

AN NUAL SURV EY OF RETI RE MENT BENE FITS IN SA 06 CONTENTS

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INTRODUCTION

This comprehensive survey provides an essential tool for the management of retirement funds and constitutes a benchmark for all stakeholders to measure their funds against the latest benefit trends.



Introduction

Sanlam Employee Benefits takes great pleasure in publishing the findings of the latest annual survey on retirement funds in South Africa. The survey will now be conducted on an annual basis given the pace at which the industry is changing. This comprehensive survey provides an essential tool for the management of retirement funds and constitutes a benchmark for all stakeholders to measure their funds against the latest benefit trends.

I extend my sincere thanks to the principal officers and intermediaries for taking the time to participate in the survey. Your contributions have made the compilation of this benchmark publication possible.

I would also like to thank my colleagues, Danie van Zyl (HIV/Aids), Wouter Thom (Risk Benefits) and Rob Baker (Investments), for assisting with reviewing the questionnaire, studying the data and formulating the findings of the results.

Deon Booysen

Executive Head: Sanlam Employee Benefits (Client Solutions)

Defined contribution funds

The survey sample

The 2006 Sanlam Study was conducted amongst principal officers of retirement funds. Respondents were selected at random to represent small (<100 members), medium (100-500 members), large (501-5 000 members) and very large funds (5 001+ members) in South Africa. These included pension and provident funds structured on a defined contribution basis, as well as umbrella funds.

The survey was conducted by the independent market research agency BDRC, by means of face-to-face interviews, and a total of 188 funds participated.

The research was conducted under the SAMRA (South African Marketing Research Association) Code of Conduct and all information gathered was held in strict confidence. All respondents remained anonymous and only the aggregated results of the survey have been reported on.

Fund governance

Just less than half of the defined contribution (DC) funds appointed a board consisting of six trustees or less – this is down from 2004 when two-thirds of the funds indicated that they appointed/elected six trustees or less.

87% of funds do not remunerate trustees. 1% of funds pay a rate per hour and 4% a rand amount per meeting.

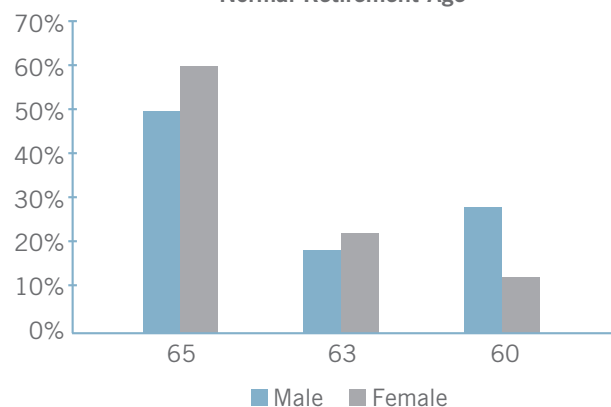
44% of funds have a policy on accepting gifts, up from 7% in the 2004 survey. Of these, 54% do not allow trustees to accept gifts, 10% may accept gifts of any amount but must make full disclosure. 13% may only accept gifts below R250 and 7% may only accept gifts below R500, provided full disclosure is made.

The eligibility requirement for membership in 97% of funds is permanent service, broadly at the same level as in 2004. Some 10% of funds have a minimum age, and 23% have a maximum age for membership, down from 25% and 44% respectively in the 2004 survey.

Respondents were selected at random to represent small (<100 members), medium (100-500 members), large (501-5 000 members) and very large funds (5 001+ members) in South Africa.

The eligibility requirement for membership in 97% of funds is permanent service, broadly at the same level as in 2004.

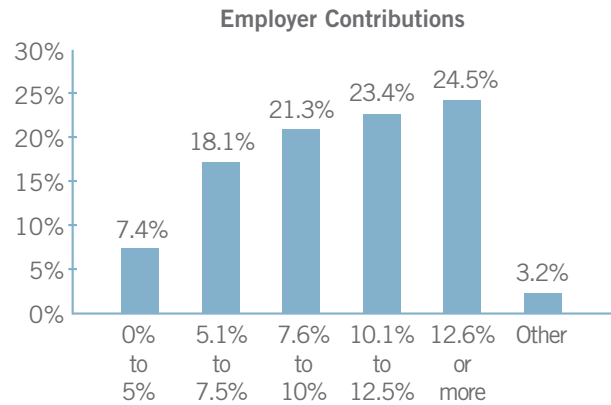
Normal Retirement Age



The average employer contribution is 9.95%. This is down from 10.17% in the 2004 survey.

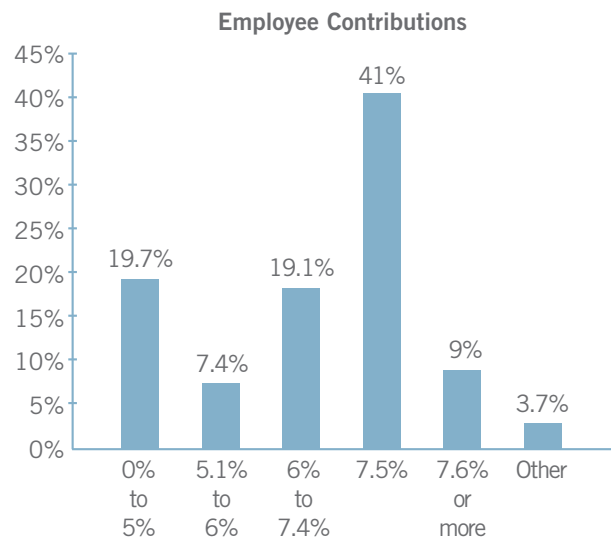
Contributions

57% indicated that the employer's remuneration package was based on a total cost to company, up from 44% in the 2004 survey. 28% of the balance are contemplating such a structure.



The average employer contribution is 9.95%. This is down from 10.17% in the 2004 survey.

The average employee contribution is 5.95%.

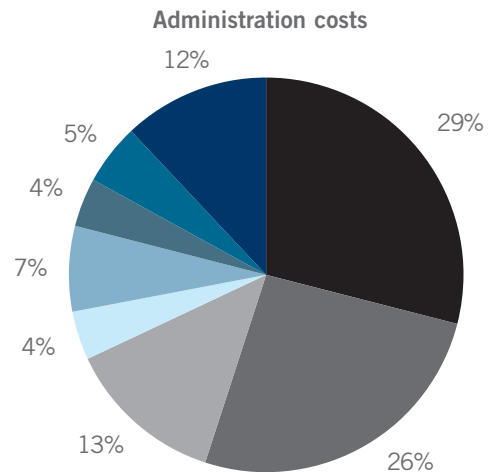


The average employee contribution is 5.95%.

Cost of administration

57% of funds stated that their administrator billed separately for each item. 21% pay administration fees including all expenses, and 14% pay additional expenses not specified in the administration agreement. 51% of funds do not operate a contingency reserve account. Of those that do, 32% fund the reserve by way of a deduction from employer contributions while 16% express their contribution to the reserve account as a percentage of the administration fee.

The total cost of administration is between 0.5% and 1% of payroll for 26% of funds. The average cost is 1.2%, down from 1.4% in 2004.



- 0.01% to 0.5%
- 0.51% to 1%
- 1.01% to 1.5%
- 1.51% to 2%
- 2.01% to 3%
- 3.01% to 4%
- 4.01% or more
- Other

The total cost of administration is between 0.5% and 1% of payroll for 26% of funds. The average cost is 1.2%, down from 1.4% in 2004.

Retirement benefits

On retirement, 71% of funds allow members to select any annuity product of their choice (down from 92% in 2004). Only 10% still provide the annuity from the fund. 3% of funds lay down conditions for living annuities.

In 2004, 97% of funds allowed members to select an annuity from any insurer. This has now decreased to 86% of funds, with 8% of funds specifying which insurer/s the annuity may be purchased from. Only 6% still effect the annuity in the name of the fund.

33% of funds do not consider it necessary to deal with the effect of reducing inflation on pensions (down from 46% in 2004). 46% of funds are communicating this to their members (up from 35% in 2004), and 25% are considering steps to improve retirement benefits (up from 13% in 2004).

Withdrawal benefits

On withdrawal, 18% of funds allow members the option of a deferred pension. 94% allow the member to take a cash benefit or transfer to another fund. 50% of funds claim that they provide members with the information recommended in PF86. 37% of funds arrange for an adviser to counsel and advise the member in terms of a written strategy.

W I
T H D
R A W A L
B E N E F I T S

The average cost for the provision of risk benefits under the fund is approximately 1.9% of salaries for death benefits, and 1.4% of salaries for disability benefits.



Wouter Thom

The vast majority of funds provide lump sum death benefits.

The current survey shows that 48% of funds include the member's equitable share in the lump sum death benefit.

Risk benefits

The average cost for the provision of risk benefits under the fund is approximately 1.9% of salaries for death benefits, and 1.4% of salaries for disability benefits. For risk benefits provided under a separate scheme, the average cost is approximately 1.8% of salaries for death benefits, and 1.1% of salaries for disability benefits.

15% of funds offer flexible death benefits. This is an increase from the 9% in 2002. Where flexible death benefits are available, the average contribution rate for core benefits is approximately 2.1% of salaries. The average contribution rate for additional optional benefits is approximately 2.5%.

More than 40% of funds cap the cost of risk benefits. Where capping is applied, death benefits are capped on average at 2.7% of salary, while disability benefits are capped on average at 2.3% of salary.

Death benefits

The vast majority of funds provide lump sum death benefits. 20% provide a spouse's pension, and 17% provide a children's pension.

The majority of funds that provide a spouse's pension also provide a lump sum death benefit of 2 times salary.

On average, funds without a spouse's pension provide a lump sum of 3,2 times salary. The largest group (32%) provides a multiple of 3 times salary. This is very similar to 2004.

31% of participants also provide death benefits under a separate scheme. The largest group (31%) also provides 3 times salary under separate schemes, with the average at 3,2 times salary. This is also similar to 2004. The cost of separate schemes is mostly deducted from the employer contribution (31%) or is funded through an additional contribution by the employer (35%). In 22% of cases, the cost is deducted from the member's contributions, and in 12% of cases members make additional payments.

The current survey shows that 48% of funds include the member's equitable share in the lump sum death benefit. This is an increase from the 32% of funds that did so in 2004, and 23% in 2002. Therefore there is a clear trend to move towards the inclusion of the member's equitable share.

In 13% of funds, members can choose the level of death cover. Where choice of death benefits is available, the core death benefit is usually either 1 or 2 times salary, with the average at approximately 1,8 times salary. The maximum additional flexible benefit ranges from 1 to 7 times salary.

The majority of disability income benefits are expressed as 75% of salary.



Danie van Zyl

59% of respondents indicated that their employer implemented an HIV/Aids management programme for its employees.

In the majority of funds with choice, the level of cover can be increased on marriage or the birth of a child. In 12% of funds it can also be changed on divorce, and in 20% on the fund anniversary.

Another 20% allow an increase in cover on providing evidence of good health. Surprisingly, in 36% of funds the cover can be increased unconditionally.

Disability benefits

About 50% of participants provide a lump sum benefit at disability, with the average multiple provided being 2,7 times salary. 38% provide a permanent disability income benefit only, 12% provide a lump sum only, and 6% provide a lump sum and a permanent income benefit.

The majority of disability income benefits are expressed as 75% of salary. Most participants who provide disability income benefits also make provision for increases in these benefits. 25% provide no increases. Of those that provide increases, 17% of funds provide a fixed percentage according to the rules, with the most popular increase at 5%. 29% of funds provide an increase linked to the CPI, mostly 100%.

Other benefits under separate schemes

5% of participants provide trauma (dread disease) benefits and 51% provide funeral benefits under a separate scheme. Spouse's cover is also provided in some cases. The most popular trauma benefit is a multiple of 1 or 2 times salary. The most popular funeral benefit is R10 000 or R5 000.

HIV/Aids strategy

The most visible impact of the HIV/Aids epidemic remains in the group life and disability costs. As death and disability costs increased during the last few years, insurers were left with little choice but to increase the cost of their group life and disability premiums. This has had a negative effect on the amount of contributions used for retirement saving.

Since our previous Biennial Survey, there has been a marked change in our respondents' actions as well as their attitudes towards managing the disease.

Aids management programmes

59% of respondents indicated that their employer implemented an HIV/Aids management programme for its employees. This is significantly higher than the previous survey result of 24%.

A further 18% of respondents indicated that their employer considered implementing such a management programme.

Attitudes towards HIV/Aids management

As with our previous Biennial Survey, our respondents were asked to indicate their attitude towards the active management of HIV/Aids in the workplace.

The respondents were asked if they agreed with the statements below:

	2004 Survey (% agreed)	2006 Survey (% agreed)
An employer can positively influence the HIV/Aids experience of its staff through the implementation of a holistic HIV/Aids management programme.	57%	81%
The cost of treatment will be less than the benefits of increased productivity achieved by the programme.	40%	50%
Employers will be compelled to introduce appropriate measures to manage the incidence of HIV/Aids among its staff within the next two years.	31%	53%
Providing a holistic HIV/Aids management programme will reduce the cost of future group life and disability cover.	56%	67%

Two-thirds also believe that a holistic HIV/Aids management programme will reduce the cost of future group life and disability cover.

There has been a significant improvement in our respondents' attitudes towards the management of HIV/Aids. The majority of our respondents now believe that employer can influence the HIV experience of its staff.

Two-thirds also believe that a holistic HIV/Aids management programme will reduce the cost of future group life and disability cover.

Cost of group life and disability cover

In our previous survey more than 60% of our respondents believed that the cost of risk benefits provided by the fund increased in the previous two years due to HIV/Aids. This figure has now dropped to only 26%. In the case of those who believed that their group risk rates have increased, the estimated increase was below 10%.

Fewer respondents also believe that the cost of risk benefits will increase during the next two years due to HIV/Aids. In our 2004 survey, 72% of respondents believed that their group risk rates would increase. In our latest survey, only 46% of respondents felt the same way. In the case of those who believe that their rates will increase, the expected quantum of increases is also significantly lower.

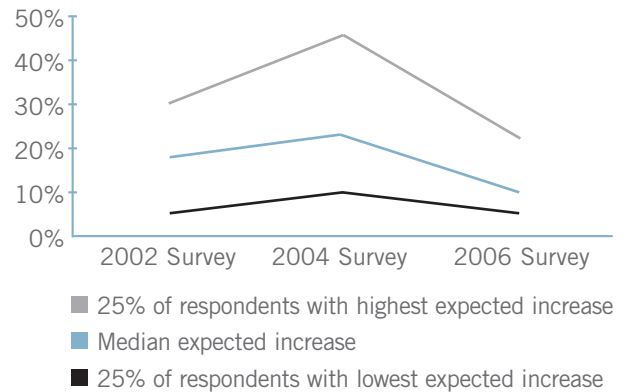
This can be seen in the graph. In the case of those who believed that an increase in group risk rates due to

INVESTMENTS

44% of the DC funds surveyed offer member-directed investment choice, up from 28% in 2004

HIV/Aids could be expected, the median expected increase was 17.5% in 2002. It rose to 23% in 2004 and fell again to 10.3% in 2006.

Respondents' expected increase in the cost of group risk benefits

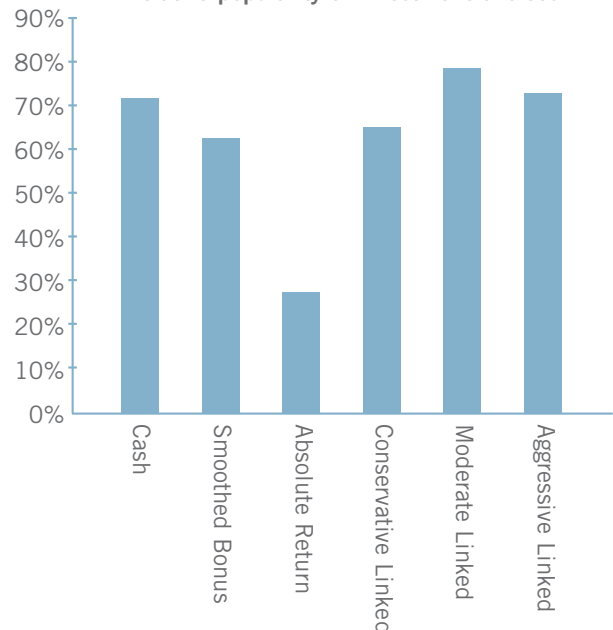


Investments

44% of the DC funds surveyed offer member-directed investment choice, up from 28% in 2004 (and 30% in 2002). Of the funds that do not provide choice, 11% are planning on implementing it and 18% are considering implementing choice (20% are uncertain).

The risk profile that is offered the most is the Moderate Linked profile (78%, down from 91% in 2004). The Aggressive Linked profile has moved from third to second place, and is offered by 75% of retirement funds. Smoothed Bonus dropped from second place in 2002 to fourth place in 2004 and has now slipped back to fifth place in 2006 (64%). There is a 9% increase in the number of member-choice funds offering an Absolute Return risk profile, and an 11% decrease in the number of member-choice funds offering a Cash risk profile.

Relative popularity of investment choices



The practice of charging all members the same administration fee, whether they exercise investment choice or not, is still widespread.



Rob Baker

Multi-managers are more popular than single managers within the Conservative and Aggressive Linked risk profiles (but not the Moderate Linked risk profile). Unit trusts and Individual Broker mandates are attracting minimal business. There's been a huge increase in Life Stage mandates (from 5% to 39% of member-choice funds).

The practice of charging all members the same administration fee, whether they exercise investment choice or not, is still widespread – 82% of funds still charge a flat fee (down from 86% in 2004).

85% of funds regard products that provide stable investment returns as important. Cash, Smoothed Bonus and Absolute Return funds are regarded as being able to provide more stable investment returns than Structured Products.

70% of funds regard products that provide guarantees to fund members as important. Cash and Smoothed Bonus are regarded as providing the best guarantees for benefit payments.

Feedback on investments

87% of funds provide investment feedback to members (up from 69% in 2004). The frequency of providing members with investment feedback has increased as follows:

Investment feedback frequency	2004	2006
Daily	1%	5%
Weekly	-	1%
Monthly	14%	14%
Quarterly	22%	31%
Half-yearly	9%	8%
Annually	54%	40%
Other	-	3%

The most popular form of feedback on investment performance remains written notification. 41% of funds don't provide feedback on investment returns versus the benchmark return.

Investment policy statements

There has been an increase in the number of funds that use Investment Policy Statements, from 44% in 2004 to 67% in 2006. 64% of funds review the Investment Policy Statement on an annual basis.

Benchmarks and returns

43% of funds assess investment performance against a CPI+% benchmark.

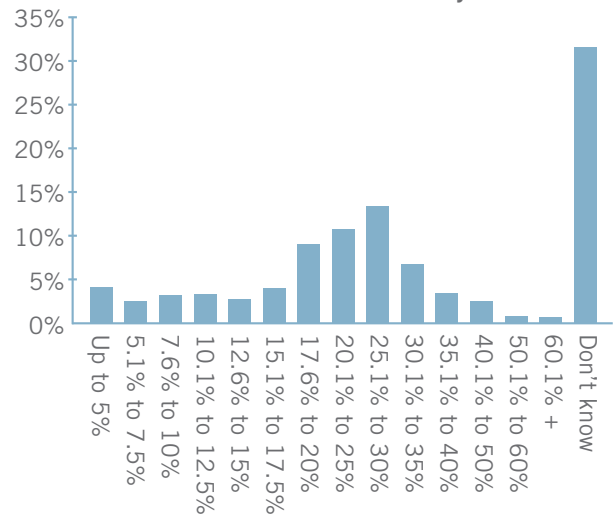
43% of funds assess investment performance against a CPI+% benchmark.

9% of funds have a policy to invest a proportion of assets in Socially Responsible Investment portfolios.

32% of respondents didn't know what their fund's gross investment return was in 2005. Most of the respondents who knew their fund's investments returns reported them to be between 17.5% and 35%, with the most common range being between 25% and 30%. This compares with a median return on Global Balanced portfolios of about 31% in 2005.

There were nine funds that reported investment returns of less than 5% in 2005. One fortunate fund reported investment returns in excess of 60% in 2005.

Investment returns for calendar year 2005



Socially Responsible Investments

9% of funds have a policy to invest a proportion of assets in Socially Responsible Investment portfolios.

Member communication

95% of funds provide an annual benefit statement, 44% an annual trustee report, 35% a membership certificate and 64% a rule booklet. The trend towards increased member communication identified in the 2004 survey appears to have continued.

The topics most regularly communicated to members are the benefit structure (86%), investment performance (81%), how the fund works (77%) and the annual benefit statement (75%).

Members' retirement fund queries are addressed by the principal officer (53%), the human resources department (52%), the administrator (51%), the trustees (42%) and the retirement fund consultant (27%). 49% of funds have a formalised strategy for rendering financial advice to members, up from 32% in 2004. Of those, 74% indicated that a worksite adviser would advise the member, whilst 37% indicated that members consulted their own adviser/broker.

The majority of funds with a formalised strategy claim they provide financial advice on a one-to-one basis in the event

55% of funds use an Intranet/Internet facility to provide members with access to information.

of withdrawal, disablement, retirement or death. About 50% of funds claim they provide a regular annual discussion with groups of employees. Funds are of the opinion that 88% of senior staff understand more than half of the information provided, whilst only 50% of the rest of staff understand more than half of the information provided.

55% of funds use an Intranet/Internet facility to provide members with access to information – up significantly from 29% in 2004. 52% of funds obtain access directly and 29% via the HR office.

The Internet is mostly used to provide the fund rules (70%), investment portfolio information (61%), investment returns (59%) and the member booklet (59%). Personal information that is typically available includes a monthly updated member benefit statement (59%), annual benefit statement (58%) and personal particulars (54%).

45% of funds allow members to update personal information online, 26% allow investment switches and 25% use the Internet to update member data on a monthly basis.

19% of funds provide home loans to members directly, 46% provide housing sureties whilst 39% provide neither.

Topical issues

A qualitative research phase was implemented as a guide for the development of the questionnaire and to ensure that the quantitative survey remains relevant, current and forward looking.

The key objectives for the research study were:

- to explore the developments and recent trends shaping the South African pension fund industry;
- to identify key issues that are relevant to market shareholders at this point in time; and
- to investigate industry matters that are likely to be 'hot topics' in the next two years.

In terms of the methodology used, one-hour face-to-face interviews were conducted among 10 financial intermediaries (consulting to retirement funds) and 10 principal officers (with retirement funds). The interviews were split evenly between Johannesburg and Cape Town and took place between 28 September and 17 October 2005.

As a result of the quantitative results, the survey was expanded to include a number of new questions.

Management of costs

30% of funds indicated that good general housekeeping was employed to reduce costs, 22% by negotiating costs with the consultant and 20% by regular rebroking.

31% of funds rebroke their administration on an annual basis.

55% of funds rebroke their risk benefits on an annual basis.

59% of funds have undertaken a formal audit for surplus apportionment purposes.

KEY INDI CATORS

Rebroking administration

31% of funds rebroke their administration on an annual basis, 14% every three years, 10% every five years, 7% every two years. 31% of funds indicated that they did not rebroke based on elapsed time.

49% of administration business was rebroke to improve costs, 42% due to dissatisfaction with the supplier, 30% to secure improved service and 27% to improve benefits to members.

Rebroking risk

55% of funds rebroke their risk benefits on an annual basis, 11% every two years and 5% every three years. 21% of funds indicated that they did not rebroke based on elapsed time.

64% of risk business was rebroke to improve costs, 48% to improve benefits to members, 21% due to dissatisfaction with the supplier and 15% to improve the standard of service.

Rebroking investments

45% of funds rebroke their investment business annually, 7% every two years and 9% every three years. 27% of funds indicated that they did not rebroke based on elapsed time.

40% of the investment business was rebroke to obtain a better ROI, 38% to improve benefits to members, 37% to improve costs and 26% due to dissatisfaction with the supplier.

Current legal impacts

59% of funds have undertaken a formal audit for surplus apportionment purposes, whilst 10% are in the process of doing so.

26% of trustees were not aware of any impact on their fund due to the proposed review of the Pension Funds Act. 12% indicated the impact of compulsory preservation whilst 9% expected greater demands to be placed on trustees.

Key indicators

	2006		2004	
Employer contributions		10.0		10.2
Death benefit premiums	(1.9)		(2.5)	
Disability benefit premiums	(1.4)		(1.5)	
Administration and operating costs	(1.2)	(4.5)	(1.4)	(5.4)
Retirement provision		5.5		4.8
Employee contributions		6.0		6.3
Total provision for retirement		11.5		11.1

26% of funds have a policy on accepting gifts, up from 8% in the 2004 survey.

