



06 May 2024

The Principal Officer

5 Walnut Road,
Ground Floor of Smart Xchange Building,
Durban
4000

Dear Mr Mkhethelwa,

Fairsure responses to various matters raised in Hello Peter

This letter is to give our perspective to the various Hello Peter posts over the last 10 years, since 2015. Fairsure has about 10 complaints recorded against us, this an average of 1 complaint a year. We value our members and would like to avoid and member complaint as 1 complaint is a 1 complaint too much.

We are proud of our brand, and believe that our competitive advantage, over and above being proudly 100% black-owned (and level 1 BBBEE accredited), is a combination of:

- Our size allows us to provide flexible, bespoke solutions to our clients, through collaborative synergies and strategic partnerships. We know that every client is different, and their needs and membership base is different.
- We are member advocates - the protection of member interests is at the centre of the way we do things. This results in excellent client service and a constant push to optimize service levels for the sake of the member. This ultimately improves the member experience.
- A multi-skilled, experienced and quality professional services team who can provide a single point, end-to-end service to clients.
- Flexible communication and reporting options to both clients and members
- A focus on continuous improvement is the way we do business – this applies to our people, our service offering as well as our systems and processes.

Fairsure Administration offers administration services to a variety of clients including a national fund which has member in the KZN municipality. We have been administering this fund for over 15 years, with multi paypoint, over 116 municipalities. This gives us plenty of experience in the municipality fund.

Below we provide our responses to various HelloPeter complaint:



Matter 1

Moeketsi L

12 Apr 2024 at 16:08

Fairsure does not want to pay up my pensions

Sanlam transferred my pensions to Fairsure. I contacted Fairsure. They requested documents so they can process my money. I was given expectation that my money will reflect in my account on Friday in March. Till this day, I haven't received anything. I don't get any feedbacks from them. I am the only one contacting them. Each time they made promises. I contacted Fairsure yesterday and they told me that my money is missing. How is that possible? I really believe Fairsure is a con artist company who are *****ing people pensions. To make matters worse, it's a black owned company.

Unhappy customer

Fairsure Response:

This is an unclaimed benefit claim transferred recently transferred to Fairsure with a new client take-on in February 2024. Fairsure did not have this claim from the hand-over batch. Upon following up with the member, we were informed that the claims was submitted to the exiting administrator in January 2023.

The claims form has since been submitted to Fairsure, after tracking down the with relevant parties. We are in process finalising and processing benefit payment.

Matter 2

Max S

04 Apr 2024 at 12:34

Frustration + Disappointment = Ombudsman

6 months down the line and we still waiting for our late dad's funds. Between Fairsure and Sanlam, this has to be dealt with. We've been advised to take it up with the Pension Fund Adjudication, Ombudsman, social media, etc. We do not receive feedback, communication or updates. So unfair, ***** and unprofessional. Livelihoods depend on this.

Fairsure Response:

The member was contacted after the complaint was lodged and payment made on 25 April 2024. The delay in processing payment arose due to challenges experience during client take-on with registering the Fund for new tax number and the 'freeze period'.

Matter 3

Matimu

27 Jul 2023 at 15:04

Bad Pension Fund Administrator

There is a lady named Banele Dingiso who has been dealing with my Fathers pension fund pay-out. It came to our attention that the pay-out was missing a huge sum of money and upon investigating the missing money it was said my Father had taken out a Pension Backed loan with Standard Bank and SALA. Now, he was paying back that loan until it was moved over to another bank (FNB) and he continued paying the new bank too. Now, it was said he defaulted on payments which upon thorough investigation it was proved that he did not default. We have submitted all necessary documentation to prove that he has been paying and the documents also include "PAID UP LETTERS" from both Standard Bank and FNB. Now, Banele is ignoring our emails and not responding accordingly as agreed when she said we must said the documents. Fairsure seems to be siphoning money from unsuspecting people (my Father) and refuse to perform the necessary steps to investigate and payback the money as it warrants.

Fairsure Response:

This was a case of misunderstanding of the home loans process. Which was subsequently explained to the member and his family. This resolved the matter.

- The member had a standard bank loan which was taken over by FNB. At this point standard bank issued a 'paid-up' letter since the loan in their books was cleared.*
- The member then defaulted with his payment of the FNB loan and after following all the debt recovery processes FNB turned to the Fund to claim against member credit which was a guarantee – per pension backed loan agreement.*
- The member then received a 'paid-up' letter from FNB following settlement of the claims by the Fund. The Fund also communicated with the member in this regard.*
- When a member was due to exit the Fund he then queried his Fund credit, not recognising that the default in the home loan was settled against the fund credit.*

Matter 4

Zikhona Q

22 Mar 2023 at 10:52

Claim

Been sending emails regarding my claim, haven't received response from this company.

Fairsure Response:

Claim Form signed and received from the Employer on 04/04/2023, Benefit Payment made 17/04/2023. There was no internal delay and also received no complaint or query received.

Matter 5

Thobeka K

01 May 2022 at 14:45

Provident fund

This company is untrustworthy. I submitted my documents for Provident fund it's been 3 months now I haven't got my money. The pain and struggle they have caused? Everytime they are telling me "we are still busy confirming bank details"? For 3 months?

Fairsure Response:

Claim Form received 16/05/2017. Benefit Payment made 12/07/2017. The delay was due to outstanding contributions from the employer. Upon receipt of May contribution the benefit payment process resumed thereafter.



