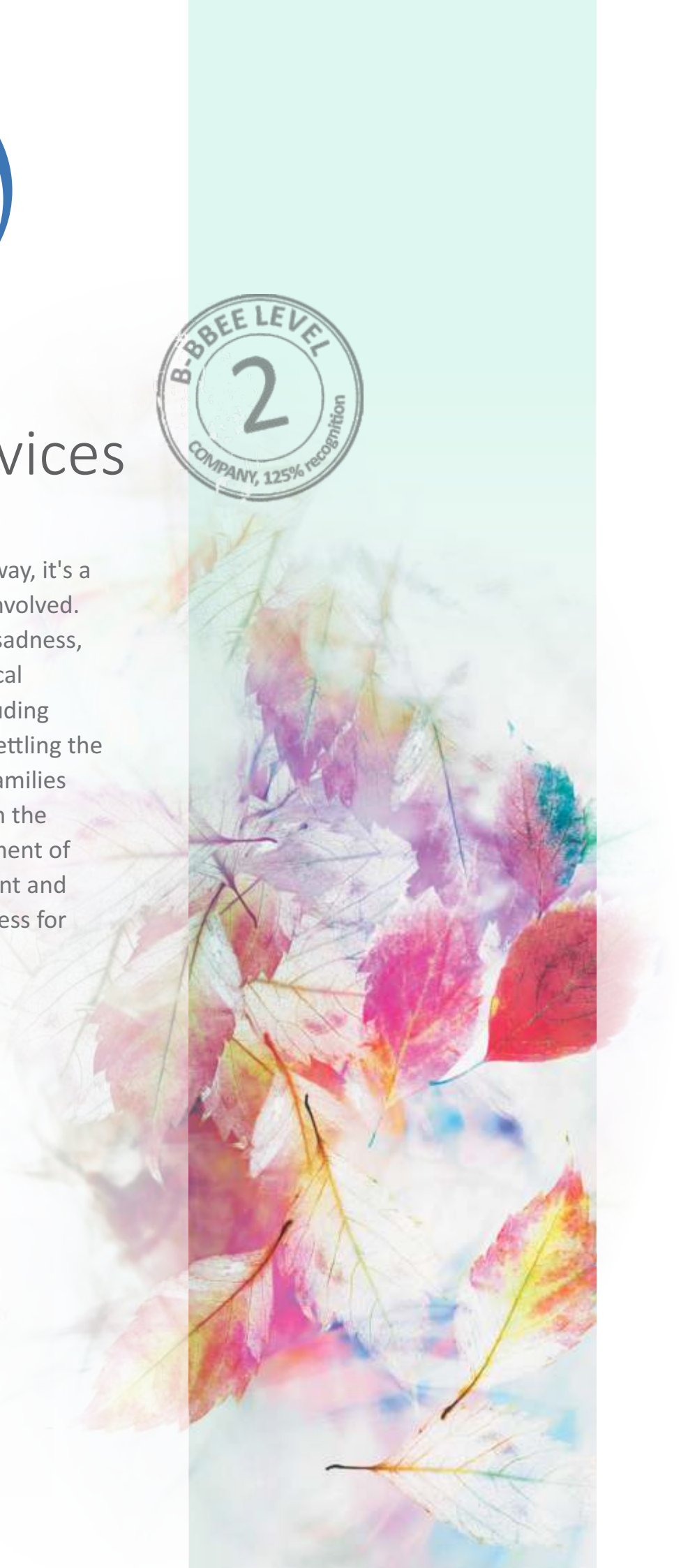




ICTS Death Benefit Services



When a loved one passes away, it's a difficult time for everyone involved. In addition to the grief and sadness, there are often many practical matters to take care of, including funeral arrangements and settling the estate. In particular, when families are financially dependent on the deceased, the timeous payment of death benefits is so important and should not cause further stress for those concerned.



Overview

Avoiding unnecessary paper work and the fast resolution of the disbursement of retirement fund death benefits is vitally important, especially when dependants are financially reliant on those benefits. ICTS Death Benefit Services provides a full, outsourced death benefit service to retirement funds in terms of Section 37C of the Pension Funds Act. Retirement Fund Administrators can also purchase the ICTS Death Benefits software program, ICTS Connect, on a licencing basis.

Section 37C of the Pension Funds Act

Section 37C of the Pension Funds Act (Act No. 24 of 1956) in South Africa sets out the requirements for the payment of death benefits from retirement funds. It applies to both defined contribution and defined benefit funds.

The purpose of section 37C is to ensure that dependants and nominees of a deceased member receive a fair and equitable share of the death benefits from the fund. The section seeks to achieve this objective by imposing a duty on the trustees of the fund to determine and pay out the death benefits in a fair and equitable manner.

