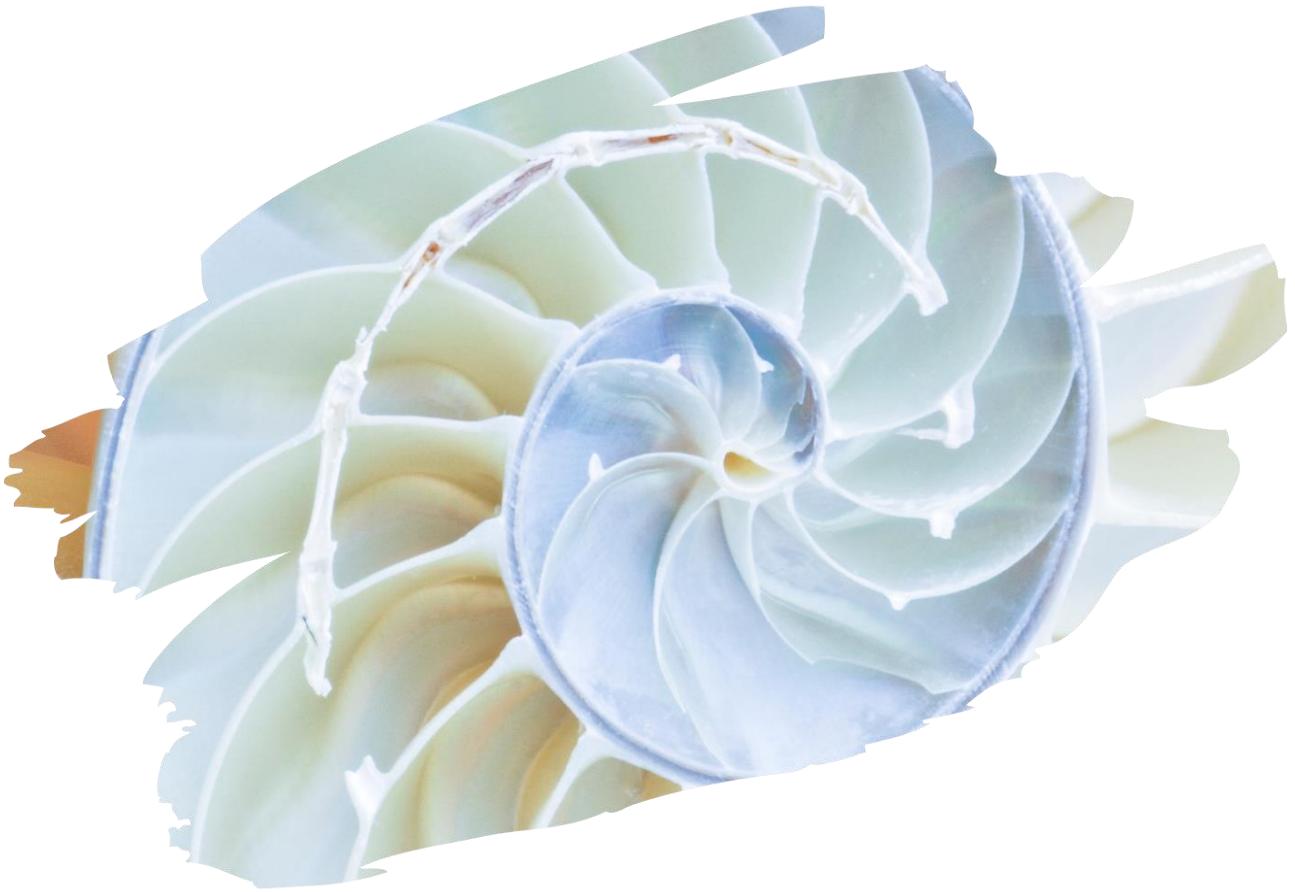




COMPLAINTS GUIDE



The LA Retirement Fund takes all member concerns seriously and is committed to treating our members fairly.

WHAT TO DO IF YOU HAVE AN ENQUIRY REGARDING YOUR FUND?

The LA Retirement Fund has a number of ways to help you with enquiries:

- The first step is to approach your HR department as many enquiries can be answered immediately. In some instances, your HR department may need to contact the Fund to help you with your enquiry and it might take a few days to get back to you.
- You also have access to the LA Retirement Fund website. Here you will find a lot of information which may help you to solve your query – www.laretirementfund.co.za
- Alternatively, you can call one of our friendly consultants on 021 943 5305 from Monday to Friday between 08h00 - 17h00. You may also contact the Fund via WhatsApp 076 073 0997 (from Monday to Friday between 08h00 - 16h00) and request us to call you back.

IF YOU'RE NOT HAPPY WITH HOW YOUR ENQUIRY WAS HANDLED, THE FOLLOWING PROCEDURE SHOULD BE FOLLOWED

- Contact the LA Retirement Fund by submitting your complaint in writing to the Fund's email address at: support@laretirementfund.co.za
- If your complaint relates specifically to the processing of your personal information, please direct it to the Fund's Information Officer (support@laretirementfund.co.za).
- Please provide us with the following details:
 - your full name and surname
 - your employer's name (the municipality at which you work)
 - your identity number and fund membership number
 - a detailed description of your complaint
 - any supporting documentation
- Your complaint will be recorded in the Fund's central complaints register.
- We will send a confirmation of receipt to you within 48 hours.
- We will do the necessary investigation into your complaint and will provide a response to you within 30 working days.
- Sometimes, due to the nature of the complaint, it might take longer than 30 working days to resolve. If so, we will keep you updated on the progress of your complaint and we will indicate by when we will have an answer for you.

ARE YOU UNHAPPY WITH THE WAY IN WHICH WE DEALT WITH YOUR COMPLAINT?

If you feel that we have not handled your complaint fairly or that your complaint has not been resolved, you can lodge a complaint with the Office of the Pension Funds Adjudicator. Your complaint can be lodged online via the Adjudicator's website.

Physical address

4th Floor
Riverwalk Office Park
Block A, 41 Matroosberg Road
Ashlea Gardens
Pretoria
0181

Postal address

PO Box 580
Menlyn
Pretoria
0063

Call Centre 086 066 2837
Tel 012 748 4000, 012 346 1738
Fax 086 693 7472
Email enquiries@pfa.org.za
Website www.pfa.org.za

ARE YOU UNHAPPY WITH THE WAY IN WHICH WE DEALT WITH YOUR COMPLAINT REGARDING THE PROCESSING OF YOUR PERSONAL INFORMATION?

If you feel that we have not handled your complaint fairly regarding the processing of your personal information or that your complaint has not been resolved, you can lodge a complaint with the Information Regulator:

Physical address

JD House
27 Stiemens Street
Braamfontein
Johannesburg
2001

Postal address

PO Box 31533
Braamfontein
Johannesburg
2017

Tel 010 023 5200

Email enquiries@infoeregulator.org.za

Website www.infoeregulator.org.za



Contact Details

Belmont Office Park, Twist Street, Bellville 7530
PO Box 4300, Tyger Valley 7536

Tel: **021 943 5305**

e-mail: support@laretirementfund.co.za

website: www.laretirementfund.co.za

Facebook: www.facebook.com/LARetirementFund

WhatsApp: **076 073 0997** (Monday to Friday from 08h00 to 16h00)

Fund Registration No: **12/8/1278**
