UNIVERSITY OF CAPE TOWN RETIRMENT FUND ("UCTRF")

COMMUNICATION POLICY

(UPDATED JULY 2025)

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1. Scope of Document

Communication Policy

PF 130 requires all retirement funds to have a communication policy based on:

- an investigation into the membership of the fund with the focus on the demographics, literacy levels, geographical distribution and preferences of all members;
- an identification of the objectives of the communication of the fund;
- an analysis of the information and messages to be communicated to members to meet the identified objectives, complying with, but not limited to the minimum communication requirements as per the Pension Funds Act, PF86, PF90, PF130 and more recently Regulations 37, 38 and 39, commonly known as the 'Default Regulations';
- an analysis of the most effective media to be utilised to reach all of the members identified and to ensure members are educated on all fund matters;
- a policy on the evaluation of the success of the fund communication.

In addition, Financial Sector Conduct Authority (FSCA) Information Circular No. 2 of 2016 stipulates that retirement funds must take steps to obtain their members' latest contact details and to update and maintain their member records accordingly to ensure that benefits are paid when they become due to members.

Retirement funds also need to have a strong focus on the following Treating Customers Fairly (TCF) principles, an initiative embarked on by the FSCA, to ensure that all outcomes are achieved as far as possible:

- Customers can be confident that they are dealing with firms where TCF is central to the corporate culture;
- Products and services marketed and sold in the retail market are designed to meet the needs of identified customer groups and are targeted accordingly;
- Customers are given clear information and kept appropriately informed before, during and after the time of sale;
- Where advice is given, it is suitable and takes account of customer circumstances;
- Products perform as firms have led customers to expect, and service is of an acceptable standard and as they have been led to expect;
- Customers do not face unreasonable post-sale barriers to change a product, switch a provider, submit a claim or make a compliant.

The Communication Policy and Plan should be reviewed annually by the Communication Committee and approved by the Board. Once finalised, it should be made available to all stakeholders and uploaded onto the UCTRF's website.

Communication Strategy

Building onto the communication policy, the communication strategy covers the following:

- an analysis of the **nature and frequency of the media** to be utilised. Cost effectiveness must, at all times, be an important consideration;
- a **communication plan** indicating the important communications to be actioned annually to facilitate members' education;
- a **budget** of the funds and resources, allocated by the UCTRF, for member communication and education annually;
- an investigation into the **evaluation method** to determine the success of the communication strategy, as well as the review process to address any shortcomings.

Both the Communication Policy and Strategy were drafted after an investigation of all the issues mentioned above and is reviewed annually.

2. Introduction

The aim of the document is to formalise the communication responsibility of the Board towards its members and other stakeholders. To this end, the Board commits to clear, transparent, valid and comprehensive communication delivered in a cost-effective manner via media easily accessible to members.

3. Purpose of the Communication Policy

This document outlines the Communication Policy of the UCTRF. The objective of the Communication Policy is to ensure:

- that the Board's duty of providing adequate and appropriate information to members in terms of Section 7D (c) of the Pension Funds Act is met;
- that the Principal Officer's obligation to inform members in a summarised form, within six months of the financial yearend of the UCTRF, of all amendments to the rules of the UCTRF, in a summarised form, is actioned;
- that members' financial literacy is increased;
- that members gain a better understanding of the investment and any other risks that are inherent in the UCTRF's structure;
- the provision of access to a specialised information service specific and relevant to the needs of the members of the UCTRF;
- that members are informed in order to make decisions regarding contribution options, investment choices and retirement, withdrawal and risk benefits;
- that the resources of the UCTRF are used in a responsible, cost-effective manner to achieve this;
- that members are provided with information regarding the latest developments that affect the UCTRF (e.g., investment strategy, benefit structure, UCTRF options and the regulatory environment);

- that beneficiaries of deceased members are advised of the payment options available in respect of death benefits;
- that withdrawing and retiring members are given access to retirement benefits counselling;
- that all members have access to financial advice at preferential rates through accredited financial advisors appointed by the Board, and
- that members joining or leaving the UCTRF are provided with financial advice to assist them to make decisions regarding their UCTRF benefits;
- that members close to retirement will be provided with financial advice, paid for by the UCTRF.