Umbrella funds

Fund governance

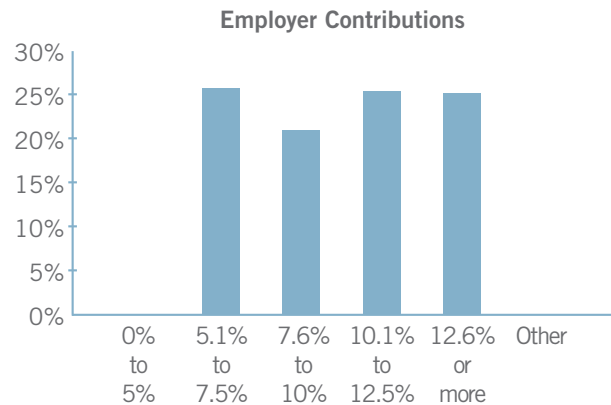
More than 58% of funds appointed a board consisting of more than six trustees. 68% of funds do not remunerate trustees while 10% pay a rand amount per meeting.

26% of funds have a policy on accepting gifts, up from 8% in the 2004 survey. Of these, 60% do not allow trustees to accept gifts, 20% may accept gifts of any amount but must make full disclosure. 10% may only accept gifts below R250, provided full disclosure is made.

A practical arrangement applied by the funds is not to specify the normal retirement age, but to allow it to be determined in terms of the employment contract with the employer. Of the funds surveyed, the normal retirement age is 65 for most males and females (47%).

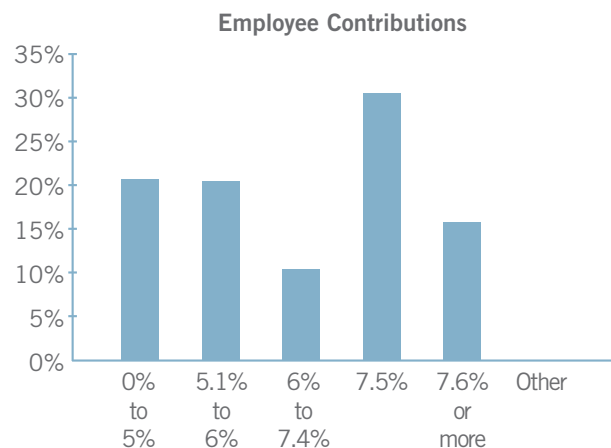
Contributions

37% of funds claim that the participating employer pays a fixed contribution. 53% of the employers pay a fixed contribution plus the cost of administration and the cost of risk benefits.



On average, the employer contribution is 10.2%. This is up from 6.7% in the 2004 survey.

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The average employee contribution is 5.8%, up from 5.1% in 2004.

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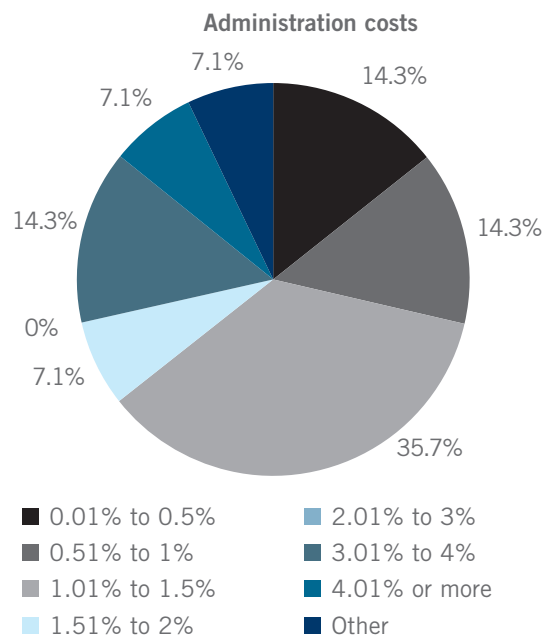
W I T H I N R A W A L B E N E F I T S

The average cost of administration, including commissions and other costs, is 1.63%.

Cost of administration

68% of funds stated that their administrator billed separately for each item. 21% pay administration fees including all expenses. 74% of funds do not operate a contingency reserve account. Of the four funds that do, one funds the reserve by way of a deduction from employer contributions while two express their contribution to the reserve account as a percentage of the administration fee.

Most administrators levy their administration fees as a percentage of salaries. 36% charge between 1% and 1.5% of payroll.



The average cost of administration, including commissions and other costs, is 1.63%.

Retirement benefits

84% of the umbrella funds surveyed allow a retiring member to purchase any annuity product of his/her choice (down from 92% in 2004). None of the umbrella funds specify the insurer from which the annuity should be purchased. 16% allow members to purchase an annuity product identified in the rules, but without obligation (down from 23% in 2004). Only 5% purchase the pensions in the name of the fund. 42% (up from 23%) indicated that they were communicating the impact of the decline in the inflation rate and long-term interest rates on pensions. 32% of funds do not consider it necessary to do anything, and 26% are considering steps to improve retirement benefits.

Withdrawal benefits

On withdrawal, 26% of funds allow members the option of a deferred pension. All of the umbrella funds in the survey allow the member to take a cash benefit or

More umbrella funds (26%) provide choice in terms of the level of life cover than DC funds (13%).

63% of funds offer member-directed investment choice, down from 69% in 2004.

transfer to another fund. 47% of funds claim that they provide members with the information recommended in PF86. 32% of funds arrange for an adviser to counsel and advise the member in terms of a written strategy.

Risk benefits

Most of the risk benefits provided by umbrella funds are very similar to those provided by the average DC fund. The only significant difference is that more umbrella funds (26%) provide choice in terms of the level of life cover than DC funds (13%). The average contribution rates for death and disability are 1.98% and 1.57% respectively.

HIV/Aids strategy

The HIV/Aids strategies adopted by umbrella funds and their participating employers are broadly similar to those of other pension and provident funds.

However, there are some differences.

A much higher portion of respondents indicated that the participating employer has implemented an Aids management programme (68%, compared to 58% for other pension and provident fund respondents).

There are also some differences in the expected impact of the disease.

A larger portion (31%) of the respondents believe that the disease increased the cost of their group life and disability benefits during the last two years.

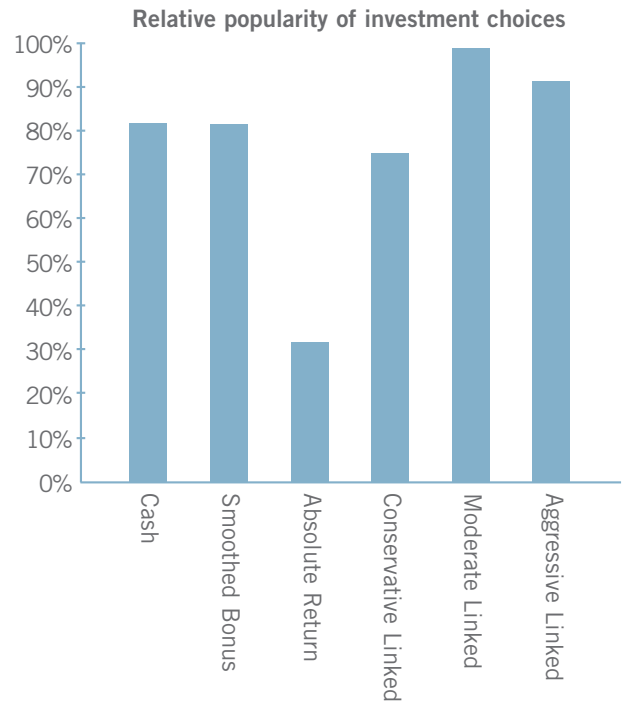
Respondents also indicated that they expected a much higher increase in the cost of their risk benefits during the next two years, with most expecting the increase to be between 10% and 19%.

Investments

63% of funds offer member-directed investment choice, down from 69% in 2004. Of the funds that do not provide choice, 43% are considering implementing choice and the remainder have indicated that they would not be considering implementing choice (in 2004, 50% were uncertain about whether they would implement member choice or not). Most funds (83%, up from 67% in 2004) do not differentiate and require all members to pay the same administration fee. Although 26% of funds credit investment returns to members' accounts on an annual basis only, 37% do so monthly and 21% credit returns daily.

Every umbrella fund surveyed offered a Moderate Linked investment option, with Aggressive Linked being the second most commonly offered option.

42% of funds indicated that between 90% and 100% of their members relied on the Trustee Choice or Default portfolio.



The most popular investments under the Moderate Linked profile are multi-managers (92%, up from 78% in 2004), with single manager usage having declined from 56% in 2004 to 50% in 2006. The use of structured products increased from 33% in 2004 to 50%.

There wasn't consensus on which is the most important component of the trustee or default portfolio, but the Moderate Linked portfolios got the highest number of votes.

42% of funds indicated that between 90% and 100% of their members relied on the Trustee Choice or Default portfolio.

89% of funds regard products that provide stable investment returns as important (slightly higher than the average of 85% for DC funds). Cash and Smoothed Bonus are seen as the best performers in this regard.

73% of funds regard products that provide investment guarantees for benefit payments as important. Cash is slightly better rated than Smoothed Bonus in terms of its ability to provide guarantees for benefit payment.

Feedback on investments

90% of funds provide investment feedback to members. The frequency of providing members with investment feedback has increased as follows:

Investment feedback frequency	Umbrella	DC total
Daily	6%	5%
Weekly	6%	1%
Monthly	12%	13%
Quarterly	18%	31%
Half-yearly	18%	8%
Annually	35%	40%
Other	6%	3%

21% of respondents didn't know what their fund's gross investment return was in 2005.

The most popular form of feedback on investment performance is written notification (42% in 2004, now 71%), while 41% of funds place the information on the Internet/Intranet. Only 18% of funds don't provide feedback on investment returns versus the benchmark return (compared to 41% not providing this information amongst DC funds as a whole).

Investment Policy Statements

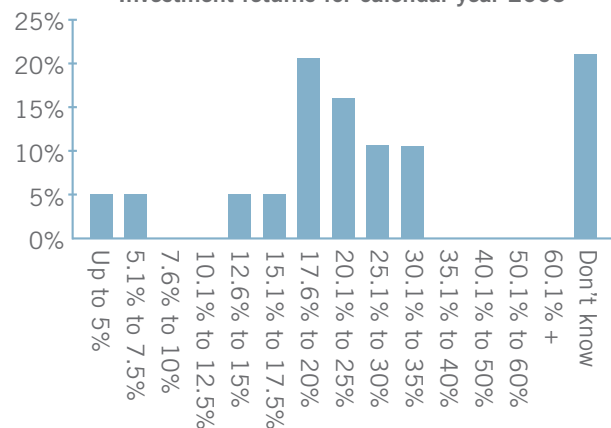
63% of funds use Investment Policy Statements (compared to 67% for DC funds as a whole). 75% of funds review the Investment Policy Statement on an annual basis (compared to 64% of DC funds as a whole).

Benchmarks and returns

21% of respondents didn't know what their fund's gross investment return was in 2005 (compared to 32% for DC funds as a whole). Most of the respondents who knew their fund's investments returns reported them to be between 17.5% and 35%, with the most common range being between 17.5% and 20%. This compares with a median return on Global Balanced portfolios of about 31% in 2005.

There was one fund that reported an investment return of less than 5% in 2005.

Investment returns for calendar year 2005



16% of funds have a policy to invest a proportion of assets in Socially Responsible Investment portfolios.

Socially Responsible Investments

16% of funds have a policy to invest a proportion of assets in Socially Responsible Investment portfolios (compared to 9% for DC funds as a whole).

Member communication

95% of funds provide an annual benefit statement, 60% an annual trustee report, 47% a membership certificate and 47% a rule booklet.

The topics most regularly communicated to members are the benefit structure 100%, investment performance (84%), the annual benefit statement (84%) and how the fund works (74%).

53% of funds use an Intranet/Internet facility to provide members with access to information.

Members' retirement fund queries are addressed by the retirement fund consultant (58%), the human resources department (47%), the administrator (47%), the principal officer (26%) and the trustees (21%). 47% of funds have a formalised strategy for rendering financial advice to members, up from 32% in 2004. Of those, 67% indicated that a worksite adviser would advise the member, whilst 33% indicated that members consulted their own adviser/broker.

The majority of funds with a formalised strategy claim to provide financial advice on a one-to-one basis in the event of withdrawal, disablement, retirement or death. About 55% of funds claim they provide a regular annual discussion with groups of employees.

53% of funds use an Intranet/Internet facility to provide members with access to information – up significantly from 29% in 2004. 48% obtain access directly and 46% via the HR office.

The Internet is mostly used to provide investment portfolio information (80%), the fund rules (75%), investment returns (70%) and the member booklet (70%). Personal information that is typically available includes a monthly updated member benefit statement (80%), annual benefit statement (90%) and personal particulars (70%).

40% of funds allow members to update personal information online, 20% allow investment switches and 40% use the Internet to update member data on a monthly basis.

26% of funds provide home loans to members directly, 46% provide housing sureties whilst 42% provide neither.

Key indicators

	2006		2004	
Employer contributions		10.2		6.7
Death benefit premiums	(1.98)		(1.4)	
Disability benefit premiums	(1.57)		(1.2)	
Administration and operating costs	(1.63)	(5.18)	(1.4)	(4)
Retirement provision		5.02		2.7
Employee contributions		5.8		5.1
Total provision for retirement		10.82		7.8

KEY INDI CATORS

SUMMARY REPORTS

Section 1 - Total

Q1.1 How would you classify the principal employer, using one of the following business categories?

	TOTAL	
	No of funds	%
Base: All Respondents	188	100.0
Principal Employer		
Financial Services	11	5.9
Manufacturing	53	28.2
Agriculture, forestry or fishing	6	3.2
Professional or business services	5	2.7
Building or construction	9	4.8
Wholesale and retail	16	8.5
Mining	6	3.2
Government, semi-government /parastatal	8	4.3
Local authority or municipality	1	0.5
Breweries, distilleries or wineries	2	1.1
Chemical or pharmaceutical	6	3.2
Energy or petrochemical	3	1.6
Engineering	6	3.2
Education	7	3.7
Healthcare	2	1.1
Hospitality	4	2.1
IT or telecoms	7	3.7
Printing and publishing	3	1.6
Other	33	17.6

Q1.2a How many retirement funds does your organisation offer to employees?

	TOTAL	
	No of funds	%
Base: All Respondents	188	100.0
Number of retirement funds		
One	88	46.8
Two	64	34.0
Three or more	36	19.1
Mean		1.72

Q1.2b Which of the following descriptions applies to the fund participating in the survey?

	TOTAL	
	No of funds	%
Base: All Respondents	188	100.0
Description of largest fund		
Pension fund	48	25.5
Provident fund	120	63.8
The fund is an umbrella fund open to employers in a particular industry	19	10.1
Hybrid	7	3.7

Q1.3 How many active members belong to the fund?

	TOTAL	
	No of funds	%
Base: All Respondents	188	100.0
Number of active members belonging to fund		
41 to 100 (70)	40	21.3
101 to 300 (200)	44	23.4
301 to 500 (400)	30	16.0
501 to 1 000 (750)	29	15.4
1 001 to 5 000 (3000)	33	17.6
5 001 or more (7500)	12	6.4

Q1.4 What is the total value of assets of the fund?

	TOTAL	
	No of funds	%
Base: All Respondents	188	100.0
Value of assets of fund		
Less than R 12 mill (R6mil)	44	23.4
R 12,1 mil to R 30 mill (R21mil)	23	12.2
R 30,1 mil to R 60 mill (R45mil)	19	10.1
R 60,1 mil to R 120 mill (R90mil)	29	15.4
R 120,1 mil to R 300 mill (R210mil)	27	14.4
R 300,1 mil to R 500 mill (R400mil)	5	2.7
R 500,1 mill to R 1 bn (R750mil)	14	7.4
More than R 1 bn (R1.5 bn)	13	6.9
Not sure	14	7.4

Q1.5 How many trustees should be appointed by the employer in terms of the rules?

	No of funds	TOTAL %
Base: All Respondents	188	100.0
Number of trustees appointed by employer		
2	42	22.3
3	50	26.6
4	36	19.1
5	19	10.1
6 or more	20	10.6
Other	11	5.9
Not sure	9	4.8
None	1	0.5

Q1.6 How many trustees should be elected by the members in terms of the rules?

	No of funds	TOTAL %
Base: All Respondents	188	100.0
Number of trustees appointed by members		
2	42	22.3
3	48	25.5
4	34	18.1
5	19	10.1
6 or more	24	12.8
Other	6	3.2
Not sure	9	4.8
None	6	3.2
Mean		3.61

Q1.7a How, if at all, are trustees paid for their services?

	No of funds	TOTAL %
Base: All Respondents	188	100.0
Trustees paid for their services		
No remuneration	164	87.2
A rate per hour	2	1.1
A Rand amount per meeting	7	3.7
Not sure	14	7.4
R40 000 per annum	1	0.5

Q1.7b How much is paid per hour?

	No of funds	TOTAL %
Number of respondents being paid per hour	2	100.0
Amount paid per hour		
Don't know	1	50.0
R250	1	50.0
How much is paid per meeting		
Number of respondents being paid per meeting	7	100.0
Amount paid per meeting		
R120	1	14.3
R500	1	14.3
R850	1	14.3
R1760	1	14.3
R3500	1	14.3
R5000	1	14.3
R40000 per annum	1	14.3

Q1.8 Do the trustees have a policy on accepting gifts?

	No of funds	TOTAL %
Base: All Respondents	188	100.0
Policy for accepting gifts		
Yes	83	44.1
No	88	46.8
Not sure	12	6.4
Not applicable	5	2.7

S U M M A R Y R E P O R T S

Q1.9 What is the content of the policy on accepting gifts?

	No of funds	TOTAL %
Trustees who have a policy on accepting gifts	83	100.0
Policy on accepting gifts		
Trustees may not accept any gifts	45	54.2
Trustees may accept any gifts below a Rand amount of R250 provided they make full disclosure	11	13.3
Trustees may accept any gifts below a Rand amount of R500 provided they make full disclosure	6	7.2
Trustees may accept any gifts below a Rand amount of R750 provided they make full disclosure	1	1.2
Trustees may accept any gifts below a Rand amount of R1000 provided they make full disclosure	4	4.8
Trustees may accept any gifts without limit provided they make full disclosure	8	9.6
Not sure	1	1.2
Other	8	9.6

Q1.10a Who provides training to fund trustees?

	No of funds	TOTAL %
Base: All Respondents	188	100.0
Training provided by		
Fund consultant	65	34.6
Investment consultant	31	16.5
Administrator	85	45.2
Independent trustee trainer	19	10.1
In-house training by HR/EB/FD etc	7	3.7
No formal training provided	27	14.4
Other	10	5.3

Q1.10b How frequently do you receive training from Fund Consultant?

	No of funds	TOTAL %
Respondents receiving training from Fund Consultant	65	100.0
Frequency		
Monthly	1	1.5
Every 3 months	19	29.2
Every 6 months	6	9.2
Once a year	15	23.1
Less frequently than once a year	10	15.4
Other	13	20.0
When new trustees appointed/trustee induction	1	1.5

Q1.10b How frequently do you receive training from Investment Consultant?

	No of funds	TOTAL %
Respondents receiving training from Investment Consultant	31	100.0
Frequency		
Monthly	2	6.5
Every 3 months	4	12.9
Every 6 months	5	16.1
Once a year	12	38.7
Less frequently than once a year	1	3.2
Other	6	19.4
3x a year	1	3.2

Q1.10b How frequently do you receive training from Administrator?

	No of funds	TOTAL %
Respondents receiving training from Administrator	85	100.0
Frequency		
Monthly	2	2.4
Every 3 months	19	22.4
Every 6 months	13	15.3
Once a year	33	38.8
Less frequently than once a year	4	4.7
Other	6	7.1
Don't know	8	9.4

Q1.10b How frequently do you receive training from independent trustee trainer?

	No of funds	TOTAL %
Respondents receiving training from independent trustee trainer	19	100.0
Frequency		
Every 3 months	2	10.5
Every 6 months	3	15.8
Once a year	5	26.3
Less frequently than once a year	2	10.5
Other	6	31.6
Don't know	1	5.3

Q1.10b How frequently do you receive training from **in-house training**?

	No of funds	TOTAL %
Respondents receiving in-house training	7	100.0
Frequency		
Every 3 months	1	14.3
Every 6 months	1	14.3
Once a year	4	57.1
Other	1	14.3

Q1.10b How frequently do you receive training from **other providers**?

	No of funds	TOTAL %
Respondents receiving training from other providers	10	100.0
Frequency		
Every 2 months	1	10.0
Every 3 months	4	40.0
Every 6 months	2	20.0
Other	2	20.0
Don't know	1	10.0

Q1.10c What type of information is mainly provided by **Fund Consultant**?

	No of funds	TOTAL %
Respondents receiving training from Fund Consultant	65	100.0
Type of information		
Fund governance issues	35	53.8
Fiduciary duties	33	50.8
Administration issues	26	40.0
Investment strategy	31	47.7
Investment products	25	38.5
Risk strategy	21	32.3
Legislative change	32	49.2
Accounting issues	14	21.5
Member communication issues	21	32.3
Other	14	21.5
New trustee training	2	3.1

Q1.10c What type of information is mainly provided by **Investment Consultant**?

	No of funds	TOTAL %
Respondents receiving training from Investment Consultant	31	100.0
Type of information		
Fund governance issues	8	25.8
Fiduciary duties	8	25.8
Administration issues	11	35.5
Investment strategy	19	61.3
Investment products	21	67.7
Risk strategy	13	41.9
Legislative change	12	38.7
Accounting issues	6	19.4
Member communication issues	11	35.5
Other	2	6.5
New trustee training	1	3.2

Q1.10c What type of information is mainly provided by **Administrator**?

	No of funds	TOTAL %
Respondents receiving training from Administrator	85	100.0
Type of information		
Fund governance issues	34	40.0
Fiduciary duties	40	47.1
Administration issues	36	42.4
Investment strategy	32	37.6
Investment products	26	30.6
Risk strategy	25	29.4
Legislative change	39	45.9
Accounting issues	26	30.6
Member communication issues	24	28.2
Other	14	16.5
New trustee training	7	8.2
Don't know	1	1.2

Q1.10c What type of information is mainly provided by **independent trustee trainer**?

	No of funds	TOTAL %
Respondents receiving training from independent trustee trainer	19	100.0
Type of information		
Fund governance issues	8	42.1
Fiduciary duties	13	68.4
Administration issues	4	21.1
Investment strategy	6	31.6
Investment products	4	21.1
Risk strategy	5	26.3
Legislative change	9	47.4
Accounting issues	3	15.8
Member communication issues	5	26.3
Other	2	10.5
New trustee training	1	5.3

Q1.10c What type of information is mainly provided by **in-house training**?

	No of funds	TOTAL %
Respondents receiving in-house training	7	100.0
Type of information		
Fund governance issues	3	42.9
Fiduciary duties	2	28.6
Administration issues	4	57.1
Investment strategy	2	28.6
Investment products	2	28.6
Risk strategy	1	14.3
Legislative change	3	42.9
Accounting issues	3	42.9
Member communication issues	4	57.1
Other	1	14.3

Q1.10c What type of information is mainly provided by **other training**?

	No of funds	TOTAL %
Respondents receiving training from other providers	10	100.0
Type of information		
Fund governance issues	2	20.0
Fiduciary duties	5	50.0
Administration issues	4	40.0
Investment strategy	3	30.0

Investment products	3	30.0
Risk strategy	4	40.0
Legislative change	5	50.0
Accounting issues	2	20.0
Member communication issues	3	30.0
Other	3	30.0

Q1.10d In what format do your trustees receive training from **Fund Consultant**?

	No of funds	TOTAL %
Respondents receiving training from Fund Consultant	65	100.0
Format		
Written documents	28	43.1
Formal presentations	25	38.5
Informal workshops	10	15.4
At trustee meetings	29	44.6
One on one meetings	13	20.0
Via E mail	13	20.0
Structured training courses	14	21.5
Others	13	20.0
Group	3	4.6
Don't know	28	43.1

Q1.10d In what format do your trustees receive training from **Investment Consultant**?

	No of funds	TOTAL %
Respondents receiving training from Investment Consultant	31	100.0
Format		
Written documents	15	48.4
Formal presentations	19	61.3
Informal workshops	5	16.1
At trustee meetings	12	38.7
One on one meetings	2	6.5
Via E mail	6	19.4
Structured training courses	4	12.9
Others	3	9.7
Don't know	15	48.4

Q1.10d In what format do your trustees receive training from **Administrator** ?

	TOTAL	
	No of funds	%
Respondents receiving training from Administrator	85	100.0
Format		
Written documents	22	25.9
Formal presentations	36	42.4
Informal workshops	25	29.4
At trustee meetings	20	23.5
One on one meetings	9	10.6
Via E mail	10	11.8
Structured training courses	14	16.5
Others	13	15.3
Group	1	1.2
Don't know	22	25.9

Q1.10d In what format do your trustees receive training from **independent trustee trainer**?

