

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 the application stage for the funeral benefit and when lodging a funeral claim to prove the 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 the 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 the same children- only one claim will be paid in the event the life assured passes away.

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ALL YOU NEED TO KNOW WHEN YOU LODGE A FUNERAL CLAIM CONT.

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 the relationship will be required by the Fund on the application and claim stage.

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

Claims should be submitted before 12 months have lapsed.

11. What documents are required to prove marriage?

- A marriage certificate
- A registered lobola with the Department of Home Affairs.

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

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

13. How do I go about lodging a funeral claim?

Funeral claim documents can be sent to pension@akafin.co.za

•Note that all copies should be clear and

•Have the correct date stamp

For claims or queries, please call us on: 011 578 5333

Email: pension@akafin.co.za

WhatsApp: 067 597 3551/ 077 605 2651, and one of our dedicated funeral consultants will assist you.