

## Newsletter 3 of 2020

June 2020

### HEADLINE NEWS

- Members can get free confidential support and counselling regarding COVID-19
- Members can leave their benefits in the Fund when they resign or retire
- Investment markets continued to recover in May 2020
- Fund information and member benefit values can be accessed on the Fund's member website

### DITABAKGOLO

- Maloko a ka hwetša thekgo le thušo ya seporofesenale ya sephiri ya matshwenyego ya mahala mabapi le COVID-19 goba Leuba la bolwetsi bja corona
- Maloko a ka tlogela dikholego tša bona ka Sekhwameng ge ba itokolla modirong goba ge ba rola modiro
- Mebaraka ya dipeeletšo e tšwelapele go kokotlela ka Mmeyi 2020
- Tshedimošo ka ga Sekhwama le maboleng a dikholego tša maloko di ka fihlelelwa mo go weposaete va Sekhwama

### IZINDABA EZINOHLOLONZE

- Amalungu anghathola ukwesekwa okuyimfihlo nokwelulekwa maqondana ne-COVID-19
- Amalungu angashiya izinzuzo zabo eSikhwameni uma beshiya phansi umsebenzi noma bethatha umhlalaphansi
- Izimakethe zokutshala imali zaqhubeka nokubuya ngoMeyi 2020
- Ulwazi mayelana neSikhwama kanye namanani enzuzo amalungu lungatholakala kuwebhusayithi yelungu lesiKhwama

### MAHUNGUNKULU

- Swirho swi nga kuma nseketelo na nchavelelo wa le xihundleni wa mahala mayelana na xitsongwatsongwana xa Khorona xa COVID-19
- Swirho swi nga siya mpfuno wa swona eka Nkwama loko swi tshika ntirho kumbe ku ya ephenxenini
- Timakete ta vuvukisi ti yile emahlweni ti tyelela hi Mudyaxihi 2020
- Mahungu ya Nkwama na tihakelo ta mpfuno wa swirho swi nga kumiwa eka webusayithi ya swirho swa Nkwama

## COVID-19 SUPPORT DURING THE LOCKDOWN

The Fund's death, disability and funeral benefits are currently insured with Old Mutual. Old Mutual have partnered with CareWorks, to assist retirement fund members with specialised COVID-19 support and counselling. This service is confidential and free.

Attached is information on how to access this service. Members who need support or counselling during this period are encouraged to make use of this.



## PAID-UP AND DEFERRED RETIREMENT BENEFITS

Investment markets are frequently volatile, as has been seen recently due to the COVID-19 pandemic. Members who leave the Fund may, therefore, wish to delay receipt of their benefits until markets recover. Members who resign are also encouraged to preserve their benefits to ensure they have adequate retirement savings at retirement.



Members who resign may elect to become paid-up members in the Fund and then access or transfer their paid-up benefits at any future date. Members who retire from employment may elect to become deferred retirees in the Fund and then retire from the Fund at any future date.

Resignation and retirement counselling documents are available on the Fund's member website (<https://mra.momentum.co.za>) or from your HR department or from the Fund's administrator on:

Phone: 0860 44 45 51

email: EJHB@Momentum.co.za

## INVESTMENT RETURNS

Newsletter 2 of 2020 sent out in May, showed that investment markets fell sharply in the early months of the COVID-19 pandemic, but then recovered materially in April. The markets continued to recover in May, with all three of the Fund's investment portfolios earning positive returns:



Period	Inflation Target Portfolio	Stable Portfolio	Capital Protection Portfolio
May 2020	0.95%	1.92%	0.52%

Longer term investment performance and more detail on the underlying investments of each of the three investment portfolios will be included in the next Newsletter.

## ACCESSING THE FUND'S MEMBER WEBSITE

Please remember that you can access Fund information (such as the Rules, audited financial statements and recent Newsletters) and view your updated benefit values at any time on the Fund's member website. If you are not registered as yet, please follow the following steps to get access.

**Step 1:** Log on to the website through the following link: <http://mra.momentum.co.za/>

**Step 2:** Click the **Portal - Login** tab on the top right-hand corner and then click on the **Login** link (red button) in the middle of the screen.