	TOTAL	
	No of funds	%
Respondents receiving training from independent trustee trainer	19	100.0
Format		
Written documents	4	21.1
Formal presentations	7	36.8
Informal workshops	6	31.6
At trustee meetings	3	15.8
One on one meetings	5	26.3
Via E mail	2	10.5
Structured training courses	9	47.4
Others	1	5.3
Don't know	4	21.1

Q1.10d In what format do your trustees receive training from **in-house training**?

	TOTAL	
	No of funds	%
Respondents receiving in-house training	7	100.0
Format		
Written documents	4	57.1
Formal presentations	1	14.3
Informal workshops	4	57.1
At trustee meetings	3	42.9
One on one meetings	4	57.1
Via E mail	2	28.6
Structured training courses	2	28.6
Don't know	4	57.1

Q1.10d In what format do your trustees receive training from **other** providers?

	TOTAL	
	No of funds	%
Respondents receiving training from other providers	10	100.0
Format		
Written documents	3	30.0
Formal presentations	5	50.0
Informal workshops	1	10.0
At trustee meetings	4	40.0
Via E mail	1	10.0
Structured training courses	4	40.0
Others	1	10.0
Don't know	3	30.0

Q1.12 Which of the following requirements must a member meet to be admitted to the fund?

	TOTAL	
	No of funds	%
Base: All Respondents	188	100.0
Requirements needed to be admitted to fund		
Permanent service	182	96.8
Above minimum age	19	10.1
Below maximum age	44	23.4
Minimum salary	2	1.1
Minimum term of service	4	2.1
Not sure	1	0.5
Other	11	5.9

Q1.13 What is the normal retirement age for new male entrants?

	TOTAL	
	No of funds	%
Base: All Respondents	188	100.0
Normal retirement age for new male entrants		
59 or younger	4	2.1
60	53	28.2
61	1	0.5
62	1	0.5
63	31	16.5
65	94	50.0
66 and older	2	1.1
Mean		63.09
Not specified - as per employment contract/ arrangement with employer	2	1.1

Q1.14 What is the normal retirement age for new female entrants?

	No of funds	TOTAL %
Base: All Respondents	188	100.0
Normal retirement age for new female entrants		
59 or younger	5	2.7
60	59	31.4
62	1	0.5
63	32	17.0
65	87	46.3
66 and older	2	1.1
Mean		62.90
Not specified - as per employment contract/ arrangement with employer	2	1.1

Q2.1 Which of the following are used to communicate with members?

	No of funds	TOTAL %
Base: All Respondents	188	100.0
Communication used with member		
A rule booklet	120	63.8
Annual benefit statements	178	94.7
Membership certificate	67	35.6
Annual trustee report	83	44.1
Induction programmes	57	30.3
Information on the Intranet/Internet	103	54.8
Annual or more regular workshops and discussion groups	54	28.7
Separate fund newsletter	81	43.1
Articles in company newsletter(s)	38	20.2
Other	35	18.6

Q2.2 Which of the following topics are communicated to members?

	No of funds	TOTAL %
Base: All Respondents	188	100.0
Topics communicated to members		
The benefit structure	162	86.2
Trustee decisions	120	63.8
How the fund works	144	76.6
Valuation results	85	45.2
Investment performance	152	80.9
Frequently asked questions	93	49.5
The annual benefit statement: Interpretation and implications	140	74.5
Member investment choices	77	41.0
Other	12	6.4

Q2.3 Who answers members' retirement fund related queries?

	No of funds	TOTAL %
Base: All Respondents	188	100.0
Queries answered by		
Trustees	79	42.0
Administrator	96	51.1
Retirement fund consultant	50	26.6
Human resources department	97	51.6
Principal Officer	99	52.7
Other	25	13.3

Q2.4 Does the fund have a formalised strategy for rendering financial advice to members (whether in consultation with the employer or on its own)?

	No of funds	TOTAL %
Base: All Respondents	188	100.0
Formalised strategy for rendering financial advice		
Yes	92	48.9
No	92	48.9
Not sure	4	2.1

Q2.5 Who provides this financial advice in terms of FAIS?

	No of funds	TOTAL %
Formalised strategy for rendering financial advice	92	100.0
Financial advice provided in terms of FAIS by		
Worksite adviser (financial adviser/ broker contracted by the fund and/or company)	68	73.9
Member's own financial adviser or broker	34	37.0
Other	5	5.4
Not sure	2	2.2

Q2.6a Under which of the following circumstances is financial advice provided on a formalised basis to senior members of staff or their dependants?

	No of funds	TOTAL %
Formalised strategy for rendering financial advice	92	100.0
Induction		
One on one	38	41.3
In a group	25	27.2
Not sure	8	8.7
Never	25	27.2

Q2.6b Under which of the following circumstances is financial advice provided on a formalised basis to senior members of staff or their dependants?

	No of funds	TOTAL %
Formalised strategy for rendering financial advice	92	100.0
Withdrawal		
One on one	74	80.4
In a group	9	9.8
Not sure	4	4.3
Never	7	7.6

Q2.6c Under which of the following circumstances is financial advice provided on a formalised basis to senior members of staff or their dependants?

	No of funds	TOTAL %
Formalised strategy for rendering financial advice	92	100.0
Disablement		
One on one	71	77.2
In a group	9	9.8
Not sure	2	2.2
Never	13	14.1

Q2.6d Under which of the following circumstances is financial advice provided on a formalised basis to senior members of staff or their dependants?

	No of funds	TOTAL %
Formalised strategy for rendering financial advice	92	100.0
Retirement		
One on one	79	85.9
In a group	12	13.0
Not sure	1	1.1
Never	4	4.3

Q2.6e Under which of the following circumstances is financial advice provided on a formalised basis to senior members of staff or their dependants?

	No of funds	TOTAL %
Formalised strategy for rendering financial advice	92	100.0
Death		
One on one	70	76.1
In a group	12	13.0
Not sure	2	2.2
Never	12	13.0

Q2.6f Under which of the following circumstances is financial advice provided on a formalised basis to senior members of staff or their dependants?

	No of funds	TOTAL %
Formalised strategy for rendering financial advice	92	100.0
Regular annual discussion		
One on one	13	14.1
In a group	49	53.3
Not sure	6	6.5
Never	24	26.1

Q2.7a Under which of the following circumstances is financial advice provided on a formalised basis to all other members of staff or their dependants?

	TOTAL	
	No of funds	%
Formalised strategy for rendering financial advice	92	100.0
Induction		
One on one	36	39.1
In a group	29	31.5
Not sure	4	4.3
Never	26	28.3

Q2.7b Under which of the following circumstances is financial advice provided on a formalised basis to all other members of staff or their dependants?

	TOTAL	
	No of funds	%
Formalised strategy for rendering financial advice	92	100.0
Withdrawal		
One on one	72	78.3
In a group	8	8.7
Not sure	2	2.2
Never	12	13.0

Q2.7c Under which of the following circumstances is financial advice provided on a formalised basis to all other members of staff or their dependants?

	TOTAL	
	No of funds	%
Formalised strategy for rendering financial advice	92	100.0
Disablement		
One on one	73	79.3
In a group	9	9.8
Not sure	1	1.1
Never	12	13.0

Q2.7d Under which of the following circumstances is financial advice provided on a formalised basis to all other members of staff or their dependants?

	TOTAL	
	No of funds	%
Formalised strategy for rendering financial advice	92	100.0
Retirement		
One on one	77	83.7
In a group	9	9.8
Not sure	1	1.1
Never	7	7.6

Q2.7e Under which of the following circumstances is financial advice provided on a formalised basis to all other members of staff or their dependants?

	TOTAL	
	No of funds	%
Formalised strategy for rendering financial advice	92	100.0
Death		
One on one	71	77.2
In a group	15	16.3
Not sure	1	1.1
Never	9	9.8

Q2.7f Under which of the following circumstances is financial advice provided on a formalised basis to all other members of staff or their dependants?

	TOTAL	
	No of funds	%
Formalised strategy for rendering financial advice	92	100.0
Regular annual discussion		
One on one	14	15.2
In a group	45	48.9
Not sure	7	7.6
Never	26	28.3

Q2.8a In your opinion, to what extent do members of staff understand the financial advice and information provided to them? - Senior Staff

	TOTAL	
	No of funds	%
Base: All Respondents	188	100.0
Senior Staff		
They understand the vast majority of it	121	64.4
They understand about half it	44	23.4
They understand less than half of it	11	5.9
They hardly understand any of it at all	3	1.6
Not sure	7	3.7
Not applicable	2	1.1

Q2.8b In your opinion, to what extent do members of staff understand the financial advice and information provided to them? - All other staff

	TOTAL	
	No of funds	%
Base: All Respondents	188	100.0
All other staff		
They understand the vast majority of it	33	17.6
They understand about half it	62	33.0
They understand less than half of it	51	27.1
They hardly understand any of it at all	32	17.0
Not sure	10	5.3

Q2.9 Can you just confirm whether the fund utilises an Intranet or Internet facility in order to give members access to information?

	TOTAL	
	No of funds	%
Base: All Respondents	188	100.0
Utilisation of Intranet/Internet		
Yes	103	54.8
No	85	45.2

Q2.10 How do members gain access to the internet/intranet?

	TOTAL	
	No of funds	%
Resp whose fund uses internet/intranet	103	100.0
Gain access by		
Via HR or similar office only	15	14.6
Directly, using a personal password only	54	52.4

Either via HR or directly, using own password	30	29.1
Not sure	1	1.0
Other	3	2.9

Q2.11a What percentage of members has direct access via work or private Internet facilities?

	TOTAL	
	No of funds	%
Directly using a personal password/Via H R	84	100.0
Based on research		
2 or less (2)	1	1.2
10 to 49 (29.5)	5	6.0
50 to 69 (59.5)	4	4.8
70 or more (70)	31	36.9
Not sure	4	4.8

Q2.11b What percentage of members has direct access via work or private Internet facilities?

	TOTAL	
	No of funds	%
Directly using a personal password/Via H R	84	100.0
Best estimate		
2 or less (2)	1	1.2
3 to 4 (3.5)	1	1.2
5 to 9 (7)	3	3.6
10 to 49 (29.5)	11	13.1
50 to 69 (59.5)	10	11.9
70 or more (70)	11	13.1
Not sure	2	2.4

Q2.12a What percentage utilises the Internet facilities?

	TOTAL	
	No of funds	%
Respondents who doesn't know how members gain access to internet/intranet	19	100.0
Based on research		
2 or less (2)	7	36.8
5 to 9 (7)	2	10.5
70 or more (70)	1	5.3

Q2.12b What percentage utilises the Internet facilities?

	No of funds	TOTAL %
Respondents who doesn't know how members gain access to internet/intranet	19	100.0
Best guess		
2 or less (2)	4	21.1
5 to 9 (7)	2	10.5
10 to 49 (29.5)	1	5.3
70 or more (70)	1	5.3
Not sure	1	5.3

Q2.13 What general information is available via the Internet / Intranet?

	No of funds	TOTAL %
Respondents whose fund uses internet/intranet	103	100.0
General information available via Internet/Intranet		
The fund rules	72	69.9
Member booklet	61	59.2
Insurance policies (i.e. group risk and disability)	37	35.9
Administration agreement	14	13.6
Investment / Asset management agreements	17	16.5
The resumes and contact details of trustees	39	37.9
The resumes and contact details of other appointed officers	29	28.2
The annual rule change notification	37	35.9
Investment portfolio information	63	61.2
Investment returns	61	59.2
Not sure	6	5.8
Other	15	14.6

Q2.14 What personal information is available via the Internet / Intranet?

	No of funds	TOTAL %
Respondents whose fund uses internet/intranet	103	100.0
Personal information available on Internet/Intranet		
Annual member benefit statement	60	58.3
Monthly updated member benefit statement	61	59.2
Beneficiary nominations	44	42.7
Personal particulars	56	54.4

Transaction history	42	40.8
Not sure	7	6.8
Other	17	16.5
None	4	3.9

Q2.15 What transactions can be performed on the Internet / Intranet?

	No of funds	TOTAL %
Respondents whose fund uses internet/intranet	103	100.0
Transactions performed on Internet/Intranet		
Members: Updating personal information (direct by member or via HR office)	46	44.7
Members: Investment switches (direct by member or via HR office)	27	26.2
Members: Risk benefit selections (direct by member or via HR office)	10	9.7
Participating Employer: Monthly member payroll data provided by the employer	26	25.2
Other	7	6.8
Not sure	10	9.7
None	34	33.0

Q2.16 What member training and support is provided via the Internet / Intranet?

	No of funds	TOTAL %
Respondents whose fund uses internet/intranet	103	100.0
Training & support provided		
Modeller or calculator to calculate retirement needs and/ or basic investment alternatives	28	27.2
Investment training material and articles	16	15.5
Relevant articles	32	31.1
Other	1	1.0
None	45	43.7
Not sure	11	10.7

Q2.17 To what extent would the fund consider paying for more financial education to be provided to members?

	No of funds	TOTAL %
Base: All Respondents	188	100.0
Extent fund would consider paying more for financial education		
Would definitely consider it	32	17.0
Might consider it	61	32.4
Unlikely to consider it	61	32.4
Would definitely not consider it	34	18.1

Q2.18 Which of the following does the fund offer?

	No of funds	TOTAL %
Base: All Respondents	188	100.0
Fund offers		
Home loans to members direct (i.e. the fund makes a direct loan to the member)	35	18.6
Housing sureties (i.e. the fund merely provides collateral in respect of a loan made by a financial institution)	87	46.3
Neither	74	39.4
Not sure	5	2.7

Q3.1 Is the employer's remuneration package structured on a total cost to company basis?

	No of funds	TOTAL %
Base: All Respondents	188	100.0
Remuneration package structured on total cost to company basis		
Yes	107	56.9
No	75	39.9
Not sure	6	3.2

Q3.2 Is the employer contemplating the total cost to company approach?

	No of funds	TOTAL %
Employer's remuneration package not structured on a total cost to company approach	75	100.0
If employer contemplating total cost to company approach		
Yes, it plans to implement within the next 2 years	15	20.0
Yes, but it has no firm plans for implementation	6	8.0
No, not that I know of	51	68.0
Not sure	3	4.0

Q3.3 What percentage of the total remuneration is pensionable remuneration?

	No of funds	TOTAL %
Base: All Respondents	188	100.0
Percentage of total remuneration pensionable remuneration		
Less than 70 (70)	31	16.5
70,1 to 80 (75)	45	23.9
80,1 to 90 (85)	28	14.9
90,1 to 100 (95)	67	35.6
Not sure	13	6.9
Other	4	2.1

Q3.4a Which of the following can be included in pensionable remuneration?

	No of funds	TOTAL %
Base: All Respondents	188	100.0
Annual bonus (typical 13th cheque)		
Yes	59	31.4
No	120	63.8
Not sure	7	3.7
Not applicable	2	1.1

Q3.4b Which of the following can be included in pensionable remuneration?

	No of funds	TOTAL %
Base: All Respondents	188	100.0
Other bonuses (marketing, merit, production)		
Yes	18	9.6
No	155	82.4
Not sure	9	4.8
Not applicable	6	3.2

Q3.4c Which of the following can be included in pensionable remuneration?

	No of funds	TOTAL %
Base: All Respondents	188	100.0
Commission		
Yes	19	10.1
No	153	81.4
Not sure	7	3.7
Not applicable	9	4.8

Q3.4d Which of the following can be included in pensionable remuneration?

	No of funds	TOTAL %
Base: All Respondents	188	100.0
Car allowance		
Yes	52	27.7
No	131	69.7
Not sure	5	2.7

Q3.4e Which of the following can be included in pensionable remuneration?

	No of funds	TOTAL %
Base: All Respondents	188	100.0
Housing benefit		
Yes	9	4.8
No	168	89.4
Not sure	5	2.7
Not applicable	6	3.2

Q3.5 Can anything else be included in pensionable remuneration?

	No of funds	TOTAL %
Base: All Respondents	188	100.0
Anything else included in pensionable remuneration		
Yes	12	6.4
No	170	90.4
Not sure	6	3.2

Q4.1a Does the employer, to your knowledge, hold the following views...?

An employer can positively influence the HIV/AIDS experience of its staff through the implementation of a holistic HIV/AIDS Management Programme

	No of funds	TOTAL %
Base: All Respondents	188	100.0
Yes	152	80.9
No	18	9.6
Not sure	18	9.6

Q4.1b Does the employer, to your knowledge, hold the following views...?

The cost of a holistic HIV/AIDS Programme will be less than the benefits of increased productivity achieved by the programme

	No of funds	TOTAL %
Base: All Respondents	188	100.0
Yes	94	50.0
No	36	19.1
Not sure	58	30.9

Q4.1c Does the employer, to your knowledge, hold the following views...?

Employers will be compelled to introduce appropriate measures to manage the incidence of HIV/AIDS among its staff within the next 2 years

	No of funds	TOTAL %
Base: All Respondents	188	100.0
Yes	99	52.7
No	37	19.7
Not sure	52	27.7

Q4.1d Does the employer, to your knowledge, hold the following views...?

Providing a holistic HIV/AIDS Management Programme will reduce the future cost of group life and disability cover

	TOTAL	
	No of funds	%
Base: All Respondents	188	100.0
Yes	125	66.5
No	29	15.4
Not sure	34	18.1

Q4.2 Has the employer implemented an AIDS management programme for its employees?

	TOTAL	
	No of funds	%
Base: All Respondents	188	100.0
AIDS management programme implemented		
Yes	111	59.0
No	66	35.1
Not sure	11	5.9

Q4.3 Is the employer considering it?

	TOTAL	
	No of funds	%
Did not implemented an AIDS management programme for its employees	77	100.0
Employer considering it		
Yes, plans to implement within the next 2 years	15	19.5
Yes, but has no firm plans for implementation	20	26.0
No, not to my knowledge	32	41.6
Not sure	10	13.0

Q4.4 Has the cost of risk benefits provided by the fund and/or any associated separate group scheme increased during the last 2 years as a result of AIDS?

	TOTAL	
	No of funds	%
Base: All Respondents	188	100.0
Cost of risk benefits due to AIDS increased in last 2 years		
Have reason to believe it has	29	15.4
Suspect that it has	20	10.6
No	124	66.0
Not sure	15	8.0

Q4.5 By what percentage has the cost of risk increased over the past 2 years?

	TOTAL	
	No of funds	%
Suspect/has reason to believe the cost or risk benefits provided by the fund increased during the last 2 years as a result of AIDS	49	100.0
Percentage increase		
Up to 4 (2.5)	16	32.7
5 to 9 (7.0)	5	10.2
10 to 19 (15.0)	10	20.4
20 to 29 (25.0)	2	4.1
50 to 74 (63.0)	3	6.1
75 to 99 (87.0)	1	2.0
Not sure	12	24.5

Q4.6 Do you expect the cost of risk benefits provided by the fund and/or any associated separate group scheme to increase in the next 2 years as a result of AIDS?

	TOTAL	
	No of funds	%
Base: All Respondents	188	100.0
Cost of risk benefits to increase in next 2 years		
Yes	87	46.3
No	73	38.8
Not sure	28	14.9

Q4.7 By what percentage do you expect it to increase?

	TOTAL	
	No of funds	%
Resp expecting an increase	87	100.0
Percentage increase		
Up to 4 (2.5)	22	25.3
5 to 9 (7.0)	23	26.4
10 to 19 (15.0)	21	24.1
20 to 29 (25.0)	8	9.2
30 to 49 (40.0)	2	2.3
Not sure	11	12.6

Q5.1 What is the total annual contribution category of the fund (i.e. member's plus employer's contributions). Is it...

	TOTAL	
	No of funds	%
Base: All Respondents	188	100.0
Total annual contribution		
Less than R1 million	40	21.3
R1 million to R5 million	61	32.4
More than R5 million	79	42.0
Not sure	8	4.3

Q5.2 Does the administrator itemise separately for the cost of administration and all the other costs and disbursements of the fund?

	TOTAL	
	No of funds	%
Base: All Respondents	188	100.0
Cost of administration itemised		
Yes, fund is billed separately for each item	107	56.9
No, but additional expenses not specified in the administration a greement are billed separately	27	14.4
No, the administration fee typically includes all other expenses	40	21.3
Not sure	14	7.4

Q5.2a What were the expenses for other costs and disbursements over the past (completed) financial year as a percentage of payroll?

	TOTAL	
	No of funds	%
Respondents who mentioned fund is billed separately for each item	107	100.0
Expenses for other costs		
100 +	9	8.4
90-99	1	0.9
80-89	1	0.9
70-79	1	0.9
50-59	1	0.9
40-49	5	4.7
30-39	8	7.5
20-29	7	6.5
10-19	12	11.2
1-9	25	23.4
None	3	2.8
Don't know	34	31.8

Q5.3a How is the cost of administration of the fund calculated (including administration and other costs and disbursements, but EXCLUDING cost of risk and auditing)?

	TOTAL	
	No of funds	%
Base: All Respondents	188	100.0
Cost of administration of fund calculated		
As a % of the member's salary	113	60.1
As a % of the total asset value of the fund	19	10.1
As a fixed cost per member per month	31	16.5
Other	17	9.0
Don't know	8	4.3

Q5.3bi What % of each member's salary goes towards fund administration?

	TOTAL	
	No of funds	%
Resp stating as a of the member's salary	113	100.0
Percentage of salary		
0,01 to 0,50 (0.25)	32	28.3
0,51 to 1,00 (0.75)	29	25.7
1,01 to 1,50 (1.25)	15	13.3
1,51 to 2,00 (1.75)	5	4.4
2,01 to 2,50 (2.25)	7	6.2
2,51 to 3,00 (2.75)	1	0.9
3,01 to 3,50 (3.25)	2	1.8
3,51 to 4,00 (3.75)	2	1.8
4,01 or more (4.25)	6	5.3
Not sure	13	11.5
Other	1	0.9

Q5.3bii What % of the asset value of the fund goes towards the cost of administration?

	TOTAL	
	No of funds	%
Resp stating as a of the total asset value of the fund	19	100.0
Percentage of fund		
0,01 to 0,50 (0.25)	4	21.1
0,51 to 1,00 (0.75)	4	21.1
1,01 to 1,50 (1.25)	2	10.5
2,01 to 2,50 (2.25)	2	10.5
Not sure	7	36.8

Q5.3ci What are the fund's administration costs per member per month? - Standard Benefit Options

	No of funds	TOTAL %
Resp stating as a fixed cost per member per month	31	100.0
Standard Benefit Options		
<R10 (R7)	2	6.5
R10 to R14 (R12)	3	9.7
R15 to R24 (R20)	5	16.1
R25 to R29 (R27)	2	6.5
R30 to R34 (R32)	1	3.2
R40 to R44 (R42)	1	3.2
R50 to R54 (R52)	2	6.5
R55 to R59 (R57)	2	6.5
Not sure	8	25.8
None	5	16.1

Q5.3cii What are the fund's administration costs per member per month? - Member Choice Options

	No of funds	TOTAL %
Resp stating as a fixed cost per member per month	31	100.0
Member Choice Options		
R15 to R24 (R20)	2	6.5
R25 to R29 (R27)	1	3.2
R30 to R34 (R32)	2	6.5
R35 to R39 (R37)	1	3.2
R40 to R44 (R42)	1	3.2
R55 to R59 (R57)	1	3.2
Not sure	3	9.7
None	3	9.7
Not applicable	17	54.8

Q5.4a Does your fund operate a contingency reserve account?

	No of funds	TOTAL %
Base: All Respondents	188	100.0
Fund operates a contingency reserve account		
Yes	68	36.2
No	96	51.1
Not sure	24	12.8

Q5.4b How does your fund operate this contingency reserve account?

	No of funds	TOTAL %
Resp stating fund operates a contingency reserve account	68	100.0
Contingency reserve account operates		
Monthly deduction from employer contributions	22	32.4
Monthly deduction from both employee and employer contributions	9	13.2
Part of the administration fee	11	16.2
Other	23	33.8
Don't know	3	4.4

Q5.4c Is this contingency reserve account funded by a levy expressed as a percentage of the payroll?

	No of funds	TOTAL %
Resp stating fund operates a contingency reserve account	68	100.0
Funded by a levy expressed as a % of payroll		
Yes	8	11.8
No	51	75.0
Not sure	9	13.2

Q5.4d What percentage do you levy at present?

	No of funds	TOTAL %
Resp with a contingency reserve account funded by a levy expressed as a of the payroll	8	100.0
Percentage levy at present		
Up to 0,05 (0.03)	4	50.0
0,051 to 0,1 (0.075)	2	25.0
0,151 and higher (0.175)	1	12.5
Don't know	1	12.5

S U M
M A R Y
R E P O R T S

Q5.5 Does the fund offer flexible death benefits (i.e. member can choose the level of cover within certain limits set by the fund)?

In this instance members receive a basic level of life cover (core cover) and can then choose additional (flexible) cover to suit their needs. Savings due to members not choosing the maximum cover will be applied to their retirement provision.