The Board agrees that the communication strategy will have a strong focus on the transfer of knowledge and understanding, as opposed to the mere distribution of information. The Board undertakes to measure the success of this undertaking continuously. In order to achieve this, all campaigns take into account the need to attempt to overcome real or perceived member reticence to take advantage of the communication products and services made available to them by the UCTRF.

4. Stakeholders

The UCTRF has identified the following stakeholders:

- Actively employed members (including members deemed to be in service);
- Beneficiaries of deceased members;
- Deferred Pensioners;
- In-fund Living annuitants;
- Participating employers;
- Phased retirees;
- Relevant regulatory authorities.

5. Specific Objectives

The UCTRF aims to:

1. **Encourage younger members to take an active interest in the UCTRF and to save sufficiently for retirement.**
    - An important objective will be to educate members about personal financial planning and in particular about having sufficient retirement provision by explaining the concept of replacement ratios (RRs). A member's RR is calculated by expressing the member's retirement benefit as a percentage of the member's final salary at retirement. A good guide is to try and aim for a RR of 70% to 75%.
    - Another important objective is to continue educating members on the UCTRF's investments by explaining important concepts in the UCTRF's Investment Policy Statement so that they appreciate the rationale behind the portfolios they select, and the process they follow in selecting or switching such portfolios.

The aim is for members to understand the different portfolios on offer including the Life Stage Model (offered by the Board as the UCTRF's default investment portfolio, suitable for the average member) and suitability of the portfolios on offer for the members themselves, given their needs.

- Equally important is the objective of encouraging members to preserve their retirement savings at withdrawal. In addition, since the introduction of the Two-pot System on 1 September 2024, members should be encouraged to preserve their savings in the Savings Pot and only access these funds in cases of a financial emergency.

2. **Motivate members to increase their retirement savings and to properly plan for all aspects of retirement.**
   - The Retirement Calculator provides members with the means to gauge the level of pension they might be able to procure with their Accumulated Retirement Savings in general terms, using appropriate market related annuity rates.
   - The onus will always be on members to obtain professional financial advice to assist with any retirement and other financial planning decisions. The Board continues to encourage members in this regard and has negotiated preferential advisory fees with the UCTRF appointed a firm of financial advisors (the "UCTRF financial advisors") to provide the following for members:
     - ➢ The UCTRF financial advisors will assist retiring members as well as any member over age 50 who expresses an interest in early retirement or anyone who may retire early due to ill-health irrespective of their age, with retirement planning and the implementation of their annuity selection at retirement. This advisory service will be provided at no additional cost to these members, subject to the member not having utilised a maximum of three consultations with the UCTRF endorsed advisor in accordance with the Services' Agreement with the appointed firm of financial advisors.
     - ➢ The UCTRF financial advisors will, at no additional cost, provide advice to members on joining the UCTRF to assist them in making choices regarding their benefits, contribution rate and investment portfolios at the beginning of their membership.
     - ➢ The UCTRF financial advisors will, at no additional cost, provide advice to members on leaving the UCTRF due to resignation, retrenchment or dismissal to assist them in making choices regarding their options on withdrawal.
     - ➢ The Board has negotiated preferential rates with the UCTRF financial advisors for all other members (retiring members who require additional advice over and above what is provided at the expense of the UCTRF, actively employed members, deferred pensioners, phased retirees and living annuitants) Advice fees for other members will be for their own account.

3. **Ensure that the rules and benefits of the UCTRF are explained to members, and that they are informed about changes, in particular:**
   - what contribution options are available and how this impacts their replacement ratios;
   - how the different benefits are calculated;
   - educate members on group death cover options as well as the related unapproved risk

benefits. The aim is for an improved understanding of the benefits on offer and of how death benefits are distributed;
- options available to members while they are still employed, at resignation and retirement, as well as the tax implications thereof.

