
- Operational information, to ensure smooth administration of the Fund

2.3. KEY COMMUNICATIONS AND MEDIUM OF COMMUNICATION

As a minimum, the following **member communications** should take place (preferred medium shown in italics):

- New entrant certificates – a letter confirming membership to be sent to all new members within 2 months after date of entry to the Fund – *via email*
- Semi-annual benefit statements as at 31 December and 30 June – distributed within 3 months of the effective date – *via email (Infoslips)*

- Semi-annual newsletter – as at 31 March and 30 September *via email (Newsflash)*
- Investment choice information – *maintained on internet*
- Investment performance of the portfolios and the impact on member benefits – quarterly investment statement provided to in-service and living annuitant members *via email*
- Monthly investment performance summary *maintained on the intranet*
- Annual report – Trustee meeting following submission of the annual financial statements – *via email (Newsflash)*.
- General Meeting – after February trustee meeting every second year – *either face to face or suitable virtual platform*
- Confirmation of instructions, e.g. – change in life-stage investment portfolio – confirmation of portfolio switches within 1 month of the switch
- Up-to-date member guides – maintained as hard copy and on the internet
- Retirement benefits counselling before any such withdrawal or transfer benefit is paid – information provided via email along with possible discussions (face to face or virtually)
- Retirement benefits counselling not less than 3 months before their normal retirement age – information provided via email along with retirement sessions (these can be group or individual and provided face to face or virtually)
- Website: kept up to date as and when necessary.

In addition, the following member communication is provided:

- Website access to current values in the Fund – ongoing
- Pre-retirement workshops – typically quarterly for all members
- Ad hoc member sessions which include, but not limited to, induction sessions and member feedback sessions (*face or virtually)*.

3. Roles and responsibilities and costs

3.1. ROLES & RESPONSIBILITIES

The Benefits and Administration Committee is responsible for communication. All communication must be approved by the Committee, after having obtained the necessary specialist input.

The Principal Officer shall act as a first point of contact for members and, where appropriate, assist in resolving any queries or directing the queries to the appropriate channel for assistance and resolution.

3.2. BUDGET

Costs of communication is assessed in the context of the expected benefit to be derived from it along with the overall Fund expenses and budgeting.

Signatures

This document represents the Communication Policy for the Cape Peninsula University of Technology Retirement Fund and is adopted with effect from the date of signature.

Andre Veethling

CHAIRPERSON **PRINCIPAL OFFICER**

DATE 28 November 2024