	No of funds	TOTAL %
Base: All Respondents	188	100.0
Flexible death benefits offered		
Yes	29	15.4
No	158	84.0
Not sure	1	0.5

Q5.6a What percentage of salaries is applied to the cost of core benefits and flexible risk benefits respectively? - Core Benefits

	No of funds	TOTAL %
Fund that offers flexible death benefits	29	100.0
Core Benefits		
0,01 to 0,50 (0.25)	1	3.4
0,51 to 1,00 (0.75)	2	6.9
1,01 to 1,50 (1.25)	1	3.4
1,51 to 2,00 (1.75)	3	10.3
2,01 to 2,50 (2.25)	2	6.9
2,51 to 3,00 (2.75)	2	6.9
3,01 to 3,50 (3.25)	1	3.4
4,01 or more (4.25)	2	6.9
Not sure	15	51.7

Q5.6b What percentage of salaries is applied to the cost of core benefits and flexible risk benefits respectively? - Flexible Risk Benefits

	No of funds	TOTAL %
Fund that offers flexible death benefits	29	100.0
Flexible Risk Benefits		
0 (0)	1	3.4
0,51 to 1,00 (0.75)	1	3.4
1,01 to 1,50 (1.25)	1	3.4
1,51 to 2,00 (1.75)	5	17.2
2,01 to 2,50 (2.25)	1	3.4
2,51 to 3,00 (2.75)	1	3.4

3,01 to 3,50 (3.25)	3	10.3
3,51 to 4,00 (3.75)	2	6.9
4,01 or more (4.25)	1	3.4
Not sure	13	44.8

Q5.7a What percentage of salaries is applied to the cost of death benefits/life cover under the fund and under a separate scheme?

	No of funds	TOTAL %
Funds that do not offer flexible death benefits	159	100.0
Under the Fund		
0 (0)	11	6.9
0,01 to 0,50 (0.25)	9	5.7
0,51 to 1,00 (0.75)	14	8.8
1,01 to 1,50 (1.25)	16	10.1
1,51 to 2,00 (1.75)	26	16.4
2,01 to 2,50 (2.25)	12	7.5
2,51 to 3,00 (2.75)	11	6.9
3,01 to 3,50 (3.25)	8	5.0
3,51 to 4,00 (3.75)	1	0.6
4,01 or more (4.25)	8	5.0
Not sure	28	17.6
Not applicable	14	8.8

Q5.7b What percentage of salaries is applied to the cost of death benefits/life cover under the fund and under a separate scheme?

	No of funds	TOTAL %
Funds that do not offer flexible death benefits	159	100.0
Under a Separate Scheme		
0 (0)	8	5.0
0,01 to 0,50 (0.25)	4	2.5
0,51 to 1,00 (0.75)	6	3.8
1,01 to 1,50 (1.25)	3	1.9
1,51 to 2,00 (1.75)	9	5.7
2,01 to 2,50 (2.25)	3	1.9
2,51 to 3,00 (2.75)	2	1.3
3,01 to 3,50 (3.25)	2	1.3
3,51 to 4,00 (3.75)	1	0.6
4,01 or more (4.25)	3	1.9
Not sure	25	15.7
Not applicable	93	58.5

Q5.8a What percentage of salaries is applied to the cost of disability benefits under the fund and under a separate scheme?

	TOTAL	
	No of funds	%
Base: All Respondents	188	100.0
Under The Fund		
0 (0)	13	6.9
0,01 to 0,50 (0.25)	11	5.9
0,51 to 1,00 (0.75)	24	12.8
1,01 to 1,50 (1.25)	26	13.8
1,51 to 2,00 (1.75)	16	8.5
2,01 to 2,50 (2.25)	5	2.7
2,51 to 3,00 (2.75)	1	0.5
3,01 to 3,50 (3.25)	3	1.6
3,51 to 4,00 (3.75)	2	1.1
4,01 or more (4.25)	4	2.1
Other	2	1.1
Not sure	42	22.3
Not applicable	39	20.7

Q5.8b What percentage of salaries is applied to the cost of disability benefits under the fund and under a separate scheme?

	TOTAL	
	No of funds	%
Base: All Respondents	188	100.0
Under a Separate Scheme		
0 (0)	11	5.9
0,01 to 0,50 (0.25)	10	5.3
0,51 to 1,00 (0.75)	17	9.0
1,01 to 1,50 (1.25)	17	9.0
1,51 to 2,00 (1.75)	8	4.3
2,01 to 2,50 (2.25)	2	1.1
3,51 to 4,00 (3.75)	1	0.5
4,01 or more (4.25)	1	0.5
Other	1	0.5
Not sure	30	16.0
Not applicable	90	47.9

Q5.9 Which of the following costs are limited to / capped at a certain fixed percentage?

	TOTAL	
	No of funds	%
Base: All Respondents	188	100.0
Costs		
Death benefits	82	43.6
Disability benefits	78	41.5
Administration	58	30.9
None	75	39.9
Not sure	16	8.5
Other	2	1.1

Q5.10 At what percentage are death benefits capped?

	TOTAL	
	No of funds	%
Death Benefits Capped at a	82	100.0
Percentage		
0,51 to 1,00 (0.75)	3	3.7
1,01 to 1,50 (1.25)	3	3.7
1,51 to 2,00 (1.75)	13	15.9
2,1 to 2,5 (2.25)	4	4.9
2,6 to 3 (2.75)	9	11.0
3,1 to 3,5 (3.25)	2	2.4
3,6 to 4 (3.75)	7	8.5
4 or more (4.25)	10	12.2
Not sure	24	29.3
Other	7	8.5

Q5.11 At what percentage are disability benefits capped?

	TOTAL	
	No of funds	%
Disability Benefits Capped at a	78	100.0
Percentage		
0,51 to 1,00 (0.75)	9	11.5
1,01 to 1,50 (1.25)	7	9.0
1,51 to 2,00 (1.75)	8	10.3
2,1 to 2,5 (2.25)	3	3.8
2,6 to 3 (2.75)	5	6.4
3,1 to 3,5 (3.25)	2	2.6
3,6 to 4 (3.75)	5	6.4
4 or more (4.25)	7	9.0
Not sure	26	33.3
Other	6	7.7

Q5.12 If there is a requirement (typically imposed by the administrator) that the employer contribution, net of all costs and disbursements, may not be less than a certain percentage, what is the percentage of payroll?

	No of funds	TOTAL %
Base: All Respondents	188	100.0
Percentage of Payroll		
Up to 2	14	7.4
2 to 3	5	2.7
More than 3	24	12.8
Not sure	26	13.8
No requirement	118	62.8
Not applicable	1	0.5

Q5.13 Which of the following does the employer pay?

	No of funds	TOTAL %
Base: All Respondents	188	100.0
Employer pays...		
Fixed contribution only (i.e. total cost to company - no additional costs)	84	44.7
Fixed contribution plus the cost of administration	7	3.7
Fixed contribution plus the cost of risk benefits	9	4.8
Fixed contribution plus the cost of administration and the cost of risk benefits	77	41.0
Not sure	8	4.3
Other	5	2.7

Q5.14 What on average are the employer's total contributions, expressed as a percentage of total average annual salary?

	No of funds	TOTAL %
Base: All Respondents	188	100.0
Employer's Total Contributions		
0,1 to 5 (2.5)	14	7.4
5,1 to 7,5 (6.25)	34	18.1
7,6 to 10 (8.75)	40	21.3
10,1 to 11 (10.5)	21	11.2
11,1 to 12,5 (11.75)	23	12.2
12,6 to 15 (13.75)	17	9.0

15,1 or more (15.5)	29	15.4
Other	3	1.6
Not sure	7	3.7

Q5.15 Can members choose the level of **contribution by the employer** in terms of a remuneration package restructure arrangement (i.e. salary sacrifice, even though it may only be within certain parameters)?

	No of funds	TOTAL %
Base: All Respondents	188	100.0
Choose Employers Contribution		
Yes	34	18.1
No	152	80.9
Not sure	2	1.1

Q5.16 Can members **choose their own** contribution levels (even though it may only be within certain parameters and at certain intervals)?

	No of funds	TOTAL %
Base: All Respondents	188	100.0
Choose Own Contribution		
Yes	47	25.0
No	140	74.5
Not sure	1	0.5

Q5.17 What contribution (as a percentage of salary) is made by members on average?

	No of funds	TOTAL %
Base: All Respondents	188	100.0
Contribution Made By Members		
0 (0)	22	11.7
0,1 to 5 (2.5)	15	8.0
5,1 to 6 (5.5)	14	7.4
6,1 to 7,4 (6.75)	36	19.1
7,5 (7.5)	77	41.0
7,6 to 8 (7.75)	3	1.6
8,1 or more (8.5)	14	7.4
Not sure	7	3.7

Q6.1 What benefits are paid to dependants on the death of a member before retirement?

	TOTAL	
	No of funds	%
Base: All Respondents	188	100.0
Benefits Paid To Dependants		
Lump sum	183	97.3
Spouse's pension	37	19.7
Children's pension	31	16.5
Not sure	2	1.1

Q6.2 What is the size of the lump sum payable by the fund (not a separate scheme) on death for members with a spouse's pension?

	TOTAL	
	No of funds	%
Spouses Portion Paid On Death Of Member	37	100.0
Size of Sum		
1 x annual salary (1)	2	5.4
2 x annual salary (2.0)	8	21.6
3 x annual salary (3.0)	6	16.2
4 x annual salary (4.0)	5	13.5
5 x annual salary (5.0)	3	8.1
More than 5 x annual salary (6.0)	1	2.7
Depending on years of service	1	2.7
Scaled per age band	2	5.4
Members have flexible benefits, so it varies from member to member	3	8.1
Other	3	8.1
Not sure	3	8.1

Q6.3 What is the size of the lump sum payable by the fund (not a separate scheme) on death for members without a spouse's pension?

	TOTAL	
	No of funds	%
Spouses Portion NOT Paid On Death Of 151 Member	151	100.0
Size of Sum		
1 x annual salary (1.0)	6	4.0
2 x annual salary (2.0)	23	15.2
2,5 x annual salary (2.5)	2	1.3
3 x annual salary (3.0)	46	30.5
4 x annual salary (4.0)	21	13.9
5 x annual salary (5.0)	14	9.3
More than 5 x annual salary (6.0)	2	1.3
Depending on years of service	2	1.3
Scaled per age band	13	8.6

Fixed amount	2	1.3
Members have flexible benefits, so it varies from member to member	8	5.3
Other	4	2.6
Not sure	8	5.3

Q6.4a Is a lump sum benefit paid to dependants on the death of a member before retirement under a separate scheme (i.e. not by the fund)?

	TOTAL	
	No of funds	%
Base: All Respondents	188	100.0
Lump Sum Benefit Paid		
Yes	58	30.9
No	125	66.5
Not sure	5	2.7

Q6.4b What is the size of the lump sum provided under a separate scheme?

	TOTAL	
	No of funds	%
Lump Sum Benefit Paid on Death of Member	58	100.0
Size of Sum		
1 x annual salary (1.0)	2	3.4
2 x annual salary (2.0)	14	24.1
3 x annual salary (3.0)	18	31.0
4 x annual salary (4.0)	7	12.1
5 x annual salary (5.0)	6	10.3
More than 5 x annual salary (6.0)	3	5.2
Scaled per age band	3	5.2
Members have flexible benefits, so it varies from member to member	3	5.2
Not sure	2	3.4

Q6.5 Who pays for the benefits provided under separate schemes?

	TOTAL	
	No of funds	%
Lump Sum Benefit Paid on Death of Member	58	100.0
Who Pays		
It is deducted from the member contribution	7	12.1
Additional payment by the member	13	22.4
It is deducted from the employer contribution	18	31.0
Additional payment by the employer	20	34.5
Not sure	5	8.6

Q6.6 Does the lump sum payable on death include the member's equitable share or does the member receive his/her equitable share in addition to the lump sum?

	No of funds	TOTAL %
Lump Sum Benefit Paid on Death of Member	58	100.0
Includes Member's Equitable Share		
Includes member's equitable share	28	48.3
Excludes member's equitable share	28	48.3
Not sure	2	3.4

Q6.7 Can you just confirm whether or not members can choose their level of death cover?

	No of funds	TOTAL %
Base: All Respondents	188	100.0
Choose Level of Death Cover		
Yes	25	13.3
No	161	85.6
Not sure	2	1.1

Q6.8 What is the minimum level of death cover?

	No of funds	TOTAL %
Choose Level of Death Cover	25	100.0
Minimum Level of Death Cover		
1 x annual salary (1)	7	28.0
2 x annual salary (2)	9	36.0
3 x annual salary (3)	3	12.0
Not sure	1	4.0
Other	5	20.0

Q6.9 What additional levels of death cover can members choose?

	No of funds	TOTAL %
Choose Level of Death Cover	25	100.0
Additional Levels of Death Cover		
Up to 1 x annual salary (1)	1	4.0
Up to 2 x annual salary (2)	3	12.0
Up to 3 x annual salary (3)	5	20.0
Up to 4 x annual salary (4)	2	8.0
Up to 5 x annual salary (5)	9	36.0
Not sure	1	4.0
Other	8	32.0
None	1	4.0

Q6.10 On what conditions may the level of cover be increased?

	No of funds	TOTAL %
Choose Level of Death Cover	25	100.0
Conditions		
Marriage	13	52.0
Divorce	3	12.0
Birth of a child	13	52.0
Proof of health provided	5	20.0
Annually on fund anniversary	5	20.0
Unconditional	9	36.0
Other	2	8.0

Q6.11a Does the fund offer a lump sum disability benefit under the fund or a separate scheme?

	No of funds	TOTAL %
Base: All Respondents	188	100.0
Offer a Lump Sum Disability		
Yes, as an acceleration of a death benefit	39	20.7
Yes, as a separate benefit to a death benefit	48	25.5
No lump sum benefit is provided	94	50.0
Both	4	2.1
Don't know	3	1.6

Q6.11b Which of the following best describes the lump sum disability benefit?

	No of funds	TOTAL %
Offers a Lump Sum Disability Benefit	87	100.0
Lump Sum Disability Benefit		
Multiple of salary, 1 x annual salary (1)	8	9.2
Multiple of salary, 1,5 x annual salary (1.5)	2	2.3
Multiple of salary, 2 x annual salary (2)	16	18.4
Multiple of salary, 2,5 x annual salary (2.5)	1	1.1
Multiple of salary, 3 x annual salary (3)	21	24.1
Multiple of salary, 4 x annual salary (4)	10	11.5
Multiple of salary, more than 4 x annual salary (5)	3	3.4
Other	27	31.0
Don't know	3	3.4

Q6.12a What disability benefits does the fund provide under a separate scheme? - Permanent Disability

	TOTAL	
	No of funds	%
Base: All Respondents	188	100.0
Permanent Disability		
Lump sum & income	11	5.9
Lump sum only	23	12.2
Monthly income only	72	38.3
Temporary income followed by lump sum	7	3.7
None	68	36.2
Don't know	7	3.7

Q6.12b What disability benefits does the fund provide under a separate scheme? - Temporary Disability

	TOTAL	
	No of funds	%
Base: All Respondents	188	100.0
Temporary Disability		
Lump sum only	4	2.1
Monthly income only	72	38.3
Temporary income followed by lump sum	9	4.8
None	97	51.6
Don't know	6	3.2

Q6.13 What permanent disability income benefits expressed as a percentage of annual salary does the fund offer?

	TOTAL	
	No of funds	%
Base: All Respondents	188	100.0
Permanent Disability Income Benefits		
Less than 50	5	2.7
50 to 59	3	1.6
60 to 74	13	6.9
75	91	48.4
100 for first two years and 75 thereafter (LOA scales)	10	5.3
Other combination averaging over 75	5	2.7
Other combination averaging under 75	8	4.3
Not sure	23	12.2
Not applicable	30	16.0

Q6.14 How are increases in permanent disability income determined?

	TOTAL	
	No of funds	%
Base: All Respondents	188	100.0
How Determined		
There are no increases	46	24.5
Fixed percentage according to the rules	31	16.5
Ad hoc	10	5.3
Ad hoc subject to a minimum	3	1.6
Defined as a percentage of CPI with no maximum	22	11.7
Defined as a percentage of CPI with a fixed maximum (capped)	32	17.0
Not sure	34	18.1
Not applicable	10	5.3

Q6.15 What fixed percentage is used?

	TOTAL	
	No of funds	%
Fixed percentage according to the rules	31	100.0
Percentage		
Up to 3 p.a. (3.0)	3	9.7
3,01 to 4 p.a. (3.5)	1	3.2
4,01 to 5 p.a. (4.5)	11	35.5
5,01 to 6 p.a. (5.5)	4	12.9
6,01 to 7 p.a. (6.5)	3	9.7
7,01 to 8 p.a. (7.5)	1	3.2
More than 8 p.a. (8.5)	3	9.7
Not sure	5	16.1

Q6.16 What is the percentage of increase in CPI used?

	TOTAL	
	No of funds	%
Defined as a percentage of CPI	54	100.0
Percentage		
50 or less (50)	7	13.0
75 (75)	3	5.6
75 to 99 (67)	2	3.7
100 (100)	28	51.9
Not sure	12	22.2
Other	2	3.7

Q6.17a Does the fund re-insure a waiver of employer contributions?

	No of funds	TOTAL %
Base: All Respondents	188	100.0
Re-insure a waiver of employer contributions		
Yes	69	36.7
No	91	48.4
Not sure	28	14.9

Q.6.17b What percentage is re-insured?

	No of funds	TOTAL %
Total Reinsuring	69	100.0
Percentage		
0 (0)	1	1.4
0,1 to 5 (0.25)	11	15.9
5,1 to 7,5 (6.25)	6	8.7
7,6 to 10 (8.75)	11	15.9
10,1 to 12,5 (11.25)	8	11.6
12,6 to 15 (13.75)	6	8.7
15,1 or more (15.50)	9	13.0
Not sure	17	24.6

Q6.18a Does the fund re-insure a waiver of employee contributions?

	No of funds	TOTAL %
Base: All Respondents	188	100.0
Re-insure a waiver of employee contributions		
Yes	16	8.5
No	147	78.2
Not sure	25	13.3

Q.18b What percentage is re-insured?

	No of funds	TOTAL %
Total Reinsuring	16	100.0
Percentage		
0,1 to 5 (0.25)	2	12.5
5,1 to 7,5 (6.25)	2	12.5
12,6 to 15 (13.75)	1	6.3
15,1 or more (15.50)	1	6.3
Not sure	10	62.5

Q6.19 Which of the following benefits are offered under separate schemes?

	No of funds	TOTAL %
Base: All Respondents	188	100.0
Benefits Offered		
Trauma cover	9	4.8
Funeral cover	95	50.5
None	88	46.8
Other	7	3.7

Q6.20 What on average is the level of trauma cover offered?

	No of funds	TOTAL %
Trauma Cover Offered	9	100.0
Level of trauma cover offered		
1 x annual salary	3	33.3
2 x annual salary	4	44.4
Fixed amount	1	11.1
Other	1	11.1

Q6.21 What is the maximum level of trauma cover offered?

	No of funds	TOTAL %
Trauma Cover Offered	9	100.0
Maximum level of trauma		
R350 000	1	11.1
R500 000 - R55 000 000	3	33.3
Accidental death 150000 disability R420 000	1	11.1
R2.8 million	1	11.1
R5.2 million	1	11.1
Don't know	2	22.2

Q6.22 Who is entitled to trauma cover?

	No of funds	TOTAL %
Trauma Cover Offered	9	100.0
Entitled to trauma cover		
All members	6	66.7
Only certain categories (e.g. senior management)	2	22.2
Not sure	1	11.1

Q6.23 Who pays for the trauma cover?

	No of funds	TOTAL %
Trauma Cover Offered	9	100.0
Pays for the trauma		
Deducted from the employer contribution	3	33.3
Additional payment by the employer	3	33.3
Deducted from the member contribution	1	11.1
Additional payment by the member	2	22.2

Q6.24 Who is covered under the funeral benefit?

	No of funds	TOTAL %
Funeral Cover Offered	95	100.0
Covered under funeral benefit		
Member	94	98.9
Spouse	88	92.6
Children aged 14 to 21	81	85.3
Children aged 6 to 13	79	83.2
Children aged 0 to 5	80	84.2
Parents and parents-in-law	17	17.9
Additional spouses	17	17.9
Not sure	1	1.1

Q6.25 Who is entitled to the funeral cover option?

	No of funds	TOTAL %
Funeral Cover Offered	95	100.0
Entitled to funeral cover option		
All members	88	92.6
Only certain categories (e.g. senior management)	4	4.2
Not sure	3	3.2

Q6.26a What is the amount of funeral cover for members?

	No of funds	TOTAL %
Funeral Cover Offered	94	100.0
Amount of funeral cover for member		
1 000	1	1.1
2 000	2	2.1
2 500	1	1.1
4 000	3	3.2
4 855	1	1.1

5 000	21	22.3
6 000	4	4.3
7 000	8	8.5
7 500	10	10.6
7 700	1	1.1
90 00	3	3.2
10 000	24	25.5
13 000	1	1.1
15 000	2	2.1
20 000	2	2.1
25 000	1	1.1
Any combination they wish/varies	3	3.2
Pay for whole funeral whatever the cost	1	1.1
Others	1	1.1

Q6.26b What is the amount of funeral cover for a spouse?

	No of funds	TOTAL %
Funeral Cover Offered	88	100.0
Amount of funeral cover for spouse		
1 000	1	1.1
2 000	1	1.1
2 500	1	1.1
4 000	4	4.5
4 855	1	1.1
5 000	23	26.1
6 000	4	4.5
7 000	8	9.1
7 500	8	9.1
7 700	1	1.1
8 000	1	1.1
9 000	3	3.4
10 000	20	22.7
13 000	1	1.1
15 000	2	2.3
20 000	1	1.1
Any combination they wish/varies	3	3.4
Pay for whole funeral whatever the cost	1	1.1

Q6.26c What is the amount of funeral cover for children aged 14 to 21?

	No of funds	TOTAL %
Funeral Cover Offered	81	100.0
Amount of funeral cover for children aged 14-21yrs		
1 400	1	1.2
1 500	1	1.2
2 000	3	3.7
2 500	4	4.9
3 000	6	7.4
3 500	2	2.5
4 000	3	3.7
4 855	1	1.2
5 000	19	23.5
6 000	3	3.7
7 000	7	8.6
7 500	3	3.7
9 000	2	2.5
10 000	15	18.5
15 000	2	2.5
20 000	1	1.2
Any combination they wish/varies	2	2.5
Pay for whole funeral whatever the cost	1	1.2
Don't know	5	6.2

Q6.26d What is the amount of funeral cover for children aged 6 to 13?

	No of funds	TOTAL %
Funeral Cover Offered	79	100.0
Amount of funeral cover for children aged 6-13yrs		
750	2	2.5
1 000	2	2.5
1 250	2	2.5
1 400	1	1.3
1 500	6	7.6
2 000	8	10.1
2 500	8	10.1
3 000	9	11.4
3 500	5	6.3
4 000	3	3.8
4 500	2	2.5
5 000	18	22.8
6 000	2	2.5
7 000	1	1.3
7 500	2	2.5
10 000	3	3.8

Any combination they wish/varies	2	2.5
Pay for whole funeral whatever the cost	1	1.3
Don't know	4	5.1

Q6.26e What is the amount of funeral cover for children aged 0 to 5?

	No of funds	TOTAL %
Funeral Cover Offered	80	100.0
Amount of funeral cover for children aged 0-5yrs		
500	4	5.0
650	1	1.3
750	4	5.0
1 000	12	15.0
1 250	4	5.0
1 400	1	1.3
1 500	4	5.0
1 750	3	3.8
2 000	11	13.8
2 250	1	1.3
2 500	10	12.5
3 000	7	8.8
3 500	1	1.3
3 750	2	2.5
4 000	1	1.3
5 000	4	5.0
6 000	1	1.3
10 000	2	2.5
Any combination they wish/varies	2	2.5
Pay for whole funeral whatever the cost	1	1.3
Don't know	4	5.0

Q6.26f What is the amount of funeral cover for parents and parents-in-law?

	No of funds	TOTAL %
Funeral Cover Offered	17	100.0
Amount of funeral cover for parents and parents-in-law		
1 000	1	5.9
2 500	2	11.8
3 000	1	5.9
4 500	1	5.9
5 000	4	23.5
10 000	1	5.9
Sliding scale	1	5.9
Any combination they wish/varies	3	17.6
Don't know	3	17.6

Q6.26g What is the amount of funeral cover for additional spouses?

	No of funds	TOTAL %
Funeral Cover Offered	17	100.0
Amount of funeral cover for additional spouses		
1 000	1	5.9
3 000	2	11.8
3 500	1	5.9
4 000	1	5.9
5 000	5	29.4
7 500	1	5.9
10 000	1	5.9
13 000	1	5.9
Any combination they wish/varies	2	11.8
Don't know	2	11.8

Q6.27 Who pays for the funeral cover benefits?