4. **Remind all members to regularly update their Nomination of Beneficiary Forms.**
5. **Inform beneficiaries of deceased members about the payment options available in respect of death benefits, as well as the tax implications applicable to the various payment options:**
    - A document outlining the various payment options and the tax implications of each option, has been compiled by the Section 37C Committee and is provided to beneficiaries of deceased members by the UCTRF Office.
    - The Deputy Principal Officer also explains these options when discussing payment options with the beneficiaries of deceased members.
    - The UCTRF financial advisors are available to provide financial advice, at preferential rates, to the beneficiaries of deceased members, who wish to obtain financial advice. However, advice fees for beneficiaries of deceased members will be for their own account.
6. **Encourage members to proactively visit the UCTRF's website at least quarterly and to access their fund values via the appropriate channels provided by the administrator.**

6. Languages

The UCTRF recognises that its membership comprises diverse nationalities, speaking various languages. As the stated medium of communication of the University is English, this shall be the primary language of communication by the UCTRF.

However, documents that rarely change, such as the Induction Booklet, Investment Booklet and the Retirement Guide, have been translated into the following languages, which are dominant in the Western Cape since the majority of members of the UCTRF reside in the Western Cape: English, Afrikaans and isiXhosa.

In addition, induction videos, explaining the UCTRF's Contribution Structure, Disability Cover Structure, Death Cover Structure and Investment Choices are provided to new staff in all 3 languages and are available on the UCTRF website. Members are also provided with annual projection statements and benefit statements in all 3 languages.

7. Age profile

The latest analysis of the age profile of UCTRF members is included in Annexure B.

The communication strategy and its interventions take into consideration the age profile of UCTRF members. Communication will be targeted at all age groups. Messages are compiled to meet the communication needs of both the older and younger members of the UCTRF. The main messages of the UCTRF will focus on engaging younger members to encourage them to have a larger interest in UCTRF matters and wealth creation holistically, and to encourage those members who are approaching retirement to make informed decisions when planning for their retirement.

8. Media for Communication

The majority of members use devices with access to email and the internet on a daily basis. The computer literacy amongst the membership is considered to range from the basic to intermediate level. Using electronic communication for this target audience is thus considered appropriate as a means of communication. Although all members are assigned an email address, not all have the means to access their email. Where possible, communication campaigns will be supported by other media to ensure that members, who do not have access to electronic media, receive communication.

The media utilised to ensure the successful transfer of knowledge must take into consideration all factors pertaining to the target audience.

When considering the media for communication, the Board should take into account the importance of using infographics as a means to assist members in understanding their benefits.

The Board must utilise a range of different media. Due to the bulk of members having access to electronic media, the bulk of communication will be in an electronic format, with other solutions to cater for members who do not have the necessary access to computers being taken into consideration.

Another important consideration will be the active interaction of members with the communication media. Members will be given the opportunity to obtain information at a time and place convenient to them, utilising their method of preference.

9. Member Contact Details

The Communication Committee will strive to obtain member contact details and ensure that these are kept on record by the UCTRF administrator and are accessible by the UCTRF Office.

10. Messages to be Communicated

The central aim of the UCTRFs' member education is to empower members to properly plan for their retirement.

The messages to be communicated to members include the following:

Operating Activities

- Explaining general information in respect of the UCTRF;
- Explaining benefit calculations to members as well as the method and timing of benefit payments;
- Reminding members to complete their Nomination of Beneficiary forms and explaining Section 37C death benefit payments;
- Communicating any changes to the UCTRF Rules as well as maintaining a consolidated version of the Rules on the UCTRF website, which will include all registered amendments;
- Communicating important changes to regulatory requirements;
- Educating members on sufficient retirement provision with the focus on early provision;
- Educating members on effectively making use of the appropriate channels provided by the administrator and all tools and calculators on the UCTRF's site.

Funding Activities

- Providing access to the annual financial statements;
- Communicating significant changes to the investment strategy and providing information on investment portfolio options and switches, via the UCTRF website;
- Providing regular information on all the portfolio returns, as well as a comparison of these returns against benchmarks;
- Disclosure of investment expenses and fees on an annual basis which is communicated in the Annual Report Back (ARB) and made available on the UCTRF website.

