FREQUENTLY ASKED QUESTIONS

QUESTION	ANSWER
Is attendance at the AGM compulsory?	The Fund's rules require that an AGM be held prior to June 30 each year and although it is not obligatory to attend the AGM, members are encouraged to do so.
What is discussed at the AGM?	The annual financial statements of the Fund, the annual report of the Trustees and any matters relevant to the Fund.
Who determines increases in pensions?	The Trustees are responsible for determining pension increases.
How are pension increases determined?	The Fund has an increase policy, effective 1 January 2020, which aims to match the annual increase in consumer price inflation. The annual headline consumer price index (which is calculated by Statistics SA) for the 12 months ending in March of the year of review is utilized to determine the annual increase.
Could the increase policy not aim to give increases greater than consumer price inflation?	In terms of pension fund legislation pension funds should target pension increases that keep pace with inflation. The Fund has achieved increases equivalent to 100% of the rate of inflation (CPI) since 2004. The Board recognizes and has discussed that pension increases in excess of CPI would be of benefit to pensioners in the short term but it must be sustainable in the longer term and pension fund legislation requires that a pension increase policy is affordable and implementable over the longer term. In instances in the past where surplus funds have been available these funds, with the support of the Actuary, have been used to grant additional increases to those pensioners who did not receive full inflation linked increases in the past, to grant ad-hoc increases in 2022, 2023 and 2024 and to finance the special bonus or 14th cheque which has been paid each year since July 2014.
Who determines the amount of a spouse's pension?	The amount of a spouse pension is determined by the Fund's rules, which have been registered by the Financial Sector Conduct Authority and approved by South African Revenue Services. It is equivalent to 60% (40% if married after retirement) of the un-commuted pension payable to the member. Where a member has commuted 1/3 of his/her original pension, this 1/3 (33,3%) of the pension value is taken by the member in cash and the member then receives a monthly pension of 66,6% of the pension value. So, when a spouse receives 60% of the un-commuted pension, this is actually 90% of the member's current pension at the time of the member's demise.
What is required of an eligible spouse when an original pensioner passes away?	Provide the Fund's administrator (Alexander Forbes) with the following documents: (a) Claim Form to be obtained from the administrator (Contact Details – (0860776326 and email PensionerQueries@aforbes.com) (b) certified copy of the member's death certificate; (c) certified copy of marriage certificate; (d) Current Bank statement not older than 3 months or banking details of spouse on the bank's letterhead ; (e) Certified identity document of the deceased as well as the spouse; (f) Income tax reference number of spouse. Where the spouse is a registered dependent of the deceased member's medical scheme and wishes to continue as a member of the medical scheme, the spouse should contact the medical scheme and register as the principal member and advise the Fund of the changed circumstances. The process of bringing a spouse onto the payroll system following the death of a pensioner does take time and alternative provision should be made to meet monthly expenses for up to 1 month following the Fund receiving the required documentation.
Does the Fund give loans *or guarantees* for housing?	No. The Fund is not a registered bank or financial service provider and the Fund's rules do not provide for any loans *or guarantees* to members or *to* pensioners.
Can you commute more than 1/3 of your pension?	No. The Fund is a pension fund (not a provident fund) and tax legislation limits the maximum amount which may be commuted on retirement to 1/3 of the pension payable.
Would members be given another option to transfer to the KZNMP Fund?	An annual option is available to transfer.
Is a child pension payable on the death of a member?	The Rules provide for an eligible child pension up to the age of 18 years or 24 years if the child is in continuous and successful studies. Study certificates are due twice a year.
How often is a pension pay slip issued?	Pay slips are issued via email and SMS, If you are not receiving a pension payslip, you should provide the Fund's administrator with your email address then payslips will be emailed to you on a monthly basis. The email payslips are password-protected.
Can a member apply to have his/her retirement age extended from 63 to 65 years?	The member will have to approach the employer for approval.

Note that the Fund's Rules, Pension Increase Policy, Investment Policy, Annual Financial Statements and Reports, Privacy Policy, Circulars, Guidelines for Retiring Members, Guidelines for Beneficiaries, Explanation of Pension Benefits, Promotion of Access to Information Manual and other information is available on the Durban Pension Fund's website. These documents are also available to members and pensioners of the Fund at the Fund's offices at Alexander Forbes, 10 Torsvale Crescent, Torsvale Park, La Lucia Ridge Office Estate, Umhlanga Rocks.