	No of funds	TOTAL %
Funeral Cover Offered	95	100.0
Pays for funeral cover benefits		
Deducted from the employer contribution	42	44.2
Additional payment by the employer	21	22.1
Deducted from the member contribution	9	9.5
Additional payment by the member	29	30.5
Others	1	1.1

Q7.1 When a member's employment with the participating employer terminates (i.e. on withdrawal), which of the following apply?

	No of funds	TOTAL %
Base: All Respondents	188	100.0
Member's employment terminates		
The member must either take his/her benefit in cash or transfer it to another fund	177	94.1
The member may select a deferred/paid up pension and leave the benefit in the fund	34	18.1
The member may select to transfer his/her benefit to a preservation fund identified in the rules of the fund	107	56.9

Q7.2 On withdrawal, which of the following situations apply in the fund?

	No of funds	TOTAL %
Base: All Respondents	188	100.0
Situations		
The fund and/ or the employer provides the member with the information recommended in PF86	93	49.5
The fund, in terms of a written strategy, arranges for an adviser to counsel and advise the member	70	37.2
None of the above	47	25.0
Not sure	10	5.3

Q7.3 Is a conversion / continuation option offered on death and disability cover, either under the Fund or separate scheme?

	No of funds	TOTAL %
Base: All Respondents	188	100.0
Options Offered on Death and Disability		
On both death and disability cover	40	21.3
On death cover only	18	9.6
On disability cover only	6	3.2
Neither	96	51.1
Not sure	28	14.9

Q8.1 Which of the following "annuity products" is a member allowed to purchase?

	No of funds	TOTAL %
Base: All Respondents	188	100.0
Annuity Products		
The annuity "provided ex the fund"	19	10.1
Only annuity products specified by the fund / trustees	13	6.9
The member may select, but is not compelled to purchase an annuity product identified in the rules of the fund	33	17.6
Any annuity product of the member's choice	134	71.3
Not a living / flexible annuity / ILLA	7	3.7
Conditions apply in respect of a living / flexible annuity / ILLA	5	2.7
Other	13	6.9
Don't know	1	0.5
None	2	1.1
Not applicable	1	0.5

Q8.2 Where is a member allowed to purchase an annuity from?

	No of funds	TOTAL %
Base: All Respondents	188	100.0
Insurer		
One specified insurer	6	3.2
A number of specified insurers	10	5.3
Any insurer	161	85.6
Not sure	5	2.7
Not applicable	6	3.2

Q8.3 How are pensions bought/effected?

	No of funds	TOTAL %
Base: All Respondents	188	100.0
How bought/effected		
In the name of the fund	11	5.9
In the name of the member	161	85.6
Not sure	10	5.3
Not applicable	6	3.2

Q8.4 The decline in the inflation rate and long term interest rates impacts negatively on the ability of pensions to cope with inflation. How does the fund plan to deal with this development?

	No of funds	TOTAL %
Base: All Respondents	188	100.0
How Fund Deals With Inflation		
Does not think it is necessary to do anything	62	33.0
Communicating this to members	87	46.3
Considering steps to improve retirement benefits	46	24.5
Develop a good investment strategy	188	100.0
Not applicable	3	1.6
None/don't know	5	2.7

Q9.1 How frequently does the fund credit investment returns to members' accounts?

	No of funds	TOTAL %
Base: All Respondents	188	100.0
Frequency		
Daily	27	14.4
Weekly	1	0.5
Monthly	92	48.9
Annually	39	20.7
Others	3	1.6
Not sure	26	13.8

Q9.2 Does the fund provide for member directed investment choice?

	No of funds	TOTAL %
Base: All Respondents	188	100.0
Fund provide for member-directed investment choice		
Yes, to all members	68	36.2
Yes, to certain categories of member only	15	8.0
No	98	52.1
Not sure	7	3.7

Q9.3 Which of the following risk profiles does the fund provide as investment alternatives for members to select from?

	No of funds	TOTAL %
Base: All Respondents	188	100.0
Fund Provides for Member-Directed Investment Choice		
Fund Provides for Member-Directed Investment Choice	83	100.0
Risk Profiles		
Cash	61	73.5
Smoothed Bonus / Guaranteed Products	53	63.9
Absolute Return	28	33.7
Conservative Linked	54	65.1
Moderate Linked	65	78.3
Aggressive Linked	62	74.7
Don't Know	1	1.2

Q9.4 Which of the following investment alternatives does the fund provide in each of the investment types?

	TOTAL	
	No of funds	%
Fund Provides for Member-Directed Investment Choice	83	100.
Cash		
* Cash	23	27.7
* Money Market	54	65.1
Smoothed Bonus / Guaranteed Products		
* Smoothed Bonus - fully vesting (e.g. products which declare bonuses monthly)	29	34.9
* Smoothed Bonus - partially vesting (e.g. the old style guaranteed products)	16	19.3
* Structured Products	17	20.5
Absolute Return		
* CPI plus 5 or less	14	16.9
* CPI plus more than 5	14	16.9
Conservative Linked		
* Single Managers (Segregated or Pooled)	21	25.3
* Multi-Manager	40	48.2
* Unit Trust Mandates	5	6.0
Moderate Linked		
* Single Managers (Segregated or Pooled)	25	30.1
* Multi-Manager	48	57.8
* Unit Trust Mandates	6	7.2
Aggressive Linked		
* Single Managers (Segregated or Pooled)	25	30.1
* Multi-Managers	45	54.2
* Unit Trust Mandates	8	9.6
Life Stage Mandates	32	38.6
Individual Broker Mandates	7	8.4
Don't Know	2	2.4

Q9.5a Within each investment type, how many different investment alternatives does the fund offer? - CASH-Cash

	TOTAL	
	No of funds	%
Fund Provides for Member-Directed Investment Choice	83	100.0
CASH-Cash		
1	17	20.5
2	2	2.4
3	2	2.4
5	1	1.2
Dont Know	1	1.2

Q9.5b Within each investment type, how many different investment alternatives does the fund offer? - CASH-Money Market

	TOTAL	
	No of funds	%
Fund Provides for Member-Directed Investment Choice	83	100.0
CASH-Money Market		
1	41	49.4
2	5	6.0
3	2	2.4
4	1	1.2
5	3	3.6
Dont Know	2	2.4

Q9.5c Within each investment type, how many different investment alternatives does the fund offer? - Smoothed Bonus Full Vesting

	TOTAL	
	No of funds	%
Fund Provides for Member-Directed Investment Choice	83	100.0
Smoothed Bonus Full Vesting		
1	21	25.3
2	3	3.6
3	1	1.2
5	2	2.4
Dont Know	2	2.4

Q9.5d Within each investment type, how many different investment alternatives does the fund offer? - Smoothed Bonus Partially Vesting

	TOTAL	
	No of funds	%
Fund Provides for Member-Directed Investment Choice	83	100.0
Smoothed Bonus Partially Vesting		
1	10	12.0
2	1	1.2
3	3	3.6
5	2	2.4

Q9.5e Within each investment type, how many different investment alternatives does the fund offer? - SMOOTHED BONUS Structured Products

	TOTAL	
	No of funds	%
Fund Provides for Member-Directed Investment Choice	83	100.0
SMOOTHED BONUS-Structured Products		
1	10	12.0
4	1	1.2
5	3	3.6
Dont Know	3	3.6

Q9.5f Within each investment type, how many different investment alternatives does the fund offer? - ABSOLUTE RETURN CPI Plus 5% and Less

	TOTAL	
	No of funds	%
Fund Provides for Member-Directed Investment Choice	83	100.0
ABSOLUTE RETURN-CPI Plus 5% and Less		
1	11	13.3
3	1	1.2
5	2	2.4

Q9.5g Within each investment type, how many different investment alternatives does the fund offer? - ABSOLUTE RETURN CPI Plus more than 5%

	TOTAL	
	No of funds	%
Fund Provides for Member-Directed Investment Choice	83	100.0
ABSOLUTE RETURN-CPI Plus more than 5%		
1	10	12.0
3	1	1.2
5	2	2.4
Dont Know	1	1.2

Q9.5h Within each investment type, how many different investment alternatives does the fund offer? - CONSERVATIVE LINKED-Single Managers (Segregated or Pooled)

	TOTAL	
	No of funds	%
Fund Provides for Member-Directed Investment Choice	83	100.0
CONSERVATIVE LINKED-Single Managers (Segregated or Pooled)		
1	14	16.9
2	1	1.2
3	1	1.2
5	4	4.8
Dont Know	1	1.2

Q9.5i Within each investment type, how many different investment alternatives does the fund offer? - CONSERVATIVE LINKED-Multi-Managers

	TOTAL	
	No of funds	%
Fund Provides for Member-Directed Investment Choice	83	100.0
CONSERVATIVE LINKED-Multi-Managers		
1	26	31.3
2	3	3.6
3	2	2.4
4	1	1.2
5	5	6.0
Dont Know	3	3.6

Q9.5j Within each investment type, how many different investment alternatives does the fund offer? - CONSERVATIVE LINKED-Unit Trust Managers

	TOTAL	
	No of funds	%
Fund Provides for Member-Directed Investment Choice	83	100.0
CONSERVATIVE LINKED-Unit Trust Managers		
1	1	1.2
2	1	1.2
5	3	3.6

Q9.5k Within each investment type, how many different investment alternatives does the fund offer? - MODERATE LINKED Single Managers

	No of funds	TOTAL %
Fund Provides for Member-Directed Investment Choice	83	100.0
MODERATE LINKED-Single Managers		
1	18	21.7
2	2	2.4
3	1	1.2
5	3	3.6
Dont Know	1	1.2

Q9.5l Within each investment type, how many different investment alternatives does the fund offer? - MODERATE LINKED Multi-Managers

	No of funds	TOTAL %
Fund Provides for Member-Directed Investment Choice	83	100.0
MODERATE LINKED-Multi-Managers		
1	32	38.6
2	4	4.8
3	3	3.6
4	1	1.2
5	5	6.0
Dont Know	3	3.6

Q9.5m Within each investment type, how many different investment alternatives does the fund offer? - MODERATE LINKED Unit Trust Managers

	No of funds	TOTAL %
Fund Provides for Member-Directed Investment Choice	83	100.0
MODERATE LINKED-Unit Trust Managers		
1	2	2.4
2	1	1.2
5	3	3.6

Q9.5n Within each investment type, how many different investment alternatives does the fund offer? - AGGRESSIVE LINKED Single Managers

	No of funds	TOTAL %
Fund Provides for Member-Directed Investment Choice	83	100.0
AGGRESSIVE LINKED-Single Managers		
1	17	20.5
2	3	3.6
3	1	1.2
5	3	3.6
Dont Know	1	1.2

Q9.5o Within each investment type, how many different investment alternatives does the fund offer? - AGGRESSIVE LINKED Multi-Managers

	No of funds	TOTAL %
Fund Provides for Member-Directed Investment Choice	83	100.0
AGGRESSIVE LINKED-Multi-Managers		
1	27	32.5
2	4	4.8
3	3	3.6
4	1	1.2
5	5	6.0
Dont Know	5	6.0

Q9.5p Within each investment type, how many different investment alternatives does the fund offer? - AGGRESSIVE LINKED Unit Trust Managers

	No of funds	TOTAL %
Fund Provides for Member-Directed Investment Choice	83	100.0
AGGRESSIVE LINKED-Unit Trust Managers		
1	3	3.6
2	1	1.2
3	1	1.2
5	3	3.6

Q9.5q Within each investment type, how many different investment alternatives does the fund offer? - Life Stage Mandates

	No of funds	TOTAL %
Fund Provides for Member-Directed Investment Choice	83	100.0
Life Stage Mandates		
1	20	24.1
2	2	2.4
3	3	3.6
4	1	1.2
5	4	4.8
Dont Know	2	2.4

Q9.5r Within each investment type, how many different investment alternatives does the fund offer? - Individual Broker Mandates

	No of funds	TOTAL %
Fund Provides for Member-Directed Investment Choice	83	100.0
Individual Broker Mandates		
1	2	2.4
2	1	1.2
3	1	1.2
5	3	3.6

Q9.6a Which one of the following investment profiles constitutes the **most important** component of the Trustee choice or Default option?

	No of funds	TOTAL %
Fund Provides for Member-Directed Investment Choice	83	100.0
Most important		
Cash		
* Cash	5	6.0
* Money Market	8	9.6
Smoothed Bonus / Guaranteed Products		
* Smoothed Bonus - fully vesting (e.g. products which declare bonuses monthly)	11	13.3
* Smoothed Bonus - partially vesting (e.g. the old style guaranteed products)	3	3.6
* Structured Products	2	2.4
Absolute Return		
* CPI plus 5 or less	2	2.4

* CPI plus more than 5 2 2.4

Conservative Linked

* Multi-Manager 2 2.4

Moderate Linked

* Single Managers (Segregated or Pooled) 9 10.8

* Multi-Manager 5 6.0

Aggressive Linked

* Single Managers (Segregated or Pooled) 2 2.4

* Multi-Managers 2 2.4

* Unit Trust Mandates 3 3.6

Life Stage Mandates 16 19.3

Individual Broker Mandates** 1 1.2

Don't know 9 10.8

Not applicable 1 1.2

Q9.6b And which is the **second most** important component?

	No of funds	TOTAL %
Fund Provides for Member-Directed Investment Choice	83	100.0
Second Most Important Component		
Cash		
* Cash	2	2.4
* Money Market	3	3.6
Smoothed Bonus / Guaranteed Products		
* Smoothed Bonus - fully vesting (e.g. products which declare bonuses monthly)	2	2.4
* Smoothed Bonus - partially vesting (e.g. the old style guaranteed products)	4	4.8
* Structured Products	3	3.6
Absolute Return		
* CPI plus 5 or less	3	3.6
* CPI plus more than 5	2	2.4
Conservative Linked		
* Single Managers (Segregated or Pooled)	4	4.8
* Multi-Manager	3	3.6
Moderate Linked		
* Single Managers (Segregated or Pooled)	6	7.2
Investment Choice		
* Multi-Manager	16	19.3
* Unit Trust Mandates	2	2.4
Aggressive Linked		
* Single Managers (Segregated or Pooled)	4	4.8
* Multi-Managers	2	2.4
* Unit Trust Mandates	1	1.2
Life Stage Mandates	1	1.2
Don't know	24	28.9
Not applicable	1	1.2

Q9.7a What proportion of the fund's membership relies upon the Trustee choice or Default option based on research?

	No of funds	TOTAL %
Fund Provides for Member-Directed Investment Choice	83	100.0
Based on Research		
* 0 to 10 (5)	4	4.8
* 20,1 to 30 (25)	1	1.2
* 30,1 to 40 (35)	1	1.2
* 60,1 to 70 (65)	2	2.4
* 70,1 to 80 (75)	1	1.2
* 80,1 to 90 (85)	6	7.2
* 90,1 to 100 (95)	16	19.3
Don't know	7	8.4

Q9.7b What proportion of the fund's membership relies upon the Trustee choice or Default option based on your best estimate?

	No of funds	TOTAL %
Fund Provides for Member-Directed Investment Choice	83	100.0
Based on estimate		
* 0 to 10 (5)	4	4.8
* 10,1 to 20 (15)	3	3.6
* 20,1 to 30 (25)	6	7.2
* 30,1 to 40 (35)	3	3.6
* 40,1 to 50 (45)	3	3.6
* 50,1 to 60 (55)	5	6.0
* 60,1 to 70 (65)	1	1.2
* 70,1 to 80 (75)	6	7.2
* 80,1 to 90 (85)	5	6.0
* 90,1 to 100 (95)	8	9.6
Don't know	1	1.2
Mean		55.23

Q9.8 When a fund moves to investment choice, there is a fee (known as a switching fee) for switching between investment portfolios in addition to the administration fee. Referring to the basic administration fee, not the switching fee, which one of the following applies?

	No of funds	TOTAL %
Fund Provides for Member-Directed Investment Choice	83	100.0
Basic administration fee		
All members pay the same administration fee	68	81.9
Members who do not exercise choice pay a lower admin fee	12	14.5
Others	3	3.6

Q9.9 By what percentage is the basic administration fee adjusted for members who exercise investment choice?

	No of funds	TOTAL %
Members who do not exercise choice pay a lower admin fee	12	100.0
Percentage basic admin fee adjusted		
Up to 5 (3)	5	41.7
6 to 9 (7.5)	1	8.3
10 to 14 (12)	1	8.3
25 to 29 (27)	1	8.3
Not sure	4	33.3

Q9.10 How frequently is switching allowed?

	No of funds	TOTAL %
Fund Provides for Member-Directed Investment Choice	83	100.0
Frequency of switching		
Daily	13	15.7
Weekly	1	1.2
Monthly	31	37.3
Quarterly	4	4.8
Half-yearly	6	7.2
Annually	17	20.5
Never	9	10.8
Other	2	2.4

Q9.11 How satisfied are you with the fund's flexible investment choice?

	No of funds	TOTAL %
Fund Provides for Member-Directed Investment Choice	83	100.0
Satisfaction with fund's flexible choice		
Very satisfied (5)	38	45.8
Satisfied (4)	31	37.3
Neutral (3)	11	13.3
Dissatisfied (2)	2	2.4
Very dissatisfied (1)	1	1.2

Q9.11b Why do you say so?

	No of funds	TOTAL %
Respondents who are very/satisfied with the Funds flexible investment choice	69	100.0
Reasons - Positive		
Sufficient / appropriate / large number of products to choose from	32	46.4
Provides for different risk appetites / offers conservative, moderate, aggressive portfolios	9	13.0
Provides for different age profiles / life stages	5	7.2
Investment managers do a good job / investments are well managed	7	10.1
Performance has been pretty good across the spectrum / performance of funds has been good	12	17.4
Other positive	14	20.3
Reasons - Negative		
Would like more choice / greater flexibility	1	33.3
Other negative	3	100.0
Don't know	2	2.9

Q9.12 Does the fund plan to offer flexible investment choice to members in the future?

	No of funds	TOTAL %
Fund does not/not sure provide for member direct investment choice	105	100.0
Fund to offer investment choice		
Yes, within the next three years	12	11.4
Considering it	19	18.1
Definitely not	53	50.5
Uncertain	21	20.0

Q9.13a Which of the following investment vehicles does the fund invest in?

	No of funds	TOTAL %
Fund does not/not sure provide for member direct investment choice	105	100.0
Investment vehicles		
Cash	22	21.0
Money Market (Enhanced Cash)	24	22.9
Smoothed Bonus - fully vesting (e.g. products which declare bonuses monthly)	16	15.2
Smoothed Bonus - partially vesting (e.g. the old style guaranteed products)	22	21.0
Structured Products	8	7.6
Absolute Return - CPI plus 5 and less	7	6.7
Absolute Return - CPI plus more than 5	12	11.4
Conservative Linked - Single Managers (Segregated or Pooled)	4	3.8
Conservative Linked - Multi-Managers	10	9.5
Conservative Linked - Unit Trust Mandates	1	1.0
Moderate Linked - Single Managers (Segregated or Pooled)	4	3.8
Moderate Linked - Multi-Managers	14	13.3
Moderate Linked - Unit Trust Mandates	5	4.8
Aggressive Linked - Single Managers (Segregated or Pooled)	8	7.6
Aggressive Linked - Multi-Managers	6	5.7
Aggressive Linked - Unit Trust Mandates	3	2.9
Life Stage Mandates	1	1.0
Individual Broker Mandates	4	3.8
Not sure	36	34.3

Q9.13b And, what percentage of the fund's assets are invested in each? - Cash

	No of funds	TOTAL %
Cash	22	100.0
Percentage of fund's assets		
100	1	4.5
30-39	2	9.1
10-19	3	13.6
1-9	7	31.8
Don't know	9	40.9

Q9.13c And, what percentage of the fund's assets are invested in each? - Money Market

	TOTAL	
	No of funds	%
Money Market	24	100.0
Percentage of fund's assets		
50-59	1	4.2
20-29	4	16.7
10-19	5	20.8
1-9	7	29.2
Don't know	7	29.2

Q9.13d And, what percentage of the fund's assets are invested in each? - Smoothed Bonus - fully vesting

	TOTAL	
	No of funds	%
Smoothed Bonus - fully vesting	16	100.0
Percentage of fund's assets		
100	5	31.3
90-99	1	6.3
70-79	2	12.5
60-69	2	12.5
20-29	2	12.5
10-19	1	6.3
1-9	1	6.3
Don't know	2	12.5

Q9.13e And, what percentage of the fund's assets are invested in each? - Smoothed Bonus - partially vesting

	TOTAL	
	No of funds	%
Smoothed Bonus - partially vesting	22	100.0
Percentage of fund's assets		
100	7	31.8
90-99	1	4.5
80-89	1	4.5
70-79	1	4.5
60-69	1	4.5
50-59	4	18.2
40-49	2	9.1
20-29	1	4.5
Don't know	4	18.2

Q9.13f And, what percentage of the fund's assets are invested in each? - Structured Products

	TOTAL	
	No of funds	%
Structured Products	8	100.0
Percentage of fund's assets		
70-79	1	12.5
10-19	2	25.0
Don't know	5	62.5

Q9.13g And, what percentage of the fund's assets are invested in each? - Absolute returns-CPI plus 5% and less

	TOTAL	
	No of funds	%
Absolute returns-CPI plus 5 and less	7	100.0
Percentage of fund's assets		
100	1	14.3
80-89	2	28.6
70-79	1	14.3
Don't know	3	42.9

Q9.13h And, what percentage of the fund's assets are invested in each? - Absolute Return - CPI plus more than 5%

	TOTAL	
	No of funds	%
Absolute Return - CPI plus more than 5	12	100.0
Percentage of fund's assets		
100	1	8.3
70-79	1	8.3
50-59	1	8.3
30-39	2	16.7
20-29	1	8.3
Don't know	6	50.0

Q9.13i And, what percentage of the fund's assets are invested in each? - Conservative Linked - Single Managers (Segregated or Pooled)

	TOTAL	
	No of funds	%
Conservative Linked - Single Managers (Segregated or Pooled)	4	100.0
Percentage of fund's assets		
60-69	1	25.0
20-29	2	50.0
Don't know	1	25.0

Q9.13j And, what percentage of the fund's assets are invested in each? - Conservative Linked - Multi-Managers

	TOTAL	
	No of funds	%
Conservative Linked - Multi-Managers	10	100.0
Percentage of fund's assets		
100	1	10.0
60-69	1	10.0
50-59	3	30.0
30-39	1	10.0
Don't know	4	40.0

Q9.13k And, what percentage of the fund's assets are invested in each? - Conservative Linked - Unit Trust Mandates

	TOTAL	
	No of funds	%
Conservative Linked - Unit Trust Mandates	1	100.0
Percentage of fund's assets		
Don't know	1	100.0

Q9.13l And, what percentage of the fund's assets are invested in each? - Moderate Linked - Single Managers (Segregated or Pooled)

	TOTAL	
	No of funds	%
Moderate Linked - Single Managers (Segregated or Pooled)	4	100.0
Percentage of fund's assets		
40-49	1	25.0
10-19	1	25.0
Don't know	2	50.0

Q9.13m And, what percentage of the fund's assets are invested in each? - Moderate Linked - Multi-Managers

	TOTAL	
	No of funds	%
Moderate Linked - Multi-Managers	14	100.0
Percentage of fund's assets		
100	1	7.1
90-99	1	7.1
60-69	1	7.1
50-59	1	7.1
40-49	3	21.4
30-39	1	7.1

20-29	1	7.1
10-19	1	7.1
Don't know	4	28.6

Q9.13n And, what percentage of the fund's assets are invested in each? - Moderate Linked - Unit Trust Mandates

	TOTAL	
	No of funds	%
Moderate Linked - Unit Trust Mandates	5	100.0
Percentage of fund's assets		
60-69	1	20.0
50-59	1	20.0
20-29	1	20.0
Don't know	2	40.0

Q9.13o And, what percentage of the fund's assets are invested in each? - Aggressive Linked - Single Managers (Segregated or Pooled)

	TOTAL	
	No of funds	%
Aggressive Linked - Single Managers (Segregated or Pooled)	8	100.0
Percentage of fund's assets		
70-79	1	12.5
40-49	1	12.5
20-29	3	37.5
10-19	1	12.5
Don't know	2	25.0

Q9.13p And, what percentage of the fund's assets are invested in each? - Aggressive Linked - Multi-Managers

	TOTAL	
	No of funds	%
Aggressive Linked - Multi-Managers	6	100.0
Percentage of fund's assets		
50-59	2	33.3
40-49	1	16.7
30-39	1	16.7
Don't know	2	33.3

Q9.13q And, what percentage of the fund's assets are invested in each? - Aggressive Linked - Unit Trust Mandates

	TOTAL	
	No of funds	%
Aggressive Linked - Unit Trust Mandates	3	100.0
Percentage of fund's assets		
100	1	33.3
50-59	1	33.3
Don't know	1	33.3

Q9.13r And, what percentage of the fund's assets are invested in each? - Life Stage Mandates

	TOTAL	
	No of funds	%
Life Stage Mandates	1	100.0
Percentage of fund's assets		
100	1	100.0

Q9.13s And, what percentage of the fund's assets are invested in each? - Individual Broker Mandates

	TOTAL	
	No of funds	%
Individual Broker Mandates	4	100.0
Percentage of fund's assets		
100	2	50.0
90-99	1	25.0
10-19	1	25.0

Q9.14 From the fund's perspective, how important are products that provide stable investment returns?

