



Dear HR Partner

### **Festive season office hours:**

The Fund's call-centre will remain open over the festive season from 08:00 to 16:00. We are here to assist you with member queries, induction of new employees etc.

#### **Call-centre contact details:**

**e-mail:** support@laretirementfund.co.za  
**Tel:** 021 943 5305  
**Fax:** 021 917 4114  
**Walk-in:** Belmont Office Park, Twist Street, Bellville(from from 08:00 to 16:00)

**In addition, you may contact Glenda Kunene on 081 778 0923 for any Fund related matters.**

### **Funeral claims:**

The call-centre will however operate with skeleton staff from Thursday 27 December until Monday 31 December 2018. In order to ensure that funeral claims are timeously attended to during these 3 days, we ask that you please submit your claims directly to Sanlam over this period.

#### **Sanlam Group Risk contact details:**

**e-mail:** sgrdeathclaims@sanlam.co.za, Marcelle.lawrence@sanlam.co.za or veruschka.powell@sanlam.co.za  
**Tel:** 021 947 6611 or 021 947 1805  
**Fax:** 021 947 1288



### **IMPORTANT POLICY CONDITIONS APPLICABLE TO ALL EMPLOYERS WHOSE EMPLOYEES ARE MEMBERS OF THE LA RETIREMENT FUND:**

#### **CLAIM NOTIFICATION:**

Formal written notification of a disability claim and a claim in respect of a critical illness benefit, including all claim documents and medical evidence, must be lodged with Momentum within 3 months immediately following the last day during which the member was at work attending to all his/her normal duties. Claims will not be admitted by Momentum where the 3 month time frame has been exceeded.

Death and funeral claims must be lodged with Momentum within 6 months of the date of death.

### **Happy holidays**

During this season, we take time to reflect upon the good things we have... like our partnership with you. We appreciate working with you and hope that the holidays and the coming year will bring you happiness and success.

Ilse Hartlief  
Principal Officer

### **We want to hear from you**



In the words of Henry Ford: "Coming together is the beginning; keeping together is progress; working together is success." Please work with us to help effectively reach more members by clicking here to let us have our feedback on the kind of topics/information you would like to receive from us. We look forward to your feedback!