Last Updated – 2025

IMIBUZO EBUZWA NJALO

UMBUZO	IMPENDULO
Ngabe Kuphoqelekile Ukwethamela Umhlangano Jikelele Wonyaka?	Imithetho Yesikhwama idinga ukuthi Umhlangano Jikelele Wonyaka ube khona ngaphambi komhlaka-30 Juni unyaka ngamunye futhi noma kungaphoqelekile ukwethamela Umhlangano Jikelele Wonyaka, amalungu ayagqugquzelwa ukuthi enze kanjalo.
Yini edingidwa Kumhlangano Jikelele Wonyaka?	Izitatimende zezezimali zonyaka Zesikhwama, umbiko wonyaka Wabaphatheli Abaqokiwe kanye nanoma yiziphi izindaba ezibalulekile Zesikhwama.
Ubani onquma ukukhuphuka kwezimali zezimpesheni?	Abaphathi Abaqokiwe banesibophezelo sokunquma ukukhuphuka kwezimpesheni.
Ngabe kunqunywa kanjani ukukhushulwa kwezimpesheni?	Isikhwama sinenqubomgomo yokukhushulwa kwezimali, kusukela mhlaka-1 Januwari 2020, ephokophele ukulingana nokukhuphuka kwangonyaka kwamanani entengo. Inkomba eyinhloko yokukhuphuka kwamanani entengo (ebalwa yi-Statistics SA) yezinyanga eziyi-12 ngazinye ezigcina ngoMashi wonyaka obukezwayo isetshenziselwa ukuthola ukukhushulwa kwemali kwangonyaka ngokuphathelene nokukhuphuka kwamanani entengo.
Ngabe inqubomgomo yokukhushulwa kwezimali ayikwazi ukuphokophela ukukhuphula izimali ngaphezu kokukhuphuka kwamanani entengo?	Ngokomthetho oshayiwe wezikhwama zezimpesheni izikhwama kumele ziphokophele ukukhuphuka kwezimpesheni okuzama ukulingana nokukhuphuka kwamanani entengo. Isikhwama sesizuze ukukhushulwa kwezimali okulingana no-100% wezinga lokukhuphuka kwamanani entengo (CPI) kusukela ngo-2004. Ibhodi lazisa futhi selidingide ukuthi ukukhuphuka kwezimpesheni okungaphezu Kokukhuphuka Kwamanani Entengo kuzohlomulisa abasempeshenini esikhathini esifushane kodwa kumele kukwazi ukwenzeka esikhathini esijana futhi umthetho oshayiwe wezikhwama udinga ukuthi inqubomgomo yokukhushulwa kwezempesheni ifinyeleleke futhi kukwazi ukwenziwa esikhathini esijana. Ezimweni zaphambilini lapho kube khona imali yesikhwama eyinsalela ekhona, ngokwesekwa Isazi Sezibalo (Actuary), yasetshenziselwa ukukhuphula okwengeziwe kwezimali kulabo abasempeshenini abangazange bathole ukukhushulwa kwezimali ngokugcwele ngokuphathelene namanani okukhuphuka kwentengo phambilini, ukuze kukhushulwe ngokwengeziwe ngezikhathi ezithile ngo-2022, 2023 nango-2024 kanye nokukhokhela ibhonasi elikhethekile noma isheke le-14 eselikhokhwe unyaka ngamunye kusukela ngoJulayi 2014.
Ubani onquma inani lempesheni yoshade nelungu?	Inani lempesheni yoshade nelungu linqunywa imithetho Yesikhwama, eseyibhaliswe ku-Registrar Wezikhwama Zempesheni futhi ligunyazwe yi-South African Revenue Services. Lilingana no-60% (u-40% uma ushade ngemva kokuthatha umhlalaphansi) wempesheni ezokhokhelwa ilungu ngaphambi kwemali ethathwa njengemali eyisamba. Lapho ilungu lithathe njengemali eyisamba u-1/3 wemali yalo yoqobo yempesheni , lo-1/3 (33, 3%) wenani lempesheni uthathwa yilungu njengokheshi bese-ke ilungu lithola impesheni yangenyanga engu-66,6% wenani lempesheni. Ngakho-ke, uma oshade nelungu ethola u-60% ngaphambi kwemali ethathwa njengemali eyisamba, empeleni lokhu kuchaza u-90% wempesheni yamanje yelungu ngesikhathi sokushona kwelungu.