	TOTAL	
	No of funds	%
Base: All Respondents	188	100.0
Products providing stable investment		
Very important (4)	108	57.4
Important (3)	52	27.7
Somewhat important(2)	22	11.7
Not important (1)	5	2.7
Not sure	1	0.5

Q9.15a How does the fund rate the following products' ability to provide stable investment returns to fund members? - Cash

	TOTAL	
	No of funds	%
Base: All Respondents	188	100.0
Cash		
Very good (5)	38	20.2
Good (4)	39	20.7
Moderate (3)	38	20.2
Poor (2)	30	16.0
Very poor (1)	6	3.2
Not sure	34	18.1
No response	3	1.6

Q9.15b How does the fund rate the following products' ability to provide stable investment returns to fund members? - Smoothed Bonus

	TOTAL	
	No of funds	%
Base: All Respondents	188	100.0
Smoothed Bonus		
Very good (5)	20	10.6
Good (4)	70	37.2
Moderate (3)	38	20.2
Poor (2)	14	7.4
Very poor (1)	2	1.1
Not sure	42	22.3
No response	2	1.1

Q9.15c How does the fund rate the following products' ability to provide stable investment returns to fund members? - Structured Products

	TOTAL	
	No of funds	%
Base: All Respondents	188	100.0
Structured Products		
Very good (5)	14	7.4
Good (4)	56	29.8
Moderate (3)	53	28.2
Poor (2)	5	2.7
Not sure	56	29.8
No response	4	2.1

Q9.15d How does the fund rate the following products' ability to provide stable investment returns to fund members? - Absolute Return

	TOTAL	
	No of funds	%
Base: All Respondents	188	100.0
Absolute Return		
Very good (5)	22	11.7
Good (4)	57	30.3
Moderate (3)	37	19.7
Poor (2)	6	3.2
Very poor (1)	2	1.1
Not sure	59	31.4
No response	5	2.7

Q9.16 How important are investment products that provide guarantees to fund members?

	TOTAL	
	No of funds	%
Base: All Respondents	188	100.0
Importance		
Very important (4)	60	31.9
Important (3)	56	29.8
Somewhat important (2)	36	19.1
Not important (1)	23	12.2
Not sure	13	6.9

Q9.17a How does the fund rate the guarantees (if any) provided by the following investment products for purposes of benefit payments? - Cash

	TOTAL	
	No of funds	%
Base: All Respondents	188	100.0
Cash		
Very good (5)	37	19.7
Good (4)	28	14.9
Moderate (3)	32	17.0
Poor (2)	17	9.0
Very poor (1)	5	2.7
Not sure	58	30.9
No response	11	5.9

Q9.17b How does the fund rate the guarantees (if any) provided by the following investment products for purposes of benefit payments? - Smoothed Bonus

	TOTAL	
	No of funds	%
Base: All Respondents	188	100.0
Smoothed Bonus		
Very good (5)	22	11.7
Good (4)	48	25.5
Moderate (3)	37	19.7
Poor (2)	11	5.9
Very poor (1)	5	2.7
Not sure	57	30.3
No response	8	4.3

Q9.17c How does the fund rate the guarantees (if any) provided by the following investment products for purposes of benefit payments? - Structured Products

	TOTAL	
	No of funds	%
Base: All Respondents	188	100.0
Structured Products		
Very good (5)	8	4.3
Good (4)	38	20.2
Moderate (3)	48	25.5
Poor (2)	9	4.8
Very poor (1)	1	0.5
Not sure	73	38.8
No response	11	5.9

Q9.17d How does the fund rate the guarantees (if any) provided by the following investment products for purposes of benefit payments? - Absolute Return

	TOTAL	
	No of funds	%
Base: All Respondents	188	100.0
Absolute Return		
Very good (5)	13	6.9
Good (4)	35	18.6
Moderate (3)	34	18.1
Poor (2)	13	6.9
Very poor (1)	2	1.1
Not sure	80	42.6
No response	11	5.9

Q9.18 Who has been appointed as the authorised person for Foreign Exchange and complies with the requirements laid down in Circular D427?

	No of funds	TOTAL %
Base: All Respondents	188	100.0
Authorised person		
The Principal Officer	52	27.7
A trustee	4	2.1
The consultant to the fund	24	12.8
The broker to the fund	23	12.2
The administrator	68	36.2
Another person	3	1.6
Not sure	28	14.9
None/not applicable	3	1.6

Q9.19 Can you just confirm whether or not the fund provides investment feedback to members?

	No of funds	TOTAL %
Base: All Respondents	188	100.0
Fund provides investment feedback		
Yes	164	87.2
No	17	9.0
Not sure	7	3.7

Q9.20 How often does the fund provide investment feedback to members?

	No of funds	TOTAL %
Fund provides investment feedback	164	100.0
Provide investment feedback...		
Daily	8	4.9
Weekly	1	0.6
Monthly	22	13.4
Quarterly	50	30.5
Half-yearly	13	7.9
Annually	65	39.6
Other	5	3.0

Q9.21 How does the fund provide investment feedback?

	No of funds	TOTAL %
Fund provides investment feedback	164	100.0
How...		
Written notice	123	75.0
Fax	1	0.6
E-mail	29	17.7
Place information on the Internet or Intranet	48	29.3
Other	36	22.0

Q9.22 What is covered in the investment feedback?

	No of funds	TOTAL %
Fund provides investment feedback	164	100.0
Covered in the investment feedback		
Returns	121	73.8
Returns vs. benchmarks	96	58.5
Risk analysis	47	28.7
Other information	33	20.1

Q9.23 Which of the following Governance Instruments (properly negotiated and reduced to writing) are used?

	No of funds	TOTAL %
Base: All Respondents	188	100.0
Governance instruments used		
Investment Policy Statement (IPS)	126	67.0
Mandates for each investment product / portfolio	71	37.8
Investment performance review	112	59.6
None	4	2.1
Don't know	7	3.7

S U M M A R Y R E P O R T S

Q9.24 How often is the Investment Policy reviewed?

	No of funds	TOTAL %
Investment Policy Statement (IPS)	126	100.0
Reviewed		
Quarterly	20	15.9
Annually	80	63.5
Tri-annually	8	6.3
Not reviewed	3	2.4
Not sure	3	2.4
Other	12	9.5

Q9.25 How often are performance and compliance with mandates reviewed?

	No of funds	TOTAL %
Mandates for each investment product / 123 portfolio		100.0
Performance and compliance reviewed		
Monthly	10	8.1
Quarterly	41	33.3
Half-yearly	14	11.4
Annually	47	38.2
Not reviewed	1	0.8
Not sure	6	4.9
Other	4	3.3

Q9.26 What benchmark do you use to assess investment performance?

	No of funds	TOTAL %
Base: All Respondents	188	100.0
Benchmark		
CPI + %	81	43.1
Peer group in a published survey	47	25.0
Benchmark in investment mandate	67	35.6
Other	19	10.1
Don't know	12	6.4
Not applicable	1	0.5

Q9.27a What gross investment returns (%) has the fund achieved for the financial year ending in 2005?

	No of funds	TOTAL %
Base: All Respondents	188	100.0
Gross investment returns - year 2005		
up to 5.0	9	4.8
5.1 - 7.5	4	2.1
7.6 - 10.0	7	3.7
10.1 - 12.5	7	3.7
12.6 - 15.0	5	2.7
15.1 - 17.5	9	4.8
17.6 - 20.0	17	9.0
20.1 - 25.0	20	10.6
25.1 - 30.0	25	13.3
30.1 - 35.0	13	6.9
35.1 - 40.0	6	3.2
40.1 - 50.0	4	2.1
50.1 - 60.0	1	0.5
60.1 +	1	0.5
Don't know	60	31.9

Q9.27b What gross investment returns (%) has the fund achieved for the financial year ending in 2004?

	No of funds	TOTAL %
Base: All Respondents	188	100.0
Gross investment returns - year 2004		
up to 5.0	15	8.0
5.1 - 7.5	3	1.6
7.6 - 10.0	19	10.1
10.1 - 12.5	16	8.5
12.6 - 15.0	12	6.4
15.1 - 17.5	4	2.1
17.6 - 20.0	14	7.4
20.1 - 25.0	17	9.0
25.1 - 30.0	19	10.1
30.1 - 35.0	5	2.7
35.1 - 40.0	1	0.5
50.1 - 60.0	2	1.1
60.1 +	1	0.5
Don't know	60	31.9

Q9.27c What gross investment returns (%) has the fund achieved for the financial year ending in 2003?

	TOTAL	
	No of funds	%
Base: All Respondents	188	100.0
Gross investment returns - year 2003		
up to 5.0	38	20.2
5.1 - 7.5	8	4.3
7.6 - 10.0	18	9.6
10.1 - 12.5	7	3.7
12.6 - 15.0	9	4.8
15.1 - 17.5	8	4.3
17.6 - 20.0	10	5.3
20.1 - 25.0	7	3.7
25.1 - 30.0	6	3.2
30.1 - 35.0	1	0.5
50.1 - 60.0	1	0.5
60.1 +	1	0.5
None	5	2.7
Don't know	69	36.7

Q9.28 Does the fund have a policy to invest a proportion of its fund assets in Socially Responsible Investment Portfolios?

	TOTAL	
	No of funds	%
Base: All Respondents	188	100.0
Policy to invest a proportion of its fund assets		
Yes	17	9.0
No	145	77.1
Not sure	26	13.8

Q10.1a How often does the fund rebroke its administration, risk and investment business? - Admin

	TOTAL	
	No of funds	%
Base: All Respondents	188	100.0
Admin		
Annually	58	30.9
Every 2 years	14	7.4
Every 3 years	26	13.8
Every 4 years	3	1.6
Every 5 years	19	10.1
Other	58	30.9
Don't rebroke	8	4.3
Don't know	2	1.1

Q10.1b How often does the fund rebroke its administration, risk and investment business? - Risk

	TOTAL	
	No of funds	%
Base: All Respondents	188	100.0
Risk		
Annually	103	54.8
Every 2 years	20	10.6
Every 3 years	10	5.3
Every 5 years	7	3.7
Other	39	20.7
Don't rebroke	7	3.7
Don't know	2	1.1

Q10.1c How often does the fund rebroke its administration, risk and investment business? - Investment

	TOTAL	
	No of funds	%
Base: All Respondents	188	100.0
Investment		
Annually	84	44.7
Every 2 years	14	7.4
Every 3 years	16	8.5
Every 5 years	12	6.4
Other	51	27.1
Don't rebroke	8	4.3
Don't know	3	1.6

Q10.2a Under what circumstances do you rebroke your administration, risk and investment business? - Admin

	TOTAL	
	No of funds	%
Base: All Respondents	188	100.0
Admin		
Dissatisfaction with supplier	78	41.5
To achieve more competitive costs	92	48.9
To improve benefits to members	50	26.6
To achieve better standards of service	56	29.8
To achieve better ROI	15	8.0
Other	21	11.2
Don't rebroke	1	0.5
Don't know / not applicable	6	3.2

Q10.2b Under what circumstances do you rebroke your administration, risk and investment business? - Risk

	TOTAL	
	No of funds	%
Base: All Respondents	188	100.0
Risk		
Dissatisfaction with supplier	40	21.3
To achieve more competitive costs	120	63.8
To improve benefits to members	91	48.4
To achieve better standards of service	29	15.4
To achieve better ROI	21	11.2
Other	18	9.6
Don't rebroke	5	2.7
Haven't as yet rebroke	1	0.5
Don't know / not applicable	6	3.2

Q10.2c Under what circumstances do you rebroke your administration, risk and investment business? - Investment

	TOTAL	
	No of funds	%
Base: All Respondents	188	100.0
Investment		
Dissatisfaction with supplier	48	25.5
To achieve more competitive costs	69	36.7
To improve benefits to members	71	37.8
To achieve better standards of service	26	3.8
To achieve better ROI	76	40.4
Other	23	12.2
Don't rebroke	6	3.2
Haven't as yet rebroke	1	0.5
Don't know / not applicable	7	3.7

Q10.3 What specific aspects of fund management have increased costs to the fund over the past 2 years?

	TOTAL	
	No of funds	%
Base: All Respondents	188	100.0
Specific aspects of fund management		
Cost of surplus apportionment	54	28.7
FAIS legislation	51	27.1
More stringent reporting standards	55	29.3
Administration costs	61	32.4
Increased cost of risk benefits	49	26.1
Increased prevalence of HIV/AIDS	34	18.1

Increased investment fees	29	15.4
Member education	19	10.1
Trustee training	21	11.2
Re-insurance	10	5.3
Corporate governance	22	11.7
Other	33	17.6
Don't know	5	2.7
None	12	6.4

Q10.4 By approximately how much, if at all, has the total cost of fund management increased in the past year?

	TOTAL	
	No of funds	%
Base: All Respondents	188	100.0
% Increase		
100 +	35	18.6
80-89	4	2.1
70-79	1	0.5
60-69	4	2.1
50-59	15	8.0
40-49	6	3.2
30-39	10	5.3
20-29	14	7.4
10-19	13	6.9
1-9	22	11.7
None	36	19.1
Other	3	1.6
Don't know / the fund is new	25	13.3

Q10.5 Has the fund undertaken a formal audit for the purposes of Surplus Apportionment?

	TOTAL	
	No of funds	%
Base: All Respondents	188	100.0
Fund undertaken a formal audit		
Yes	110	58.5
No	55	29.3
In the process of doing so	18	9.6
Other	3	1.6
Don't know	2	1.1

Q10.6 According to the findings of the audit, how much Surplus was available for apportionment amongst members (before costs)?

	No of funds	TOTAL %
Fund taken a formal audit	110	100.0
Surplus available for apportionment amongst members		
None	56	50.9
30 000	1	0.9
40 000	1	0.9
42 000	1	0.9
50 000	1	0.9
143 000	1	0.9
180 000	1	0.9
200 000	1	0.9
276 000	1	0.9
350 000	1	0.9
500 000	1	0.9
600 000	1	0.9
900 000	2	1.8
1 500 000	1	0.9
2 000 000	1	0.9
2 500 000	1	0.9
4 000 000	1	0.9
5 000 000	1	0.9
5 200 000	1	0.9
6 000 000	2	1.8
8 000 000	1	0.9
9 100 000	1	0.9
10 625 000	1	0.9
12 000 000	1	0.9
13 000 000	1	0.9
15 000 000	1	0.9
16 000 000	1	0.9
20 000 000	2	1.8
25 000 000	1	0.9
35 000 000	1	0.9
42 000 000	1	0.9
47 000 000	1	0.9
60 000 000	1	0.9
75 000 000	1	0.9
620 000 000	1	0.9
Other	1	0.9
Don't know	16	14.5

Q10.7 What was the total cost to the fund of the Surplus apportionment?

	No of funds	TOTAL %
Fund taken a formal audit	110	100.0
Total cost of surplus apportionment		
None	20	18.2
R5 000 - R10 999	9	8.2
R11 000 - R20 999	5	4.5
R21 000 - R30 999	5	4.5
R31 000 - R40 999	3	2.7
R41 000 - R50 999	2	1.8
R51 000 - R60 999	2	1.8
R61 000 - R70 999	1	0.9
R71 000 - R80 999	1	0.9
R91 000 - R100 999	3	2.7
R101 000 - R200 999	5	4.5
R201 000 - R500 999	6	5.5
R501 000 - R1 000 999	6	5.5
R1 001 000+	9	8.2
Don't know	33	30.0

Q10.8 What are the three principal measures that are being taken by the fund to manage costs?

	No of funds	TOTAL %
Base: All Respondents	188	100.0
Principal measures		
Rely on broker	14	7.4
Outsource admin / outsource fund management	6	3.2
Rebroke regularly to ensure competitive costs	37	19.7
Negotiate on costs with consultant / investment managers / administrator / risk managers	42	22.3
Cap costs	10	5.3
Good general housekeeping / sound fund governance / internal controls and reviews /stringent procurement policy	57	30.3
Decreased our risk cover	7	3.7
Show trustees comparative costs and ways to save money / obtain alternative quotations for risk benefits /go for the best deal on risk / reassess risk annually	32	17.0
Trying to ensure costs do not increase by testing the market - doing our own market research / benchmark admin fees if in tune with the market	10	5.3

Improve / increase the uptake of HIV/AIDS programme / company to monitor and manage HIV closely	10	5.3
Increased use of technology / IT technology	6	3.2
Employers' contribution to fund pushed up 4 soon	1	0.5
Investment costs / managing investment performance /review investment costs	14	7.4
Changing the administrators / review assistant managers / auditors	8	4.3
Assure transparency of costs	4	2.1
Reduce benefits of members / not to offer too many options	2	1.1
Educating members / member communication / education	5	2.7
Others	18	9.6
Don't know	13	6.9
Nothing	15	8.0

Q10.9 Finally, the Pension Funds Act is currently under review. What changes do you anticipate for your fund as a result of the new Act?

	TOTAL	
	No of funds	%
Base: All Respondents	188	100.0
Changes anticipated		
Increased cost of administration due to compliance issues	9	4.8
More administration work / more time consuming admin	8	4.3
More transparency to members and past members / better corporate governance / more openness and access to information	13	6.9
Additional reporting requirements / extra reporting / reporting might be more onerous	4	2.1
Conversion of Provident Fund to Pension Fund / demise of Provident Funds	12	6.4
Compulsory investments in Socially Responsible Funds / may decrease our investment return / invest more in BEE type companies and socially responsible projects	5	2.7
The way we design our investment strategy may have to change / changes in investment strategy and stricter compliance in that area / classes of investment may change	6	3.2
Compliance with new legislation will prompt move to umbrella fund / growth in umbrella funds as a lot of employees don't want to serve as trustees	3	1.6
Compulsory preservation of	22	11.7

pension benefits to normal retirement age / will be forced to reinvest money when leave company so it goes towards retirement		
No pay out of lump sum pensions / changes regarding savings or how much one can take as a lump sum	11	5.9
Greater demand placed on trustees / members hold trustees liable for good investment performance / too much responsibility on trustees / greater trustee accountability	17	9.0
Exclusion of certain members i.e. upper management group could be a problem	1	0.5
Better level of member communication / more frequent member communication / education becoming more important / increased responsibility on fund to educate members	9	4.8
Won't be allowed to give housing loans	2	1.1
Review the tax on Pension and Provident Funds / cost of tax on Provident Fund may come down / expect tax regime to change positively / must look at tax relief	17	9.0
Increased member's contributions	1	0.5
Will have to comply with a lot of new legislation / further regulations	5	2.7
A national savings fund	3	1.6
Others	15	8.0
Don't know / wait till see final legislation / still a proposal	49	26.1
Nothing / none / already fully compliant	42	22.3

S U M M A R Y R E P O R T S

Section 2 - Umbrella only

Please note small base sizes in this section

Q1.1 How would you classify the principal employer, using one of the following business categories?

	UMBRELLA ONLY	
	No of funds	%
Base: All Respondents	19	100.0
Principal Employer		
Financial Services	1	5.3
Manufacturing	6	31.6
Building or construction	1	5.3
Wholesale and retail	1	5.3
Mining	1	5.3
Local authority or municipality	1	5.3
Engineering	1	5.3
Education	1	5.3
Hospitality	1	5.3
Other	5	26.3

Q1.2a How many retirement funds does your organisation offer to employees?

	UMBRELLA ONLY	
	No of funds	%
Base: All Respondents	19	100.0
Number of retirement funds		
One	11	57.9
Two	5	26.3
Three or more	3	15.8
Mean		1.58

Q1.2b Which of the following descriptions applies to the fund participating in the survey?

	UMBRELLA ONLY	
	No of funds	%
Base: All Respondents	19	100.0
Description of largest fund		
Provident fund	5	26.3
The fund is an umbrella fund open to employers in a particular industry	19	100.0
Hybrid	1	5.3

Q1.3 How many active members belong to the fund?

	UMBRELLA ONLY	
	No of funds	%
Base: All Respondents	19	100.0
Number of active members belonging to fund		
41 to 100 (70)	4	21.1
101 to 300 (200)	5	26.3
301 to 500 (400)	1	5.3
501 to 1 000 (750)	4	21.1
1 001 to 5 000 (3000)	3	15.8
5 001 or more (7500)	2	10.5

Q1.4 What is the total value of assets of the fund?

	UMBRELLA ONLY	
	No of funds	%
Base: All Respondents	19	100.0
Value of assets of fund		
Less than R 12 mill (R6mil)	6	31.6
R 12,1 mil to R 30 mill (R21mil)	1	5.3
R 30,1 mil to R 60 mill (R45mil)	2	10.5
R 60,1 mil to R 120 mill (R90mil)	4	21.1
R 120,1 mil to R 300 mill (R210mil)	2	10.5
R 500,1 mill to R 1 bn (R750mil)	2	10.5
More than R 1 bn (R1.5 bn)	1	5.3
Not sure	1	5.3

Q1.5 How many trustees should be appointed by the employer in terms of the rules?

	UMBRELLA ONLY	
	No of funds	%
Base: All Respondents	19	100.0
Number of trustees appointed by employer		
2	3	15.8
3	4	21.1
4	2	10.5
5	2	10.5
6 or more	2	10.5
Other	5	26.3
None	1	5.3
Mean		3.69

Q1.6 How many trustees should be elected by the members in terms of the rules?

	UMBRELLA ONLY	
	No of funds	%
Base: All Respondents	19	100.0
Number of trustees appointed by members		
2	4	21.1
3	3	15.8
4	1	5.3
5	1	5.3
6 or more	3	15.8
Other	5	26.3
None	2	10.5
Mean		3.67

Q1.7 How, if at all, are trustees paid for their services?

	UMBRELLA ONLY	
	No of funds	%
Base: All Respondents	19	100.0
Trustees paid for their services		
No remuneration	13	68.4
A Rand amount per meeting	2	10.5
Not sure	4	21.1
How much is paid per meeting		
Number of respondents being paid per meeting	2	100.0
Amount paid per meeting		
R850	1	50.0
R5000	1	50.0

Q1.8 Do the trustees have a policy on accepting gifts?

	UMBRELLA ONLY	
	No of funds	%
Base: All Respondents	19	100.0
Policy for accepting gifts		
Yes	5	26.3
No	10	52.6
Not sure	3	15.8
Not applicable	1	5.3

Q1.9 What is the content of the policy on accepting gifts?

	UMBRELLA ONLY	
	No of funds	%
Trustees who have a policy on accepting gifts	5	100.0
Policy on accepting gifts		
Trustees may not accept any gifts	3	60.0
Trustees may accept any gifts below a Rand amount of R250 provided they make full disclosure	1	20.0
Trustees may accept any gifts without limit provided they make full disclosure	1	20.0

Q1.10a Who provides training to fund trustees?

	UMBRELLA ONLY	
	No of funds	%
Base: All Respondents	19	100.0
Training provided by		
Fund consultant	6	31.6
Investment consultant	2	10.5
Administrator	7	36.8
Independent trustee trainer	2	10.5
In-house training by HR/EB/FD etc	1	5.3
No formal training provided	5	26.3
Other	1	5.3

Q1.10b How frequently do you receive training from **Fund Consultant**?

	UMBRELLA ONLY	
	No of funds	%
Respondents receiving training from Fund Consultant	6	100.0
Frequency		
Every 3 months	2	33.3
Every 6 months	1	16.7
Less frequently than once a year	2	33.3
Other	1	16.7

Q1.10b How frequently do you receive training from **Investment Consultant**?

	UMBRELLA ONLY	
	No of funds	%
Respondents receiving training from Investment Consultant	2	100.0
Frequency		
Monthly	1	50.0
Once a year	1	50.0

Q1.10b How frequently do you receive training from **Administrator**?

	UMBRELLA ONLY	
	No of funds	%
Respondents receiving training from Administrator	7	100.0
Frequency		
Monthly	1	14.3
Once a year	4	57.1
Don't know	2	28.6

Q1.10b How frequently do you receive training from **independent trustee** trainer?

	UMBRELLA ONLY	
	No of funds	%
Respondents receiving training from independent trustee trainer	2	100.0
Frequency		
Every 6 months	1	50.0
Other	1	50.0

Q1.10b How frequently do you receive training from **in-house** training?

	UMBRELLA ONLY	
	No of funds	%
Respondents receiving in-house training	1	100.0
Frequency		
Once a year	1	100.0

Q1.10b How frequently do you receive training from **other** providers?

	UMBRELLA ONLY	
	No of funds	%
Respondents receiving training from other providers	1	100.0
Frequency		
Every 3 months	1	100.0

Q1.10c What type of information is mainly provided by **Fund Consultant**?