11. Disclosure of Minimum Information: Requirements of PF 86 & 90 and Regulations 37, 38 & 39 ("Default Regulations")

PF Circulars 86 & 90 provide guidelines in respect of the information that is required to be communicated to members, Pensioners and Deferred Pensioners. In addition, Regulations 37, 38 and 39 of the Pension Funds Act, commonly known as the 'Default regulations', have legislated the disclosure requirements of the respective mandatory default options in respect of a retirement fund's investment, preservation and annuity strategy as well as the requirement for members to have access to retirement benefit counselling upon exiting retirement funds.

These guidelines and legislated regulatory requirements are incorporated into the Communication Plan.

12. UCTRF Information

The following information is available to members at the registered office of the UCTRF as well as on the UCTRF website:

- The registered Rules and amendments of the UCTRF;
- The risk policies with any endorsements;
- The UCTRF financial statements;
- The Trustees' Code of Conduct;
- The UCTRF Communication Policy
- The Investment Policy Statement;
- The Promotion of Access to Information Act (PAIA) manual and guide;
- The Data Protection and Privacy Policy
- The contact details for the UCTRF Office and all the trustees;
- The contact details for the Pension Funds Adjudicator and the Ombudsman for Long Term Insurance.

13. King IV Disclosure Requirements

Below is a summary of all the disclosures required in terms of King IV to be made by the Board concerning the operations of the UCTRF in the Annual Report Back (ARB) Report. The manner in and the extent to which these disclosures will be made will be as agreed by the Board.

Board

- Any breaches in terms of the Code of Conduct;
- Confirmation that all trustees sign a Code of Conduct on appointment and are asked to declare any conflicts of interests at each meeting;
- Trustees' term of office;
- Resignations of trustees and reasons therefore without giving personal information;
- A report on whether a Board assessment was held, including any areas of concern that were raised;
- The attendance of Board meetings and whether apologies were provided;
- A list of Trustees and whether they are member elected or employer appointed.
- Whether there any material or repeated penalties, sanctions or fines for contraventions of statutory obligations;

Committees

- The overall role and associated responsibilities and functions of each committee;
- The composition of each committee;
- Any external advisers who regularly attend committee meetings;
- Each committee's key areas of focus;
- The number of committee meetings and attendance at those meetings and whether apologies were provided.

Investments

- The UCTRF's investment philosophy and how investment decisions are made, as documented in the UCTRF's Investment Policy Statement;
- Details regarding the responsible investment code adopted by the UCTRF, if any, and the application of the code's principles and practices by the Board;
- The actions that were taken by the Board, if any, in respect of investment companies where concerns were raised regarding such companies' Environmental Social and Governance considerations;
- Details of the extent the UCTRF applies the Code for Responsible Investing in South Africa (CRISA), and if the UCTRF does not apply some or any of the principles or recommendations in CRISA or applies them differently from how they are set out, the Board must explain the reasons and the alternative measures employed by the Board;
- Information regarding where the UCTRF's assets are invested and returns achieved.

Risk and compliance management

- Confirmation that the Board keeps a risk register which is reviewed periodically with the intention of minimizing the risk where possible and managing those where the risk is unavoidable;
- The key risks, as well as any unexpected and unusual risks that occurred in the financial year;
- Material or repeated regulatory penalties, sanctions or fines for contraventions of, or non-compliance with statutory obligations, whether imposed on the UCTRF or Trustees.

Technology and protection of information

- An overview of the arrangements put in place by the Board to govern and manage technology and information protection within the UCTRF i.e., that the Board has a Data Protection and Information Technology Management Policy and the Electronic Device Policy to assist it in governing and managing technology and information protection and has appointed an Information Officer and Deputy Information Officer.

14. Complaints

The definition of a complaint for TCF (Treating Customers Fairly) is "an expression of dissatisfaction by a complainant relating to the products or services provided by a retirement fund to its members, former members, beneficiaries or potential members, which would include complaints about the management administration, benefits, investments or the interpretation and application of a fund's rules, provisions of the Act and which indicates that the retirement fund, a participating employer in the fund or its service provider

a) has contravened or failed to comply with an agreement, a law, a rule, or a code of conduct which is binding on the fund or to which it subscribes;
b) has caused the complainant harm, prejudice, distress or substantial inconvenience due to maladministration or wilful or negligent action or failure to act; or
c) has treated the complainant unfairly.

and regardless of whether such an expression of dissatisfaction is submitted together with or in relation to a customer query."