**Step 3:** Click on the **Register** link (blue button) in the middle of the screen.

**Step 4:** Enter your **RSA Identity number** or if you are a foreign national enter your **Passport number** and **Country of Issue**.

Click on **Next**.

**Step 5:** Complete your **Personal Contact** details.

*As the Fund's Administrator verifies the registration, it is compulsory to provide either your **cell phone number** or **work telephone number**. If a work telephone number is supplied then it is compulsory to complete your **email address**. In the event that your password is suspended or forgotten, a new password will be communicated to you at the cell number or email address you provided at registration.*

Click on **Next**.

**Step 6:** Enter a unique **User name** of your choice.

To verify that the user name is unique click on the **Check** link.

Select either one or both options for the **Password communication preference**.

Read and accept the **Terms and Conditions**.

Click on **Next**.

*Your registration request is now completed. Depending on your option selected you will receive a temporary password SMS or via email.*

**Step 7:** If your details cannot be validated by the system, you will receive an email or SMS stating that the Administrator will contact you to assist with verifying of your details and completing the registration. Their business hours are 08h00 to 16h00 from Monday to Friday.

**Step 8:** Once your registration has been verified, your first login will be with the temporary password. The system will prompt you to change the password to a password of your choice.

*This Newsletter is issued for the general information of the members of the eJoburg Retirement Fund. It is not intended as a substitute for specific legal, financial or other advice in considering the implications for each member's particular circumstances.*

**Covid-19  
SUPPORT AND COUNSELLING  
SERVICE FOR MEMBERS**

Updated 14 May 2020

Old Mutual is working hard to do our part to help curb the transmission of Covid-19 while maintaining business continuity and helping our members navigate this challenging environment.

To further assist members, Old Mutual Group Assurance is offering all members free access to a specialised Covid-19 support and counselling service.

We have partnered with CareWorks (Pty) Ltd (CareWorks), a company that specialises in disease management, counselling and support to provide this confidential and free service.

**Below is more information regarding this offering:**

**01 What services are provided?**

- Easy to understand information and education regarding Covid-19
- Screening to determine if you should go for a Covid-19 test, including:
  - Assistance with locating the nearest site to have the test done
  - Advice on what to do if you need to be tested
  - Counselling and support following the receipt of your test results
  - How to identify contacts that also need to be tested if you need to go for a test or are found to have Covid-19
  - Screening for all contacts to establish contact history and symptoms

**02 Who are these services available to?**

Old Mutual Group Assurance policyholders including employers, employees, claimants and fund members.



### 03 How do I contact CareWorks?

You can contact the CareWorks call centre toll free on 0800 243 671. The service centre is operational seven days a week:

- 08:00 to 17:00 Mondays to Fridays
- 08:00 to 13:00 Saturdays and Sundays

### 04 Will Old Mutual have access to my confidential medical information?

No, Old Mutual will not have access to your confidential information, unless you have separately submitted an application for disability benefits.

### 05 What if I require additional support with my medical condition?

The CareWorks call centre agents may identify that you need further assistance which is not listed above – for example, if you have other medical conditions which are not optimally managed, and that it increases your risk for Covid-19. If this happens, CareWorks will ask you if you want additional support; and will ask Old Mutual for permission to provide you with additional services. (Your medical information will not be shared with Old Mutual).

These additional services will be provided by a professional nurse and include:

- Support and counselling services
- Comprehensive disease management
- Grief counselling
- Assistance with access to chronic medication in cases of an emergency

### 06 Do I have to pay for any of the services above?

No, Old Mutual is providing these services free to all policyholders (employers and employees) of Group Assurance Products.

### 07 Do I have to register for these services?

No, if you require these services please call the number listed above.

### 08 How long will these services be available?

They will be available initially for four months starting 11 May 2020.

### 09 Who is CareWorks?

CareWorks, established in 2004, is a South African healthcare organisation that works both with private companies as well as the SA National Department of Health. The CareWorks call centre is staffed by multi-lingual agents who are able to provide support in all 11 official languages; and are supported by registered nurses and medical practitioners who are able to clinically monitor those clients requiring additional support.