	UMBRELLA ONLY	
	No of funds	%
Respondents receiving training from Fund Consultant	6	100.0
Type of information		
Fund governance issues	2	33.3
Fiduciary duties	2	33.3
Administration issues	1	16.7
Investment strategy	1	16.7
Investment products	1	16.7
Risk strategy	1	16.7
Legislative change	1	16.7
Member communication issues	1	16.7
Other	3	50.0

Q1.10c What type of information is mainly provided by **Investment Consultant**?

	UMBRELLA ONLY	
	No of funds	%
Respondents receiving training from Investment Consultant	2	100.0
Type of information		
Fund governance issues	1	50.0
Investment strategy	1	50.0

Q1.10c What type of information is mainly provided by **Administrator**?

	UMBRELLA ONLY	
	No of funds	%
Respondents receiving training from Administrator	7	100.0
Type of information		
Fund governance issues	1	14.3
Fiduciary duties	1	14.3
Administration issues	3	42.9
Investment strategy	2	28.6
Investment products	3	42.9
Risk strategy	2	28.6
Legislative change	2	28.6
Accounting issues	2	28.6
Member communication issues	1	14.3
Other	1	14.3
New trustee training	1	14.3
Don't know	1	14.3

Q1.10c What type of information is mainly provided by **independent trustee trainer**?

	UMBRELLA ONLY	
	No of funds	%
Respondents receiving training from independent trustee trainer	2	100.0
Type of information		
Fiduciary duties	1	50.0
Other	1	50.0

Q1.10c What type of information is mainly provided by **in-house training**?

	UMBRELLA ONLY	
	No of funds	%
Respondents receiving in-house training	1	100.0
Type of information		
Legislative change	1	100.0

Q1.10c What type of information is mainly provided by **other training**?

	UMBRELLA ONLY	
	No of funds	%
Respondents receiving training from other providers	1	100.0
Type of information		
Fund governance issues	1	100.0
Fiduciary duties	1	100.0
Administration issues	1	100.0
Investment strategy	1	100.0
Investment products	1	100.0
Risk strategy	1	100.0
Legislative change	1	100.0
Accounting issues	1	100.0
Member communication issues	1	100.0

Q1.10d In what format do your trustees receive training from **Fund Consultant**?

	UMBRELLA ONLY	
	No of funds	%
Respondents receiving training from Fund Consultant	6	100.0
Format		
Written documents	2	33.3
Formal presentations	3	50.0
Informal workshops	1	16.7
Via E mail	1	16.7
Others	2	33.3
Don't know	2	33.3

Q1.10d In what format do your trustees receive training from **Investment Consultant**?

	UMBRELLA ONLY	
	No of funds	%
Respondents receiving training from Investment Consultant	2	100.0
Format		
Written documents	1	50.0
Formal presentations	2	100.0
Don't know	1	50.0

Q1.10d In what format do your trustees receive training from **Administrator** ?

	UMBRELLA ONLY	
	No of funds	%
Respondents receiving training from Administrator	7	100.0
Format		
Written documents	1	14.3
Formal presentations	1	14.3
Informal workshops	3	42.9
At trustee meetings	1	14.3
One on one meetings	1	14.3
Via E mail	1	14.3
Structured training courses	2	28.6
Others	4	57.1
Don't know	1	14.3

Q1.10d In what format do your trustees receive training from **independent trustee trainer**?

	UMBRELLA ONLY	
	No of funds	%
Respondents receiving training from independent trustee trainer	2	100.0
Format		
Formal presentations	1	50.0
One on one meetings	1	50.0

Q1.10d In what format do your trustees receive training from **in-house training**?

	UMBRELLA ONLY	
	No of funds	%
Respondents receiving in-house training	1	100.0
Format		
One on one meetings	1	100.0

Q1.10d In what format do your trustees receive training from **other** providers?

	UMBRELLA ONLY	
	No of funds	%
Respondents receiving training from other providers	1	100.0
Format		
Written documents	1	100.0
Formal presentations	1	100.0
Structured training courses	1	100.0

Q1.12 Which of the following requirements must a member meet to be admitted to the fund?

	UMBRELLA ONLY	
	No of funds	%
Base: All Respondents	19	100.0
Requirements needed to be admitted to fund		
Permanent service	19	100.0
Above minimum age	4	21.1
Below maximum age	6	31.6
Minimum salary	1	5.3
Other	1	5.3

Q1.13 What is the normal retirement age for new male entrants?

	UMBRELLA ONLY	
	No of funds	%
Base: All Respondents	19	100.0
Normal retirement age for new male entrants		
60	4	21.1
63	6	31.6
65	9	47.4
Mean		63.32

Q1.14 What is the normal retirement age for new female entrants?

	UMBRELLA ONLY	
	No of funds	%
Base: All Respondents	19	100.0
Normal retirement age for new female entrants		
60	4	21.1
63	6	31.6
65	9	47.4
Mean		63.32

Q2.1 Which of the following are used to communicate with members?

	UMBRELLA ONLY	
	No of funds	%
Base: All Respondents	19	100.0
Communication used with member		
A rule booklet	9	47.4
Annual benefit statements	18	94.7
Membership certificate	9	47.4
Annual trustee report	11	57.9
Induction programmes	5	26.3
Information on the Intranet/Internet	10	52.6
Annual or more regular workshops and discussion groups	8	42.1
Separate fund newsletter	8	42.1
Articles in company newsletter(s)	2	10.5
Other	6	31.6

Q2.2 Which of the following topics are communicated to members?

	UMBRELLA ONLY	
	No of funds	%
Base: All Respondents	19	100.0
Topics communicated to members		
The benefit structure	19	100.0
Trustee decisions	11	57.9
How the fund works	14	73.7
Valuation results	7	36.8
Investment performance	16	84.2
Frequently asked questions	8	42.1
The annual benefit statement: Interpretation and implications	16	84.2
Member investment choices	10	52.6
Other	3	15.8

Q2.3 Who answers members' retirement fund related queries?

	UMBRELLA ONLY	
	No of funds	%
Base: All Respondents	19	100.0
Queries answered by		
Trustees	4	21.1
Administrator	9	47.4
Retirement fund consultant	11	57.9
Human resources department	9	47.4
Principal Officer	5	26.3
Other	4	21.1

Q2.4 Does the fund have a formalised strategy for rendering financial advice to members (whether in consultation with the employer or on its own)?

	UMBRELLA ONLY	
	No of funds	%
Base: All Respondents	19	100.0
Formalised strategy for rendering financial advice		
Yes	9	47.4
No	10	52.6

Q2.5 Who provides this financial advice in terms of FAIS?

	UMBRELLA ONLY	
	No of funds	%
Formalised strategy for rendering financial advice	9	100.0
Financial advice provided in terms of FAIS by		
Worksite adviser (financial adviser/ broker contracted by the fund and/or company)	6	66.7
Member's own financial adviser or broker	3	33.3

Q2.6a Under which of the following circumstances is financial advice provided on a formalised basis to senior members of staff or their dependants?

	UMBRELLA ONLY	
	No of funds	%
Formalised strategy for rendering financial advice	9	100.0
Induction		
One on one	5	55.6
In a group	3	33.3
Not sure	1	11.1
Never	1	11.1

Q2.6b Under which of the following circumstances is financial advice provided on a formalised basis to senior members of staff or their dependants?

	UMBRELLA ONLY	
	No of funds	%
Formalised strategy for rendering financial advice	9	100.0
Withdrawal		
One on one	6	66.7
In a group	1	11.1
Not sure	2	22.2
Never	1	11.1

Q2.6c Under which of the following circumstances is financial advice provided on a formalised basis to senior members of staff or their dependants?

	UMBRELLA ONLY	
	No of funds	%
Formalised strategy for rendering financial advice	9	100.0
Disablement		
One on one	8	88.9
In a group	1	11.1
Never	1	11.1

Q2.6d Under which of the following circumstances is financial advice provided on a formalised basis to senior members of staff or their dependants?

	UMBRELLA ONLY	
	No of funds	%
Formalised strategy for rendering financial advice	9	100.0
Retirement		
One on one	8	88.9
In a group	1	11.1
Never	1	11.1

Q2.6e Under which of the following circumstances is financial advice provided on a formalised basis to senior members of staff or their dependants?

	UMBRELLA ONLY	
	No of funds	%
Formalised strategy for rendering financial advice	9	100.0
Death		
One on one	8	88.9
In a group	2	22.2
Never	1	11.1

Q2.6f Under which of the following circumstances is financial advice provided on a formalised basis to senior members of staff or their dependants?

	UMBRELLA ONLY	
	No of funds	%
Formalised strategy for rendering financial advice	9	100.0
Regular annual discussion		
One on one	3	33.3
In a group	1	11.1
Not sure	1	11.1
Never	4	44.4

Q2.7a Under which of the following circumstances is financial advice provided on a formalised basis to all other members of staff or their dependants?

	UMBRELLA ONLY	
	No of funds	%
Formalised strategy for rendering financial advice	9	100.0
Induction		
One on one	4	44.4
In a group	5	55.6
Not sure	1	11.1

Q2.7b Under which of the following circumstances is financial advice provided on a formalised basis to all other members of staff or their dependants?

	UMBRELLA ONLY	
	No of funds	%
Formalised strategy for rendering financial advice	9	100.0
Withdrawal		
One on one	7	77.8
In a group	1	11.1
Not sure	2	22.2

Q2.7c Under which of the following circumstances is financial advice provided on a formalised basis to all other members of staff or their dependants?

	UMBRELLA ONLY	
	No of funds	%
Formalised strategy for rendering financial advice	9	100.0
Disablement		
One on one	9	100.0
In a group	1	11.1

Q2.7d Under which of the following circumstances is financial advice provided on a formalised basis to all other members of staff or their dependants?

	UMBRELLA ONLY	
	No of funds	%
Formalised strategy for rendering financial advice	9	100.0
Retirement		
One on one	8	88.9
In a group	2	22.2

Q2.7e Under which of the following circumstances is financial advice provided on a formalised basis to all other members of staff or their dependants?

	UMBRELLA ONLY	
	No of funds	%
Formalised strategy for rendering financial advice	9	100.0
Death		
One on one	9	100.0
In a group	2	22.2

Q2.7f Under which of the following circumstances is financial advice provided on a formalised basis to all other members of staff or their dependants?

	UMBRELLA ONLY	
	No of funds	%
Formalised strategy for rendering financial advice	9	100.0
Regular annual discussion		
One on one	2	22.2
In a group	4	44.4
Not sure	1	11.1
Never	2	22.2

Q2.8a In your opinion, to what extent do members of staff understand the financial advice and information provided to them? - Senior Staff

	UMBRELLA ONLY	
	No of funds	%
Base: All Respondents	19	100.0
Senior Staff		
They understand the vast majority of it	13	68.4
They understand about half it	1	5.3
They understand less than half of it	2	10.5
Not sure	3	15.8

Q2.8b In your opinion, to what extent do members of staff understand the financial advice and information provided to them? - All other staff

	UMBRELLA ONLY	
	No of funds	%
Base: All Respondents	19	100.0
All other staff		
They understand the vast majority of it	3	15.8
They understand about half it	7	36.8
They understand less than half of it	1	5.3
They hardly understand any of it at all	6	31.6
Not sure	2	10.5

Q2.9 Can you just confirm whether the fund utilises an Intranet or Internet facility in order to give members access to information?

	UMBRELLA ONLY	
	No of funds	%
Base: All Respondents	19	100.0
Utilisation of Intranet/Internet		
Yes	10	52.6
No	9	47.4

Q2.10 How do members gain access to the internet/intranet?

	UMBRELLA ONLY	
	No of funds	%
Resp whose fund uses internet/intranet	10	100.0
Gain access by		
Via HR or similar office only	2	20.0
Directly, using a personal password only	5	50.0
Either via HR or directly, using own password	3	30.0

Q2.11a What percentage of members has direct access via work or private Internet facilities?

	UMBRELLA ONLY	
	No of funds	%
Directly using a personal password/Via H R	8	100.0
Based on research		
50 to 69 (59.5)	1	12.5
70 or more (70)	1	12.5

Q2.11b What percentage of members has direct access via work or private Internet facilities?

	UMBRELLA ONLY	
	No of funds	%
Directly using a personal password/Via H R	8	100.0
Best estimate		
5 to 9 (7)	1	12.5
10 to 49 (29.5)	4	50.0
70 or more (70)	1	12.5

Q2.12a What percentage utilises the Internet facilities?

	UMBRELLA ONLY	
	No of funds	%
Respondents who doesn't know how members gain access to internet/intranet	2	100.0
Best guess		
2 or less (2)	2	100.0

Q2.13 What general information is available via the Internet / Intranet?

	UMBRELLA ONLY	
	No of funds	%
Resp whose fund uses internet/intranet	10	100.0
General information available via Internet/Intranet		
The fund rules	6	60.0
Member booklet	5	50.0
Insurance policies (i.e. group risk and disability)	7	70.0
Administration agreement	1	10.0
The resumes and contact details of trustees	4	40.0
The resumes and contact details of other appointed officers	3	30.0
The annual rule change notification	5	50.0
Investment portfolio information	8	80.0
Investment returns	7	70.0

Q2.14 What personal information is available via the Internet / Intranet?

	UMBRELLA ONLY	
	No of funds	%
Resp whose fund uses internet/intranet	10	100.0
Personal information available on Internet/Intranet		
Annual member benefit statement	9	90.0
Monthly updated member benefit statement	8	80.0
Beneficiary nominations	5	50.0
Personal particulars	7	70.0
Transaction history	4	40.0
Other	1	10.0

Q2.15 What transactions can be performed on the Internet / Intranet?

	UMBRELLA ONLY	
	No of funds	%
Resp whose fund uses internet/intranet	10	100.0
Transactions performed on Internet/Intranet		
Members: Updating personal information (direct by member or via HR office)	4	40.0
Members: Investment switches (direct by member or via HR office)	2	20.0
Participating Employer: Monthly member payroll data provided by the employer	4	40.0
None	4	40.0

Q2.16 What member training and support is provided via the Internet / Intranet?

	UMBRELLA ONLY	
	No of funds	%
Resp whose fund uses internet/intranet	10	100.0
Training & support provided		
Modeller or calculator to calculate retirement needs and/or basic investment alternatives	2	20.0
Investment training material and articles	1	10.0
Relevant articles	1	10.0
None	7	70.0
Not sure	1	10.0

Q2.17 To what extent would the fund consider paying for more financial education to be provided to members?

	UMBRELLA ONLY	
	No of funds	%
Base: All Respondents	19	100.0
Extent fund would consider paying more for financial education		
Would definitely consider it	4	21.1
Might consider it	5	26.3
Unlikely to consider it	7	36.8
Would definitely not consider it	3	15.8
Summary		
Would/might consider	9	47.4
Unlikely/would not consider	10	52.6

Q2.18 Which of the following does the fund offer?

	UMBRELLA ONLY	
	No of funds	%
Base: All Respondents	19	100.0
Fund offers		
Home loans to members direct (i.e. the fund makes a direct loan to the member)	5	26.3
Housing sureties (i.e. the fund merely provides collateral in respect of a loan made by a financial institution)	9	47.4
Neither	8	42.1

Q3.1 Is the employer's remuneration package structured on a total cost to company basis?

	UMBRELLA ONLY	
	No of funds	%
Base: All Respondents	19	100.0
Remuneration package structured on total cost to company basis		
Yes	9	47.4
No	9	47.4
Not sure	1	5.3

Q3.2 Is the employer contemplating the total cost to company approach?

	UMBRELLA ONLY	
	No of funds	%
Employer's remuneration package not structured on a total cost to company	9	100.0
If employer contemplating total cost to company approach		
Yes, it plans to implement within the next 2 years	3	33.3
No, not that I know of	6	66.7

Q3.3 What percentage of the total remuneration is pensionable remuneration?

	UMBRELLA ONLY	
	No of funds	%
Base: All Respondents	19	100.0
Percentage of total remuneration pensionable remuneration		
Less than 70 (70)	3	15.8
70,1 to 80 (75)	4	21.1
80,1 to 90 (85)	3	15.8
90,1 to 100 (95)	8	42.1
Not sure	1	5.3

Q3.4a Which of the following can be included in pensionable remuneration?

	UMBRELLA ONLY	
	No of funds	%
Base: All Respondents	19	100.0
Annual bonus (typical 13th cheque)		
Yes	9	47.4
No	10	52.6

Q3.4b Which of the following can be included in pensionable remuneration?

	UMBRELLA ONLY	
	No of funds	%
Base: All Respondents	19	100.0
Other bonuses (marketing, merit, production)		
Yes	2	10.5
No	16	84.2
Not sure	1	5.3

Q3.4c Which of the following can be included in pensionable remuneration?

	UMBRELLA ONLY	
	No of funds	%
Base: All Respondents	19	100.0
Commission		
Yes	1	5.3
No	17	89.5
Not sure	1	5.3

Q3.4d Which of the following can be included in pensionable remuneration?

	UMBRELLA ONLY	
	No of funds	%
Base: All Respondents	19	100.0
Car allowance		
Yes	7	36.8
No	11	57.9
Not sure	1	5.3

Q3.4e Which of the following can be included in pensionable remuneration?

	UMBRELLA ONLY	
	No of funds	%
Base: All Respondents	19	100.0
Housing benefit		
Yes	2	10.5
No	16	84.2
Not sure	1	5.3

Q3.5 Can anything else be included in pensionable remuneration?

	UMBRELLA ONLY	
	No of funds	%
Base: All Respondents	19	100.0
Anything else included in pensionable remuneration		
Yes	4	21.1
No	15	78.9

Q4.1a Does the employer, to your knowledge, hold the following views...?

	UMBRELLA ONLY	
	No of funds	%
Base: All Respondents	19	100.0
An employer can positively influence the HIV/AIDS experience of its staff through the implementation of a holistic HIV/AIDS Management Programme		
Yes	14	73.7
No	2	10.5
Not sure	3	15.8

Q4.1b Does the employer, to your knowledge, hold the following views...?

	UMBRELLA ONLY	
	No of funds	%
Base: All Respondents	19	100.0
The cost of a holistic HIV/AIDS Programme will be less than the benefits of increased productivity achieved by the programme		
Yes	5	26.3
No	7	36.8
Not sure	7	36.8

Q4.1c Does the employer, to your knowledge, hold the following views...?

Employers will be compelled to introduce appropriate measures to manage the incidence of HIV/AIDS among its staff within the next 2 years

	UMBRELLA ONLY	
	No of funds	%
Base: All Respondents	19	100.0
Yes	9	47.4
No	5	26.3
Not sure	5	26.3

Q4.1d Does the employer, to your knowledge, hold the following views...?

Providing a holistic HIV/AIDS Management Programme will reduce the future cost of group life and disability cover

	UMBRELLA ONLY	
	No of funds	%
Base: All Respondents	19	100.0
Yes	11	57.9
No	5	26.3
Not sure	3	15.8

Q4.2 Has the employer implemented an AIDS management programme for its employees?

	UMBRELLA ONLY	
	No of funds	%
Base: All Respondents	19	100.0
AIDS management programme implemented		
Yes	13	68.4
No	5	26.3
Not sure	1	5.3

Q4.3 Is the employer considering it?

	UMBRELLA ONLY	
	No of funds	%
Did not implement an AIDS management programme for its employees	6	100.0
Employer considering it		
Yes, plans to implement within the next 2 years	2	33.3
No, not to my knowledge	3	50.0
Not sure	1	16.7

Q4.4 Has the cost of risk benefits provided by the fund and/or any associated separate group scheme increased during the last 2 years as a result of AIDS?

	UMBRELLA ONLY	
	No of funds	%
Base: All Respondents	19	100.0
Cost of risk benefits due to AIDS increased in last 2 years		
Have reason to believe it has	5	26.3
Suspect that it has	1	5.3
No	12	63.2
Not sure	1	5.3

Q4.5 By what percentage has the cost of risk increased over the past 2 years?

	UMBRELLA ONLY	
	No of funds	%
Suspect/has reason to believe the cost of risk benefits provided by the fund increased during the last 2 years as a result of AIDS	6	100.0
Percentage increase		
5 to 9 (7.0)	1	16.7
10 to 19 (15.0)	1	16.7
20 to 29 (25.0)	1	16.7
50 to 74 (63.0)	1	16.7
75 to 99 (87.0)	1	16.7
Not sure	1	16.7

Q4.6 Do you expect the cost of risk benefits provided by the fund and/or any associated separate group scheme to increase in the next 2 years as a result of AIDS?

	UMBRELLA ONLY	
	No of funds	%
Base: All Respondents	19	100.0
Cost of risk benefits to increase in next 2 years		
Yes	9	47.4
No	8	42.1
Not sure	2	10.5

Q4.7 By what percentage do you expect it to increase?

	UMBRELLA ONLY	
	No of funds	%
Resp expecting an increase	9	100.0
Percentage increase		
Up to 4 (2.5)	1	11.1
5 to 9 (7.0)	1	11.1
10 to 19 (15.0)	2	22.2
20 to 29 (25.0)	1	11.1
30 to 49 (40.0)	1	11.1
Not sure	3	33.3

Q5.1 What is the total annual contribution category of the fund (i.e. member's plus employer's contributions). Is it...

	UMBRELLA ONLY	
	No of funds	%
Base: All Respondents	19	100.0
Total annual contribution		
Less than R1 million	5	26.3
R1 million to R5 million	3	15.8
More than R5 million	10	52.6
Not sure	1	5.3

Q5.2a Does the administrator itemise separately for the cost of administration and all the other costs and disbursements of the fund?

	UMBRELLA ONLY	
	No of funds	%
Base: All Respondents	19	100.0
Cost of administration itemised		
Yes, fund is billed separately for each item	13	68.4
No, the administration fee typically includes all other expenses	4	21.1
Not sure	2	10.5

Q5.2b What were the expenses for other costs and disbursements over the past (completed) financial year as a percentage of payroll?

	UMBRELLA ONLY	
	No of funds	%
Respondents who mentioned fund is billed separately for each item	13	100.0
Expenses for other costs		
80-89	1	7.7
40-49	1	7.7
30-39	3	23.1
20-29	1	7.7
10-19	1	7.7
1-9	3	23.1
Don't know	3	23.1

Q5.3a How is the cost of administration of the fund calculated (including administration and other costs and disbursements, but EXCLUDING cost of risk and auditing)?

	UMBRELLA ONLY	
	No of funds	%
Base: All Respondents	19	100.0
Cost of administration of fund calculated		
As a of the member's salary	14	73.7
As a fixed cost per member per month	3	15.8
Other	2	10.5

Q5.3b What % of each member's salary goes towards fund administration?

	UMBRELLA ONLY	
	No of funds	%
Resp stating as a of the member's salary	14	100.0
Percentage of salary		
0,01 to 0,50 (0.25)	2	14.3
0,51 to 1,00 (0.75)	2	14.3
1,01 to 1,50 (1.25)	5	35.7
1,51 to 2,00 (1.75)	1	7.1
3,01 to 3,50 (3.25)	1	7.1
3,51 to 4,00 (3.75)	1	7.1
4,01 or more (4.25)	1	7.1
Not sure	1	7.1

Q5.3ci What are the fund's administration costs per member per month? - Standard Benefit Options

	UMBRELLA ONLY	
	No of funds	%
Resp stating as a fixed cost per member per month	3	100.0
Standard Benefit Options		
R15 to R24 (R20)	1	33.3
R25 to R29 (R27)	1	33.3
R50 to R54 (R52)	1	33.3

Q5.3cii What are the fund's administration costs per member per month? - Member Choice Options

	UMBRELLA ONLY	
	No of funds	%
Resp stating as a fixed cost per member per month	3	100.0
Member Choice Options		
Not applicable	3	100.0

Q5.4a Does your fund operate a contingency reserve account?

	UMBRELLA ONLY	
	No of funds	%
Base: All Respondents	19	100.0
Fund operates a contingency reserve account		
Yes	4	21.1
No	14	73.7
Not sure	1	5.3

Q5.4b How does your fund operate this contingency reserve account?

	UMBRELLA ONLY	
	No of funds	%
Resp stating fund operates a contingency reserve account	4	100.0
Contingency reserve account operates		
Monthly deduction from employer contributions	1	25.0
Part of the administration fee	2	50.0
Other	1	25.0

Q5.4c Is this contingency reserve account funded by a levy expressed as a percentage of the payroll?

	UMBRELLA ONLY	
	No of funds	%
Resp stating fund operates a contingency reserve account	4	100.0
Funded by a levy expressed as a % of payroll		
No	4	100.0

Q5.5 Does the fund offer flexible death benefits (i.e. member can choose the level of cover within certain limits set by the fund)?

In this instance members receive a basic level of life cover (core cover) and can then choose additional (flexible) cover to suit their needs. Savings due to members not choosing the maximum cover will be applied to their retirement provision.

