



the gpaa

Department:
Government Pensions Administration Agency
REPUBLIC OF SOUTH AFRICA

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Media advisory

16 November 2015

GEPF on a service delivery mission in Vhembe District

The Government Employees Pension Fund (GEPF), through its national outreach campaign, will visit the Vhembe District Municipality in the Limpopo Province on Saturday, 21 November 2015. Through the campaign, the GEPF intends to address delays in processing payment claims experienced by members when they exit the fund. Some of the factors that lead to the delays in pension claim process include incorrect or incomplete member personal details (name, address, etc.) and incorrect withdrawal documents such as banking details, etc.

The campaign affords members an opportunity to update their personal information and to have their queries attended to on site. The updated and correct personal information makes it easier for members to receive their payments on time when they exit the fund. Failure to adhere to these simple basic requirements could lead to hardships such as loss of income while waiting for payments to be processed.

The campaign also provides the GEPF an opportunity to locate some of the untraceable beneficiaries within the province. These could be members who are not aware that they have outstanding payments due to them or beneficiaries who are not aware that their deceased family members have left them pension benefits. In an attempt to improve service delivery, the GEPF has established a Regional Office in Polokwane. The office currently caters for more than 89183 active members, 20205 pensioners and 14864 beneficiaries who are now able to access the service without having to travel to Pretoria. Members of the media are invited to attend the event.

Date : 21 November 2015

Venue : Christ Worship House, Stand 2624, Khwevha Street, Shayandima, Vhembe District,
Limpopo Province

Time : 09H00 – 13H00

Note to editor

GEPF is the largest pension fund in Africa, with over 1.2 million contributing members and about 400 000 pension recipients. The Fund is also responsible for the more than R1.4-trillion of assets under management. The Fund was established on 1 May 1996 through the amalgamation of a number of pension funds serving government employees.

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