



## Dear Member

This is certainly a very trying time for everyone! As of midnight on Thursday 26 March 2020, the country will be under a 21-day lockdown as the government intensifies its fight against the spread of the COVID-19 outbreak.

The Fund's primary focus during this time remains to provide our members and pensioners with business continuity and we have therefore taken measures to ensure continued service to you. All processes will continue off-site during this period (e.g. receipt of contributions, withdrawal and retirement claims processing and payments, pension payments etc.). Members continue to have access to their member share values and personal details via the secured web or App and information will be posted on the Fund's website ([www.laretirementfund.co.za](http://www.laretirementfund.co.za)).

### Fund contacts during lockdown:

The Fund's call-centre will remain open during the 21-day lockdown period to assist our members and pensioners telephonically and via e-mail. Due to the lockdown, the walk-in centre will be closed.

e-mail: [support@laretirementfund.co.za](mailto:support@laretirementfund.co.za)

Tel: Whilst our usual contact number is 021 943 5305, we request that you contact the following mobile number (081 806 9959) from 08h00 to 16h00, Monday to Friday during the 21 day lockdown period. You may phone or send a message via SMS or Whatsapp and an administrator will contact you.

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

Stay safe during these uncertain times.