Only formal complaints provided in writing will be dealt with and will be recorded in the UCTRF Complaints register and the UCTRF will also monitor complaints that are submitted to the Administrator.

15. Confidentiality (Protection of Personal Information Act – PoPIA)

The UCTRF collects and processes personal information in respect of all members participating in the UCTRF. The Trustees of the UCTRF undertake to keep the UCTRF member information confidential and only release private UCTRF information to persons that have a lawful right to the information. Minutes of Board meetings and membership details may be accessed by the Trustees, service providers and any other person so authorised by the Board. The Rules of the UCTRF and its Annual Financial Statements are public documents.

16. Communication Budget

In order to provide information in a cost-effective manner, the Communication Committee shall ensure that communication is carried out within the budget framework for the year as proposed by the Communication and Financial Committees and approved by the Financial Committee or the Board.

If excesses are considered necessary, these shall be proposed to Financial Committee for approval prior to incurrence. The budget is to be monitored by the Communication Committee and the Financial Committee is to be advised if there is likely to be significant overspend.

17. Communication Initiatives / Plan

The Communication Committee has developed a communication plan for the UCTRF. The communication plan is updated on an annual basis following the approval of the communication budget. The UCTRF communication initiatives, which form part of the current year's communication plan is attached as Annexure A to this policy.

At a minimum the Board will aim to ensure that the communications set out in Annexure A are implemented and that the distribution channels are set-up to ensure that members receive all communications per the year's communication plan.

18. Measurement and Evaluation of the Success of the Communication Strategy

The following measurements are available to the Communication Committee when assessing the effectiveness of deliverables in terms of the UCTRF's communication strategy:

- Regular feedback surveys are used to test the success of specific communication deliverables;
- Statistics on the usage of web-based initiatives are obtained and analysed to measure the effectiveness of this medium;
- Statistics on the actual usage of available member tools;
- Conducting an analysis of the drivers (contribution level, investment portfolio, preservation, number of years invested) of members' replacement ratios as part of the annual projection statement exercise. This will assist in understanding members' financial behaviour where choices are made available and what interventions should be implemented as part of the communication initiatives.

Key performance areas (KPAs) will be agreed annually and measured to determine the effectiveness of the member communication initiatives throughout the year.

19. Revision

Both the communication policy and strategy will be reviewed on an annual basis to ensure members are well informed and that the UCTRF complies with statutory requirements.

20. Conclusion and Approval of Communication Policy

The objective of communication from the UCTRF is to inform members and all other stakeholders of the UCTRF. The Board undertakes to provide communication that is timely, transparent, accurate, cost effective and above all addresses the information needs of members in a format that is appropriate to the membership profile of the UCTRF and secondly to increase the financial literacy of members.

Signed at Cape Town on this the 6th day of October 20 25 .

Chairperson of Board

Name Shaun Parsons Signature

Chairperson of Communication Committee

Name Glenn Hurlow Signature

Annexures

1. Annexure A

	Communication item	Objective	Medium	Frequency	Responsibility	Distribution date
UNIVERSITY OF CAPE TOWN COMMUNICATION PLAN						
All members						
1.	Meetings with members	To provide information on the UCTRF and assist members to understand their benefits and options. Retirement benefit counselling.	Face-to-face; email, telephonic, via Service Now and via MS Teams	Ongoing	UCTRF Office	Ad hoc Immediately. Else within seven days of request.
2.	Interactive UCTRF Website	To provide general UCTRF information, contact details, member booklets, ARB Reports, and FAQ, as well as calculators and tools to assist members with proper retirement planning and risk cover.	Electronic	Ongoing	Communication Committee / UCTRF Office	N/A
3.	Administrator's web / App and WhatsApp facility	To provide members with member specific information.	Electronic	Ongoing	Administrator	N/A
4.	Information Sessions (Roadshow)	To provide members with a better understanding of their annual benefit statements and update them regarding specific issues of importance relating to the UCTRF.	Verbal and Multimedia	Annually	Board and the PO/DPO	October each year (within a month of the distribution of benefit statements).
5.	Benefit Statements	To provide personalised information relating to the member's Accumulated Retirement Savings and risk cover and to indicate who their nominated beneficiaries are.	Electronic InfoSlips and hard copy (Pay class 1-5) with an SMS prompt to website where these can be downloaded in the language of their choice. Also available via the administrator's website.	Annually but values available on the administrator's website at any time.	Administrato r / EB Consultants/ UCTRF Office	Within 6 months after the UCTRF's financial year end and in terms of the Administrator's SLA for all members other than ILLAs, who will receive their benefit statement with their drawdown letter.