Matter 6

James

12 Apr 2021 at 13:09

Thieving con-artists

A bunch on smiling con artists. Their team have been plagiarising the work they requested, then refused to pay for it, and then blamed it on their marketing team. Absolutely no accountability for their actions. Bunch of thieves

Fairsure Response:

The employer was in arrears with member contributions and the PFA ruled that the employer was to make good on the GLA portion of the claim as when the spouse died, the GLA was declined by the insurer due to non-payment of contributions by the employer. The employer has since paid a portion but not the full amount.

Matter 7

Anja R

08 Feb 2021 at 15:34

Poor service

Struggling for 5 months and dealing with person nr3 to upload my correct IRP5 in order to submit my tax via e-filing Neither SARS nor my tax consultant can rectify the situation. IRP5 for 2021 was uploaded and only the provident fund administrator can cancel incorrect IRP5 and upload the correct one. Been dealing with Nozintombi Qolo *****

Reply (0)

Fairsure Response:

This matter was a Section 14 Transfer out to another umbrella fund in 2020. Tax year between the year of assessment and period of reconciliation was different which caused issues tax returns and SARS. This resulted in initial IRP5 cancelled and an align the two different periods was performed following an escalation to SARS. Matter was resolved.

Matter 8

Kahmilla L

25 Sep 2019 at 12:35

UNHAPPY CLIENT

Fed Up with Fairsure and Pension Fund Adjudicator Kahmilla L | 19 Sep 2019, 14:52 My husband had a bad experience with Fairsure. He wanted to retire and requested from them in March 2018 what his pension payout would be. It was satisfactory but he decided to stay on till end October 2018. At this time he again receives a statement from them which has obviously increased by this time. We choose the appropriate option, sign it and send it back. We are then contacted by Roslind in December to come for final approval. When we get there the amount has drastically been reduced by at least one third. We query it and request to see a manager. His response is simply that ten years ago when my husband divorced from his first wife and she received half the money from the pension fund someone made a mistake and did not deduct from the account. We must just accept it and we can do what we want an go to the ombudsman there is nothing that can be done. What a load of bull. My husband retired under false pretenses. We then forwarded all necessary documentation to the pension fund adjudicator. We hear nothing from them until in January after many unanswered calls i eventually get through (they were closed for Christmas). I speak to a Neo Mashiga. In March the case gets handed to an Investigator, Mr Daki, and i must call him within a month. Every month from April till July I call him and my response from him is that he is not done yet and I am wasting his time because the more I call him the longer he will take to get done and he works on a first come serve basis. He still busy with October 2018 cases and we only handed in December 2018. I eventually got a lawyer who then made contact with him and he promised to be done by end July 2019. In August I try calling him. to no avail. Mid August i receive help from someone who works for another Financial Institute in the Pension department. She manages to get into contact with someone who has taken over from Mr Daki, she informs her that he no longer works there. Her name is Urisha, she now works on our case. That is end August 2019. I call her yesterday and her response is simply that our case is now with the actuaries and she doesn't know how long that process will take. She cannot take preference to our case, we must just wait. In all this time since my husband retired we have been living on one salary, we cannot afford to pay the car, We borrowing money from friends and family. I have just sent our lawyer (who only expects a payment when all this over) These people just have no compassion for anyone. They sleep peacefully at night while we go to bed stressed because we have to look the people who we owe money in the eyes daily. We get up stressed because we have to face another day struggling financially and wondering if today is the day the bank come repossess the car.

Unhappy customer



Fairsure Response:

The husband and his new spouse came to our offices and it was explained to them that the divorce claim had been paid from the members benefit. The member's new wife was not happy about the situation.

- The member benefit statement would show the members latest benefit values. This doesn't include deductions such as home-loans default or divorce orders.*
- Upon final payment an administrator will deduct any items that 'logged' for settlement on the administration system.*

Matter 9

Mamosa M

30 Oct 2015 at 20:45

expectation management

My mom was contact by a tracking agent with regard to a surplus due to her from her previous employer. On her behalf I contact Fairsure to process claim, at that point I had dealt with Khuliswa their receptionist who said she would handle the case. I sent her the requested documents and was advised to follow up after 8 weeks. At the end of the period I called back and never got a straight answer about the claim, eventually she called requested that I send the documents I sent before as she could not find them and confirmed that this would not affect the claim as it had already been processed and said pay out of the surplus appropriation would payout on the 15 October. This date past and nothing was communicated on distrust of Khuliswa I followed up with different personnel from Fairsure for further assistance, Mellisa was now the person I was liasing with and she said claim had been processed and payout would be within the week we had spoken and since we have heard nothing. They are a bunch of incompetent people who give false expectations and never bother to give feedback back

Fairsure Response:

We didn't have enough information from this complaint to follow up and respond to the member. We have however paid out to all members that were traced by our service provider at the time, their surplus apportionment payments.



Matter 10

Roselind

18 May 2015 at 15:58

Waiting for Payment since 2014

I submitted necessary documents for my outstanding benefits and Candice from the company has promised on numerous occasions that amounts will be paid into my account. We did experience a fraudulent situation and that was resolved. There is no one higher Candice (who is the PA to Directors) that I can complain to.

I started this process in April 2014 and have been unsuccessful to date May 2015. I reside in the UK and have to make special arrangements for this is to be resolved.

I have made numerous calls to Candice and she is always not available or has excuses that the problem lies in the finance department. She pushes the blame to another department. I am not sure if Candice is the problem or if Fairsure is the problem.

I sincerely hope that this matter will be resolved immediately. I have listed my relative Mrs Naidoo who is aware of the situation as a contact person

Fairsure Response:

The member had moved to the UK and did not have a SA bank account. We couldn't verify the member payment bank account. It took us some time to sort out the issue, and got the member to be paid eventually.

Yours faithfully,

FAIRSURE ADMINISTRATION (PTY) LTD



CEO SABELO NYEMBE