It sets out a methodology for dealing with beneficiaries who are entitled to the death benefits, including the spouse or partners of the deceased member, any children, any other dependants, and the deceased's estate. The trustees of the fund are required to consider the financial needs and circumstances of each potential beneficiary in determining how the benefits should be allocated.

In addition, the section requires the trustees to consider any nomination made by the deceased member regarding the payment of the death benefits. However, such nomination is not binding on the trustees, and they may override it if they consider it necessary to do so in order to achieve a fair and equitable distribution of the benefits.

How you will benefit

ICTS Death Benefit Services aims to support both trustees of retirement funds and their service providers by not just complying with Section 37C but doing so in an efficient and compassionate manner.

If you are a Trustee/Principal Officer:

- 01 Manage your financial and reputational risk**
Follow sound advice and principles, supported by legal precedent and previous Adjudicator rulings, to avoid, as far as is practically possible, Adjudicator complaints. Have verifiable proof and paperwork to support trustee considerations on a fund's death benefit payments.
- 02 Reduce your unclaimed benefits**
Meet FSCA requirements by seeking to constantly reduce the amount of unclaimed benefits in a fund.
- 03 Reduce costs**
Lower the overall costs of a fund by removing the administrative burden of complex death benefit investigations and recommendations.
- 04 Minimise "cash drag"**
Minimise the impact on investment returns of monies sitting in cash (where applicable) awaiting disbursement, by the timeous resolution of payments.

If you are an Administrator/Employee Benefits Consultant:

- 01 Reduce operational costs and risks**
Reduce the costs and risks you incur in having to deal with complicated death benefit cases, and benefit from the efficiencies made possible by the proprietary software used by ICTS, called ICTS Connect.
- 02 Assume variable costs**
Rather adopt a variable cost strategy by outsourcing on a case by case or project basis.

Key ICTS Features to Help



The ICTS Team

Having conducted well over 20,000 death benefit cases in the past 15 years with approximately an 80% success rate, the ICTS death benefit services team understands that dealing with the loss of a loved one is stressful and emotional, which is why they are committed to making the process as easy and straightforward as possible. The team of 20 people are always available to answer any questions and they conduct business in all the 11 official languages of South Africa, making communication in assessing death benefit payments more personal.



Flexible Remuneration

The ICTS death benefit services team aligns its fee with its levels of success on cases.



ICTS Tracing Services

ICTS Tracing Services is a market leading tracing provider offering tracing solutions for clients – from a level 1 validated trace (confirms contact details of the traced individual) through to full investigative tracing (more complicated cases). This tracing capability is used by the ICTS death benefit services team in tracing family members, dependents and other beneficiaries.



ICTS Legal Services

ICTS Legal Services is a specialist retirement funds legal support capability. By using learnings from past Adjudicator matters dealing with death benefits, the ICTS death benefit services team continually updates and refines its processes and thinking, which is ultimately embedded in its recommendations, thereby mitigating risk for its clients.


ICTS Connect

ICTS uses its own proprietary software which guides the user through the systematic, regulated process required by section 37C. The program has a built-in actuarial calculator and the capturing of information results in a system generated report and trustee resolution. As an important risk mitigation tool, the software has a well-coordinated document storage system providing a full audit trail should this be required at a future date. This software is used in the ICTS death benefit services team's day-to-day activities, and it can be licensed by retirement fund administrators for their own use.

Sign in

Email ID

Password





Contact

Contact us today to learn more about our services and how we can help you.

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About ICTS

Investment Consulting and Trustee Services (ICTS) is a B-BBEE Level 2 niche financial services company providing independent support services to administrators, consultants and trustees/manco's in the retirement fund industry. Established in 1995, ICTS has developed long term partnerships with clients, built on consistent delivery. ICTS has been acknowledged by trustees, Principal Officers and service providers in the industry for its contributions in education, tracing and technology. Importantly, ICTS is independent and unaffiliated to any service providers, funds or industry organisations

ICTS offers the following additional niche services:

Communications

Specialised communication services for retirement funds, to facilitate member understanding and informed decision-making.

Independent Trustee Services

Independent trustees and advisory services for retirement fund boards and/or investment committees.

Legal Services

One of the few dedicated and specialist retirement fund legal services businesses in South Africa.

Tracing Services

Offering a comprehensive range of solutions for tracing current and former retirement fund members or beneficiaries.

ICTS Academy

Assisting, through education, trustees, principal officers, manco members and their consultants to fulfil their duties as fiduciaries.

Wealth

Helping formulate financial solutions for both individuals and businesses.

Motswedi Economic Transformation Specialists

Economic transformation specialists focusing on black-owned asset managers in South Africa.

Pensions World SA

Keep up with the latest news and trends about South African retirement funds and employee benefits with a quarterly publication, available digitally and in hard copy.

EBnet

An independent employee benefits knowledge portal for industry professionals in South Africa.