	Communication item	Objective	Medium	Frequency	Responsibility	Distribution date
6.	Quarterly newsletter	To inform and educate members on retirement fund matters, as well as industry updates. The first or second quarter newsletter should include changes to the marginal tax rates and the administration withdrawal fee of the savings pot.	Electronically	Quarterly	Communication Committee and the UCTRF Office	Before the end of each quarter.
7.	Annual Report	To update members on UCTRF and industry developments over the last financial year with a report by the Board and a summary of the UCTRF financial situation, as well as a summary of the benefits and any amendments made to the UCTRF rules. Also to provide the investment returns.	Electronically on the website.	Annually	Communication Committee / UCTRF Office	Email sent to all members once it is loaded on the UCTRF website.
8.	Annual Report Back (ARB)	To provide members with an update on the financials and Investment returns	Recorded presentations that are loaded onto the UCTRF website	Annually	Chairs of Board, Financial Committee and Investment Committee	By mid-December
9.	Relevant Articles	For information.	Via website	Ad hoc	Communication Consultant	Ad hoc
New Members: To welcome new members and to provide them with the necessary UCTRF information to make informed decisions. Members are provided with a Member Booklet and selection of forms for completion upon joining the UCTRF. Members are referred to the website for a copy of the latest Member Information Booklet and videos explaining their benefits.						
1.	Employer and UCTRF letters sent with appointment letter	To explain the importance of preservation and to advise members that they can transfer their previous fund's benefit into the UCTRF.	Hard copy or via email	Once-off	HR / UCTRF Office	With appointment letter
2.	Induction Booklet	To communicate the summarised rules of the UCTRF, its benefits, the investment strategy and the UCTRF contact information to new members.	Hard copy or via email; also, electronically via the UCTRF website	Once-off and ongoing	HR / UCTRF Office	On joining the UCTRF

	Communication item	Objective	Medium	Frequency	Responsibility	Distribution date
3.	Induction presentation	To inform new members about the UCTRF.	Verbal and Multimedia. One session is held in person and one via Teams. GMI are available to assist members with any required advice	Once-off	HR / PO & DPO	During first month of appointment
4.	Videos	To explain the UCTRF options in respect of Contributions, UCTRF death cover and separate death cover, investment portfolio options and to explain the compulsory disability cover.	Videos hosted on the UCTRF website	Ongoing	Communication Committee / UCTRF Office	
5.	New Member Certificate	To confirm membership and choice options held on the administrator's system; also, to inform members that they may transfer any paid-up benefits into the UCTRF.	Electronic else hard copy (Pay class 1-5)	Once-off	Administrator	Within four months of joining the UCTRF
Actively employed Members:						
1.	Projection statements	To provide personalised information relating to the member's retirement projection income replacement ratio.	Electronic InfoSlip else hard copy (Pay class 1-5) with a SMS prompt to website where these can be downloaded in the language of their choice.	Annually	Benefit Consultant / InfoSlip / UCTRF Office	January
2.	Salary increase letter	Letter explaining the importance of reviewing RR when salary changes.	Electronically	Ad hoc	HR / UCTRF Office	When members get promotional increases.
3.	Exceeds Award / discretionary bonus letter	To encourage members to make a lumpsum additional voluntary contribution.	Electronically	Annually	HR / UCTRF Office	Included in HR's salary increase letter for those staff who get bonuses.
4.	Annual Member Workshop	To update members about the UCTRF and empower them about their provision for retirement.	Face-to-face, Verbal and Multimedia	Annually	UCTRF Office	July

