

19 JULY 2024



Your No. 1 Pension Fund

# IMPORTANT UPDATE

## ALL YOU NEED TO KNOW WHEN YOU LODGE A FUNERAL CLAIM

### 1. Does the Fund provide cover for the stillborn/ newborn?

- YES- Provided the principal member is a female. A male principal member is required to produce a marriage certificate/ registered customary marriage certificate on application stage for the funeral benefit and when lodging a funeral claim to prove relationship between the child's mother and himself.

### 2. Does the Fund cover foreign nationals?

- NO- The Fund only covers people with South African identity documents, as insurers don't have policies that cover foreign nationals.

### 3. Does the Fund cover extended family members?

- YES- However, the only extended family members the Fund covers are principal member's parents and parents in law.

### 4. Which dependents are covered on the family Funeral Benefit?

- Principal member's spouse and children under the age of 21 years.

### 5. Are my family members and extended family members automatically covered by virtue of me being a member of the Fund?

- NO- Your family members and extended family members will only be covered if registered as such on the family funeral cover form, duly completed by yourself and submitted to the Fund.

### 6. Can two or more members of the fund cover and claim for the same person?

- NO- Only one claim can be paid for one life assured.
  - Example: -Spouses who are members of the Fund, can only lodge one claim in the event the extended member passes away (parents and parents in law).
  - Siblings belonging to the Fund who have covered their parents- only one claim will be paid in the event the life assured passes away (parents and parents in law).
  - Parents belonging to the Fund who have covered same children- only one claim will be paid in the event the life assured passes away.



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**7. What happens in cases where husband and wife are both members of the Fund and one of them passes away?**

- The Fund will process and pay two claims, as both are principal members of the Fund.

**8. Am I affected if contributions were not received from my Municipality?**

- YES -members whose Municipalities are defaulting will not be covered for funeral claim and other risk benefits such as death and disability benefits.

**9. What happens if the extended member has a different surname from the principal member?**

- Additional documents proving relationship will be required by the Fund on application and claim stage.

**10. After how long can a person still submit their delayed funeral claim?**

- Claims should be submitted before 12 months lapses.

**11. What documents do I need to submit when lodging a funeral claim?**

- a) Funeral Claim form
- b) Certified Copy of ID of the Principal Member
- c) Certified Copy of ID of the Deceased
- d) Certified Copy of Death Certificate
- e) Certified Copy of ID Beneficiary (Applicable when Principal Member is deceased)
- f) Certified Copy of ID for the Account Holder:(Applicable when the Beneficiary does not have a Bank Account)
- g) Notice of Death- Bi1663 page 1
- h) Notice of Death -Bi1663 page 2

**12. How do I go about lodging a funeral claim?**

- Funeral claim documents can be sent to [pension@akafin.co.za](mailto:pension@akafin.co.za)

- **NOTE ALL COPIES SHOULD BE CLEAR AND**
- **CORRECT DATE STAMP**

**FOR QUERIES:**



[pension@akafin.co.za](mailto:pension@akafin.co.za)



011 578 5333



067 597 3551/ 077 605 2651