Yini edingeka koshade nelungu okumele ahlomule uma osempeshenini wokuqala eshona?	Hlinzeka owengamele Isikhwama (Alexander Forbes) ngalawa madokhumenti alandelayo: (a) Ifomu Lokufaka Isicelo Sokukhokhelwa elizotholakala kowengamele (Imininingwane Yokuxhumana –(0860776326 kanye ne-imeyli PensionerQueries@aforbes.com) (b) ikhophi efakazelwe ngokomthetho yesifiketi sokushona selungu; (c) ikhophi yesitifiketi somshado; (d) Isitatimende Samanje SaseBhange esingekho sidala kunezinyanga ezi-3 noma imininingwane yasebhange yoshade nelungu eku-letterhead yasebhange; (e)Ikhophi efakazelwe ngokomthetho kamazisi woshonile yanye nowoshade nelungu; (f) Inombolo yentela yomholo woshade nelungu Lapho oshade nelungu ebhaliswe njengothembele elungwini ngokuphathelene nesikimu sezokwelapha futhi esafuna ukuqhubeka njengelungu lesikimu sezokwelapha, oshade nelungu kumele athinte isikimu sezokwelapha bese ebhalisa njengelungu eliyinhloko bese azisa Isikhwama ngokushintsha kwesimo. Uhlelo lwezokwengamela lokufaka oshade nelungu kuhlelo lokukhokhelwa ngemva kokushona kosempeshenini luthatha isikhathi futhi kumele kuhlinzekwe okunye ukuze kuhlangabezwane nezindleko zenyanga kuze kufinyelele enyangeni e-1 kulandela ukutholakala kwamadokhumenti adingekayo.
Ngabe Isikhwama sinikeza ngezimalimboleko *noma ngezinsiza zokuqinisekisa* ngokuphathelene nezezindlu	Cha. Isikhwama asilona ibhange elibhaliswe ngokusemthethweni noma umhlinzeki ngezinsiza zezezimali futhi imithetho Yesikhwama ayihlinzeki nganoma yiziphi izimalimboleko *noma ngezinsiza zokuqinisekisa ngokuphathelene nezezindlu* kumalungu noma kwabasempeshenini.
Ngabe ungakwazi ukuthatha ngaphezu kuka-1/3 wempesheni yakho?	Cha. Isikhwama siyisikhwama sempesheni (hhayi isikhwama esihlinzekelayo (provident fund) futhi umthetho oshayiwe ngokuphathelene nezintela unomkhawulo wemali engathathwa njengesamba ngesikhathi sokuthatha umhlalaphansi sibe u-1/3 wemali okumele ikhokhelwe impesheni.
Ngabe amalungu azonikwa okunye angakukhetha kokudlulisela imali Esikhwameni [illegible] KZNMP?	Okungakhethwa kwangonyaka sekuyatholakala uma udlulisela imali.
Ngabe impesheni yengane iyakhokhwa uma kushona ilungu?	Imithetho ihlinzekela ukuthi ingane okumele ithole impesheni eneminyaka yobudala efinyelela kweyi-18 noma iminyaka yobudala engama-24 uma ingane isaqhubeka futhi iphumelela ezifundweni. Izitifiketi zokufunda kumele zifakwe kabili ngonyaka.
Ngabe ikhishwa kangaki i-pay slip yempesheni?	Ama-payslip akhishwa nge-imeyili nange-SMS. Uma ngayitholi i-payslip yakho yempesheni, hlinzeka owengamele Isikhwama (Fund administrator) ikheli lakho le-imeyli, ama-payslip azobe esethunyelwa kuwe nge-imeyli njalo ngenyanga futhi ama-payslip athunyelwa nge-imeyli avikelwa nge-password.

Ngabe ilungu lingakwazi ukunyusa iminyaka yalo yobudala yokuthatha umhlalaphansi kusukela kwengama-63 ukuya kwengama-65?	Ilungu kuzomele lixoxisane nomqashi ukuze kugunyazwe lokhu.

Qaphela ukuthi Imithetho Yesikhwama, Inqubomgomo Yokukhushulwa Kwempesheni, Inqubomgomo Yokutshala Izimali, Izitatimende Zezezimali kanye Nemibiko Yonyaka, ama-Circular, Iziqondiso Zamalungu Athatha Umhlalaphansi, Iziqondiso Zabaqokelwe Ukuthi Bahlomule, Incazelo Yemihlomulo Yempesheni kanye nolunye ulwazi luyatholakala kusizindalwazi se-Durban Pension Fund. La madokhumenti ayatholakala futhi nakumalungu kanye nakwabasempeshenini Besikhwama ehhovisi Lesikhwama e-Alexander Forbes, 10 Torsvale Crescent, Torsvale Park, La Lucia Ridge Office Estate, Umhlanga Rocks.

Igcine ukubuyekezwa - 2025