	Communication item	Objective	Medium	Frequency	Responsibility	Distribution date
Actively employed members who are close to Retirement:						
1.	Retirement Seminar for 55's and over	To provide information to members 55 years and older about issues they need to consider as part of their retirement planning.	Face-to-face, verbal and multimedia	Annually	UCTRF Office	July
2.	Retirees' Workshop	To counsel members who are retiring at the end of the year on the different UCTRF options and types of annuities they will have access to when they retire as well as to advise them of the HR process when they retire.	Face-to-face, verbal and multimedia	Annually	Benefit Consultant / UCTRF financial advisor / HR / UCTRF Office	September
3.	Annuity Estimate Statement	To provide assistance to retiring members by providing estimates of the Board endorsed annuity based on the member's Accumulated Retirement Savings.	Electronic / hard copy	Annually	UCTRF financial advisor / UCTRF Office	September
4.	Financial advice sessions	To provide members with financial advice meant to assist them in choosing an annuity that best suits their needs.	Face-to-face or via Teams as selected by the member	Maximum of three sessions	UCTRF financial advisor	Starts five years before normal retirement date / Ongoing. Also available to members over 50 on request.
Actively employed members who withdraw from the UCTRF:						
1.	Options Letter / Preservation Letter	Explains the importance of preservation; Members are referred to the UCTRF website to view the exit options available via the UCTRF when they leave the service of the employer.	Electronic via email	Ad hoc	HR / UCTRF Office	At event date

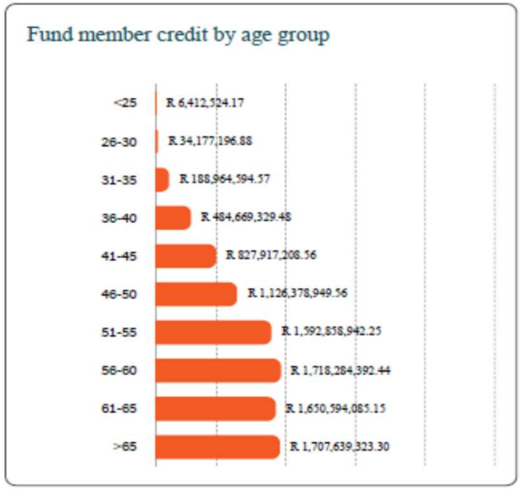
	Communication item	Objective	Medium	Frequency	Responsibility	Distribution date
Deferred pensioners:						
1.	Paid-up Certificate	To advise members who have left the service of the employer that the UCTRF benefit has been made paid-up.	Electronic via email to the employer	Ad hoc	Administrator / HR	Within two (2) calendar months of leaving service.
2.	Trace over 60-year-olds	To make them aware that they still have a benefit in the UCTRF.	Telephonic / email or tracing agent where required	Annually	UCTRF Office	Between January and July
3.	Enquiry letters to members close to normal retirement age of the UCTRF	To provide deferred pensioners with the option to receive an Annuity Estimate if they are considering retiring from the UCTRF.	Electronic / hard copy	Annually	UCTRF Office	3 months before the Annuity Estimates are produced
4.	Annuity Estimates	To provide assistance with the annuitisation process by providing estimates of the Board endorsed annuity.	Electronic / hard copy	On request	UCTRF financial advisor	September
	Retirees' Workshop for Deferred Pensioners that requested Annuity Estimates	To counsel members on the different UCTRF options and types of annuities they will have access to when they retire.	Face-to-face, verbal and multimedia	Annually	Benefit Consultant / UCTRF endorsed advisor / UCTRF Office	September
Phased retirees:						
1.	Enquiry letters	To provide phased retirees with the option to receive Annuity Estimates if they are considering retiring from the UCTRF.	Electronic / hard copy	Annually	UCTRF Office	3 months before the Annuity Estimates are produced
2.	Annuity Estimate Statement	To provide assistance with the annuitisation process by providing quote estimates of the Board endorsed annuity.	Electronic / hard copy	On request	UCTRF endorsed advisor	September
3.	Retirees' Workshop for Phased Retirees that requested Annuity Estimates	To counsel members on the different UCTRF options and types of annuities they will have access to when they retire.	Face-to-face, verbal and multimedia	Annually	Benefit Consultant / UCTRF endorsed advisor / UCTRF Office	September
4.	Trace over 70-year-olds	To make them aware that they still have a benefit in the UCTRF.	Telephonic / email or tracing agent where required	Annually	PO/DPO and the UCTRF Office	Between January and July

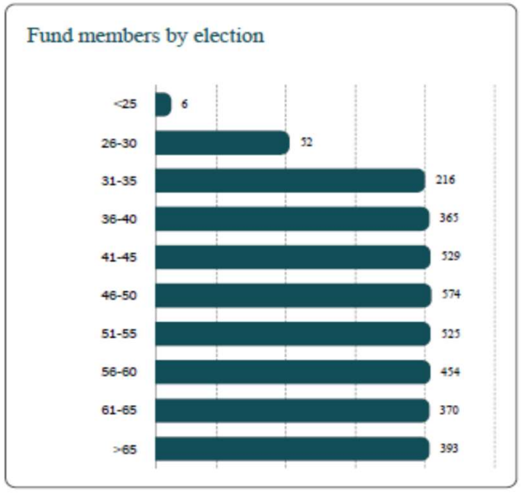
	Communication item	Objective	Medium	Frequency	Responsibility	Distribution date
Living Annuitants:						
1.	Enquiry letters	To enquire whether they would like Life Annuity Estimates, if they are considering converting to a life annuity	Electronic / hard copy	Annually	UCTRF Office	3 months before the Annuity Estimate Statements are produced
2.	Life Annuity Estimate	To provide assistance with the potential transition to a life annuity by providing estimates of the Board endorsed annuity.	Electronic / hard copy	On request	UCTRF financial advisor	September
3.	Living Annuitants' Workshop	To assist in-fund living annuitants to understand their drawdown letters and to understand the various options available to them.	Face –to-face, verbal and multimedia	Annually	Benefit Consultant / UCTRF financial advisors and UCTRF Office	November (when the majority of living annuitants receive their drawdown letters).
HR Staff: To provide HR Staff with necessary training relevant to any changes affecting the UCTRF.						
1.	Training sessions for HR Staff	To provide an update on the UCTRF and any changes that may have been implemented.	Face to face / MS teams	Ad hoc / on request	PO/DPO	As and when training is required

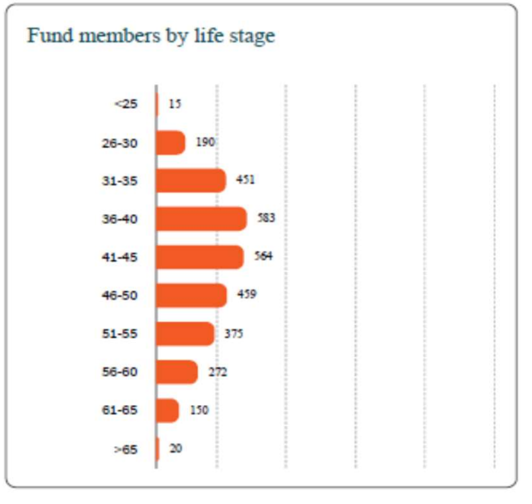
2. Annexure B

University of Cape Town Retirement Fund

Age profile of Membership as at 30 June 2025







Communication Policy 2025

Final Audit Report 2025-10-07

Created:	2025-10-06
By:	Glenn Hurlow (glenn.hurlow@uct.ac.za)
Status:	Signed
Transaction ID:	CBJCHBCAABAAtNAHmQ2GQv1JY7r0LI8XJlD7pbOmLYqB

"Communication Policy 2025" History

Document created by Glenn Hurlow (glenn.hurlow@uct.ac.za)
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Document emailed to Shaun Parsons (shaun.parsons@uct.ac.za) for signature
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