	UMBRELLA ONLY	
	No of funds	%
Base: All Respondents	19	100.0
Flexible death benefits offered		
Yes	2	10.5
No	16	84.2
Not sure	1	5.3

Q5.6a What percentage of salaries is applied to the cost of core benefits and flexible risk benefits respectively? - Core Benefits

	UMBRELLA ONLY	
	No of funds	%
Fund that offers flexible death benefits	2	100.0
Core Benefits		
1,51 to 2,00 (1.75)	1	50.0
2,01 to 2,50 (2.25)	1	50.0

Q5.6b What percentage of salaries is applied to the cost of core benefits and flexible risk benefits respectively? - Flexible Risk Benefits

	UMBRELLA ONLY	
	No of funds	%
Fund that offers flexible death benefits	2	100.0
Flexible Risk Benefits		
4,01 or more (4.25)	1	50.0
Not sure	1	50.0

Q5.7a What percentage of salaries is applied to the cost of death benefits/life cover under the fund and under a separate scheme?

	UMBRELLA ONLY	
	No of funds	%
Funds that do not offer flexible death benefits	17	100.0
Under the Fund		
0 (0)	1	5.9
1,01 to 1,50 (1.25)	2	11.8
1,51 to 2,00 (1.75)	6	35.3
2,01 to 2,50 (2.25)	2	11.8
4,01 or more (4.25)	1	5.9
Not sure	4	23.5
Not applicable	1	5.9

Q5.7b What percentage of salaries is applied to the cost of death benefits/life cover under the fund and under a separate scheme?

	UMBRELLA ONLY	
	No of funds	%
Funds that do not offer flexible death benefits	17	100.0
Under a Separate Scheme		
0 (0)	1	5.9
0,01 to 0,50 (0.25)	1	5.9
Not sure	3	17.6
Not applicable	12	70.6

Q5.8a What percentage of salaries is applied to the cost of disability benefits under the fund and under a separate scheme?

	UMBRELLA ONLY	
	No of funds	%
Base: All Respondents	19	100.0
Under The Fund		
0 (0)	1	5.3
0,51 to 1,00 (0.75)	3	15.8
1,01 to 1,50 (1.25)	4	21.1
1,51 to 2,00 (1.75)	2	10.5
2,01 to 2,50 (2.25)	1	5.3
4,01 or more (4.25)	1	5.3
Not sure	4	21.1
Not applicable	3	15.8

Q5.8b What percentage of salaries is applied to the cost of disability benefits under the fund and under a separate scheme?

	UMBRELLA ONLY	
	No of funds	%
Base: All Respondents	19	100.0
Under a Separate Scheme		
0 (0)	2	10.5
0,01 to 0,50 (0.25)	1	5.3
1,51 to 2,00 (1.75)	1	5.3
2,01 to 2,50 (2.25)	1	5.3
Not sure	2	10.5
Not applicable	12	63.2

Q5.9 Which of the following costs are limited to / capped at a certain fixed percentage?

	UMBRELLA ONLY	
	No of funds	%
Base: All Respondents	19	100.0
Costs		
Death benefits	7	36.8
Disability benefits	7	36.8
Administration	9	47.4
None	8	42.1
Not sure	1	5.3

Q5.10 At what percentage are death benefits capped?

	UMBRELLA ONLY	
	No of funds	%
Death Benefits Capped at a	7	100.0
Percentage		
1,51 to 2,00 (1.75)	2	28.6
2,6 to 3 (2.75)	1	14.3
3,6 to 4 (3.75)	1	14.3
4 or more (4.25)	1	14.3
Not sure	2	28.6

Q5.11 At what percentage are disability benefits capped?

	UMBRELLA ONLY	
	No of funds	%
Disability Benefits Capped at a	7	100.0
Percentage		
0,51 to 1,00 (0.75)	1	14.3
2,6 to 3 (2.75)	1	14.3
3,6 to 4 (3.75)	1	14.3
4 or more (4.25)	1	14.3
Not sure	3	42.9

Q5.12 If there is a requirement (typically imposed by the administrator) that the employer contribution, net of all costs and disbursements, may not be less than a certain percentage, what is the percentage of payroll?

	UMBRELLA ONLY	
	No of funds	%
Base: All Respondents	19	100.0
Percentage of Payroll		
Up to 2	2	10.5
2 to 3	1	5.3
More than 3	4	21.1
No requirement	12	63.2

Q5.13 Which of the following does the employer pay?

	UMBRELLA ONLY	
	No of funds	%
Base: All Respondents	19	100.0
Employer pays...		
Fixed contribution only (i.e. total cost to company - no additional costs)	7	36.8
Fixed contribution plus the cost of risk benefits	1	5.3
Fixed contribution plus the cost of administration and the cost of risk benefits	10	52.6
Other	1	5.3

Q5.14 What on average are the employer's total contributions, expressed as a percentage of total average annual salary?

	UMBRELLA ONLY	
	No of funds	%
Base: All Respondents	19	100.0
Employer's Total Contributions		
5,1 to 7,5 (6.25)	5	26.3

7,6 to 10 (8.75)	4	21.1
10,1 to 11 (10.5)	4	21.1
11,1 to 12,5 (11.75)	1	5.3
12,6 to 15 (13.75)	2	10.5
15,1 or more (15.5)	3	15.8

Q5.15 Can members choose the level of contribution by the employer in terms of a remuneration package restructure arrangement (i.e. salary sacrifice, even though it may only be within certain parameters)?

	UMBRELLA ONLY	
	No of funds	%
Base: All Respondents	19	100.0
Choose Employers Contribution		
Yes	4	21.1
No	15	78.9

Q5.16 Can members choose their own contribution levels (even though it may only be within certain parameters and at certain intervals)?

	UMBRELLA ONLY	
	No of funds	%
Base: All Respondents	19	100.0
Choose Own Contribution		
Yes	8	42.1
No	11	57.9

Q5.17 What contribution (as a percentage of salary) is made by members on average?

	UMBRELLA ONLY	
	No of funds	%
Base: All Respondents	19	100.0
Contribution Made By Members		
0 (0)	2	10.5
0,1 to 5 (2.5)	2	10.5
5,1 to 6 (5.5)	4	21.1
6,1 to 7,4 (6.75)	2	10.5
7,5 (7.5)	6	31.6
8,1 or more (8.5)	3	15.8

Q6.1 What benefits are paid to dependants on the death of a member before retirement?

	UMBRELLA ONLY	
	No of funds	%
Base: All Respondents	19	100.0
Benefits Paid To Dependants		
Lump sum	18	94.7
Spouse's pension	3	15.8
Children's pension	3	15.8

Q6.2 What is the size of the lump sum payable by the fund (not a separate scheme) on death for members with a spouse's pensions?

	UMBRELLA ONLY	
	No of funds	%
Spouses Portion Paid On Death Of Member	3	100.0
Size of Sum		
2 x annual salary (2.0)	1	33.3
3 x annual salary (3.0)	1	33.3
5 x annual salary (5.0)	1	33.3

Q6.3 What is the size of the lump sum payable by the fund (not a separate scheme) on death for members without a spouse's pension?

	UMBRELLA ONLY	
	No of funds	%
Spouses Portion NOT Paid On Death Of Member	16	100.0
Size of Sum		
2 x annual salary (2.0)	3	18.8
3 x annual salary (3.0)	7	43.8
4 x annual salary (4.0)	1	6.3
Scaled per age band	1	6.3
Members have flexible benefits, so it varies from member to member	2	12.5
Other	2	12.5

Q6.4a Is a lump sum benefit paid to dependants on the death of a member before retirement under a separate scheme (i.e. not by the fund)?

	UMBRELLA ONLY	
	No of funds	%
Base: All Respondents	19	100.0
Lump Sum Benefit Paid		
Yes	6	31.6
No	13	68.4

Q6.4b What is the size of the lump sum provided under a separate scheme?

	UMBRELLA ONLY	
	No of funds	%
Lump Sum Benefit Paid on Death of Member	6	100.0
Size of Sum		
2 x annual salary (2.0)	1	16.7
4 x annual salary (4.0)	2	33.3
5 x annual salary (5.0)	1	16.7
Scaled per age band	1	16.7
Not sure	1	16.7

Q6.5 Who pays for the benefits provided under separate schemes?

	UMBRELLA ONLY	
	No of funds	%
Lump Sum Benefit Paid on Death of Member	6	100.0
Who Pays		
It is deducted from the member contribution	2	33.3
Additional payment by the member	1	16.7
It is deducted from the employer contribution	2	33.3
Additional payment by the employer	1	16.7
Not sure	1	16.7

Q6.6 Does the lump sum payable on death include the member's equitable share or does the member receive his/her equitable share in addition to the lump sum?

	UMBRELLA ONLY	
	No of funds	%
Lump Sum Benefit Paid on Death of Member	6	100.0
Includes Member's Equitable Share		
Includes member's equitable share	2	33.3
Excludes member's equitable share	4	66.7

Q6.7 Can you just confirm whether or not members can choose their level of death cover?

	UMBRELLA ONLY	
	No of funds	%
Base: All Respondents	19	100.0
Choose Level of Death Cover		
Yes	5	26.3
No	14	73.7

Q6.8 What is the minimum level of death cover?

	UMBRELLA ONLY	
	No of funds	%
Choose Level of Death Cover	5	100.0
Minimum Level of Death Cover		
1 x annual salary (1)	3	60.0
3 x annual salary (3)	1	20.0
Not sure	1	20.0

Q6.9 What additional levels of death cover can members choose?

	UMBRELLA ONLY	
	No of funds	%
Choose Level of Death Cover	5	100.0
Additional Levels of Death Cover		
Up to 5 x annual salary (5)	2	40.0
Not sure	1	20.0
Other	2	40.0

Q6.10 On what conditions may the level of cover be increased?

	UMBRELLA ONLY	
	No of funds	%
Choose Level of Death Cover	5	100.0
Conditions		
Marriage	2	40.0
Birth of a child	2	40.0
Proof of health provided	2	40.0
Annually on fund anniversary	3	60.0
Unconditional	1	20.0

Q6.11a Does the fund offer a lump sum disability benefit under the fund or a separate scheme?

	UMBRELLA ONLY	
	No of funds	%
Base: All Respondents	19	100.0
Offer a Lump Sum Disability		
Yes, as an acceleration of a death benefit	5	26.3
Yes, as a separate benefit to a death benefit	5	26.3
No lump sum benefit is provided	8	42.1
Both	1	5.3

Q6.11b Which of the following best describes the lump sum disability benefit?

	UMBRELLA ONLY	
	No of funds	%
Offers a Lump Sum Disability Benefit	10	100.0
Lump Sum Disability Benefit		
Multiple of salary, 2 x annual salary (2)	4	40.0
Multiple of salary, 3 x annual salary (3)	3	30.0
Multiple of salary, more than 4 x annual salary (5)	1	10.0
Other	3	30.0

Q6.12a What disability benefits does the fund provide under a separate scheme? - Permanent Disability

	UMBRELLA ONLY	
	No of funds	%
Base: All Respondents	19	100.0
Permanent Disability		
Lump sum & income	1	5.3
Lump sum only	3	15.8
Monthly income only	5	26.3
None	10	52.6

Q6.12b What disability benefits does the fund provide under a separate scheme? - Temporary Disability

	UMBRELLA ONLY	
	No of funds	%
Base: All Respondents	19	100.0
Temporary Disability		
Lump sum only	1	5.3
Monthly income only	5	26.3
Temporary income followed by lump sum	1	5.3
None	12	63.2

Q6.13 What permanent disability income benefits expressed as a percentage of annual salary does the fund offer?

	UMBRELLA ONLY	
	No of funds	%
Base: All Respondents	19	100.0
Permanent Disability Income Benefits		
Less than 50	2	10.5
75	9	47.4
Other combination averaging under 75	1	5.3
Not sure	1	5.3
Not applicable	6	31.6

Q6.14 How are increases in permanent disability income determined?

	UMBRELLA ONLY	
	No of funds	%
Base: All Respondents	19	100.0
How Determined		
There are no increases	4	21.1
Fixed percentage according to the rules	2	10.5
Ad hoc	1	5.3
Ad hoc subject to a minimum	1	5.3
Defined as a percentage of CPI with no maximum	2	10.5
Defined as a percentage of CPI with a fixed maximum (capped)	4	21.1
Not sure	3	15.8
Not applicable	2	10.5

Q6.15 What fixed percentage is used?

	UMBRELLA ONLY	
	No of funds	%
Fixed percentage according to the rules	2	100.0
Percentage		
4,01 to 5 p.a. (4.5)	1	50.0
5,01 to 6 p.a. (5.5)	1	50.0

Q6.16 What is the percentage of increase in CPI used?

	UMBRELLA ONLY	
	No of funds	%
Defined as a percentage of CPI	6	100.0
Percentage		
50 or less (50)	1	16.7
100 (100)	3	50.0
Not sure	2	33.3

Q6.17a Does the fund re-insure a waiver of employer contributions?

	UMBRELLA ONLY	
	No of funds	%
Base: All Respondents	19	100.0
Re-insure a waiver of employer contributions		
Yes	6	31.6
No	11	57.9
Not sure	2	10.5

Q.6.17b What percentage is re-insured?

	UMBRELLA ONLY	
	No of funds	%
Total Reinsuring	6	100.0
Percentage		
5,1 to 7,5 (6.25)	1	16.7
7,6 to 10 (8.75)	1	16.7
10,1 to 12,5 (11.25)	1	16.7
12,6 to 15 (13.75)	1	16.7
15,1 or more (15.50)	1	16.7
Not sure	1	16.7

Q6.18 Does the fund re-insure a waiver of employee contributions?

	UMBRELLA ONLY	
	No of funds	%
Base: All Respondents	19	100.0
Re-insure a waiver of employee contributions		
No	16	84.2
Not sure	3	15.8

Q6.19 Which of the following benefits are offered under separate schemes?

	UMBRELLA ONLY	
	No of funds	%
Base: All Respondents	19	100.0
Benefits Offered		
Trauma cover	1	5.3
Funeral cover	8	42.1
None	11	57.9
Other	1	5.3

Q6.20 What on average is the level of trauma cover offered?

	UMBRELLA ONLY	
	No of funds	%
Trauma Cover Offered	1	100.0
Level of trauma cover offered		
2 x annual salary	1	100.0

Q6.21 What is the maximum level of trauma cover offered?

	UMBRELLA ONLY	
	No of funds	%
Trauma Cover Offered	1	100.0
Maximum level of trauma		
Don't know	1	100.0

Q6.22 Who is entitled to trauma cover?

	UMBRELLA ONLY	
	No of funds	%
Trauma Cover Offered	1	100.0
Entitled to trauma cover		
Only certain categories (e.g. senior management)	1	100.0

Q6.23 Who pays for the trauma cover?

	UMBRELLA ONLY	
	No of funds	%
Trauma Cover Offered	1	100.0
Pays for the trauma		
Additional payment by the member	1	100.0

Q6.24 Who is covered under the funeral benefit?

	UMBRELLA ONLY	
	No of funds	%
Funeral Cover Offered	8	100.0
Covered under funeral benefit		
Member	8	100.0
Spouse	8	100.0
Children aged 14 to 21	7	87.5
Children aged 6 to 13	7	87.5
Children aged 0 to 5	7	87.5
Parents and parents-in-law	1	12.5
Additional spouses	1	12.5

Q6.25 Who is entitled to the funeral cover option?

	UMBRELLA ONLY	
	No of funds	%
Funeral Cover Offered	8	100.0
Entitled to funeral cover option		
All members	6	75.0
Only certain categories (e.g. senior management)	2	25.0

Q6.26a What is the amount of funeral cover for members?

	UMBRELLA ONLY	
	No of funds	%
Funeral Cover Offered	8	100.0
Amount of funeral cover for member		
5 000	3	37.5
6 000	1	12.5
10 000	3	37.5
20 000	1	12.5

Q6.26b What is the amount of funeral cover for a spouse?

	UMBRELLA ONLY	
	No of funds	%
Funeral Cover Offered	8	100.0
Amount of funeral cover for spouse		
5 000	3	37.5
6 000	1	12.5
10 000	3	37.5
20 000	1	12.5

Q6.26c What is the amount of funeral cover for children aged 14 to 21?

	UMBRELLA ONLY	
	No of funds	%
Funeral Cover Offered	7	100.0
Amount of funeral cover for children aged 14-21yrs		
4 000	1	14.3
5 000	1	14.3
6 000	1	14.3
10 000	3	42.9
20 000	1	14.3

Q6.26d What is the amount of funeral cover for children aged 6 to 13?

	UMBRELLA ONLY	
	No of funds	%
Funeral Cover Offered	7	100.0
Amount of funeral cover for children aged 6-13yrs		
2 500	1	14.3
3 000	1	14.3
4 000	1	14.3
5 000	2	28.6
10 000	2	28.6

Q6.26e What is the amount of funeral cover for children aged 0 to 5?

	UMBRELLA ONLY	
	No of funds	%
Funeral Cover Offered	7	100.0
Amount of funeral cover for children aged 0-5yrs		
1 250	1	14.3
2 000	2	28.6
2 500	1	14.3
3 000	1	14.3
5 000	1	14.3
10 000	1	14.3

Q6.26f What is the amount of funeral cover for parents and parents-in-law?

	UMBRELLA ONLY	
	No of funds	%
Funeral Cover Offered	1	100.0
Amount of funeral cover for parents and parents-in-law		
10 000	1	100.0

Q6.26g What is the amount of funeral cover for additional spouses?

	UMBRELLA ONLY	
	No of funds	%
Funeral Cover Offered	1	100.0
Amount of funeral cover for additional spouses		
10 000	1	100.0

Q6.27 Who pays for the funeral cover benefits?

	UMBRELLA ONLY	
	No of funds	%
Funeral Cover Offered	8	100.0
Pays for funeral cover benefits		
Deducted from the employer contribution	6	75.0
Additional payment by the employer	1	12.5
Deducted from the member contribution	1	12.5
Additional payment by the member	1	12.5

Q7.1 When a member's employment with the participating employer terminates (i.e. on withdrawal), which of the following apply?

	UMBRELLA ONLY	
	No of funds	%
Base: All Respondents	19	100.0
Member's employment terminates		
The member must either take his/her benefit in cash or transfer it to another fund	19	100.0
The member may select a deferred/paid up pension and leave the benefit in the fund	5	26.3
The member may select to transfer his/her benefit to a preservation fund identified in the rules of the fund	11	57.9

Q7.2 On withdrawal, which of the following situations apply in the fund?

	UMBRELLA ONLY	
	No of funds	%
Base: All Respondents	19	100.0
Situations		
The fund and/ or the employer provides the member with the information recommended in PF86	9	47.4
The fund, in terms of a written strategy, arranges for an adviser to counsel and advise the member	6	31.6
None of the above	6	31.6
Not sure	2	10.5

Q7.3 Is a conversion / continuation option offered on death and disability cover, either under the Fund or separate scheme?

	UMBRELLA ONLY	
	No of funds	%
Base: All Respondents	19	100.0
Options Offered on Death and Disability		
On both death and disability cover	5	26.3
On death cover only	2	10.5
On disability cover only	1	5.3
Neither	10	52.6
Not sure	1	5.3

Q8.1 Which of the following "annuity products" is a member allowed to purchase?

	UMBRELLA ONLY	
	No of funds	%
Base: All Respondents	19	100.0
Annuity Products		
The annuity "provided ex the fund"	1	5.3
The member may select, but is not compelled to purchase an annuity product identified in the rules of the fund	3	15.8
Any annuity product of the member's choice	16	84.2

Q8.2 Where is a member allowed to purchase an annuity from?

	UMBRELLA ONLY	
	No of funds	%
Base: All Respondents	19	100.0
Insurer		
Any insurer	19	100.0

Q8.3 How are pensions bought/effected?

	UMBRELLA ONLY	
	No of funds	%
Base: All Respondents	19	100.0
How bought/effected		
In the name of the fund	1	5.3
In the name of the member	17	89.5
Not applicable	1	5.3

Q8.4 The decline in the inflation rate and long term interest rates impacts negatively on the ability of pensions to cope with inflation. How does the fund plan to deal with this development?

	UMBRELLA ONLY	
	No of funds	%
Base: All Respondents	19	100.0
How Fund Deals With Inflation		
Does not think it is necessary to do anything	6	31.6
Communicating this to members	8	42.1
Considering steps to improve retirement benefits	5	26.3
Develop a good investment strategy	19	100.0
None/don't know	1	5.3

Q9.1 How frequently does the fund credit investment returns to members' accounts?

	UMBRELLA ONLY	
	No of funds	%
Base: All Respondents	19	100.0
Frequency		
Daily	4	21.1
Monthly	7	36.8
Annually	5	26.3
Others	1	5.3
Not sure	2	10.5

Q9.2 Does the fund provide for member directed investment choice?

	UMBRELLA ONLY	
	No of funds	%
Base: All Respondents	19	100.0
Fund provide for member-directed investment choice		
Yes, to all members	12	63.2
No	7	36.8

Q9.3 Which of the following risk profiles does the fund provide as investment alternatives for members to select from?

	UMBRELLA ONLY	
	No of funds	%
Fund Provides for Member-Directed Investment Choice	12	100.0
Risk Profiles		
Cash	10	83.3
Smoothed Bonus / Guaranteed Products	10	83.3
Absolute Return	4	33.3
Conservative Linked	9	75.0
Moderate Linked	12	100.0
Aggressive Linked	11	91.7

Q9.4 Which of the following investment alternatives does the fund provide in each of the investment types?

	UMBRELLA ONLY	
	No of funds	%
Fund Provides for Member-Directed Investment Choice	12	100.0
Cash		
* Cash	6	50.0
* Money Market	9	75.0
Smoothed Bonus / Guaranteed Products		
* Smoothed Bonus - fully vesting (e.g. products which declare bonuses monthly)	5	41.7
* Smoothed Bonus - partially vesting (e.g. the old style guaranteed products)	5	41.7
* Structured Products	6	50.0
Absolute Return		
* CPI plus 5 or less	4	33.3
* CPI plus more than 5	3	25.0
Conservative Linked		
* Single Managers (Segregated or Pooled)	5	41.7
* Multi-Manager	7	58.3
Fund Provides for Member-Directed	12	100.0
Investment Choice		
* Unit Trust Mandates	2	16.7
Moderate Linked		
* Single Managers (Segregated or Pooled)	6	50.0
* Multi-Manager	11	91.7
* Unit Trust Mandates	2	16.7
Aggressive Linked		
* Single Managers (Segregated or Pooled)	6	50.0
* Multi-Managers	9	75.0
* Unit Trust Mandates	3	25.0
Life Stage Mandates	3	25.0
Individual Broker Mandates	1	8.3

Q9.5a Within each investment type, how many different investment alternatives does the fund offer? - CASH-Cash

	UMBRELLA ONLY	
	No of funds	%
Fund Provides for Member-Directed Investment Choice	12	100.0
CASH-Cash		
1	4	33.3
3	1	8.3
5	1	8.3

Q9.5b Within each investment type, how many different investment alternatives does the fund offer? - CASH-Money Market

	UMBRELLA ONLY	
	No of funds	%
Fund Provides for Member-Directed Investment Choice	12	100.0
CASH-Money Market		
1	6	50.0
3	1	8.3
4	1	8.3
5	1	8.3

Q9.5c Within each investment type, how many different investment alternatives does the fund offer? - Smoothed Bonus Full Vesting

	UMBRELLA ONLY	
	No of funds	%
Fund Provides for Member-Directed Investment Choice	12	100.0
Smoothed Bonus Full Vesting		
1	2	16.7
2	1	8.3
5	2	16.7

Q9.5d Within each investment type, how many different investment alternatives does the fund offer? - Smoothed Bonus Partially Vesting

	UMBRELLA ONLY	
	No of funds	%
Fund Provides for Member-Directed Investment Choice	12	100.0
Smoothed Bonus Partially Vesting		
1	3	25.0
5	2	16.7

Q9.5e Within each investment type, how many different investment alternatives does the fund offer? - SMOOTHED BONUS Structured Products

	UMBRELLA ONLY	
	No of funds	%
Fund Provides for Member-Directed Investment Choice	12	100.0
SMOOTHED BONUS-Structured Products		
1	3	25.0
5	2	16.7
Dont Know	1	8.3

Q9.5f Within each investment type, how many different investment alternatives does the fund offer? - ABSOLUTE RETURN CPI Plus 5% and Less

	UMBRELLA ONLY	
	No of funds	%
Fund Provides for Member-Directed Investment Choice	12	100.0
ABSOLUTE RETURN-CPI Plus 5% and Less		
1	2	16.7
5	2	16.7

Q9.5g Within each investment type, how many different investment alternatives does the fund offer? - ABSOLUTE RETURN CPI Plus more than 5%

	UMBRELLA ONLY	
	No of funds	%
Fund Provides for Member-Directed Investment Choice	12	100.0
ABSOLUTE RETURN-CPI Plus more than 5%		
1	1	8.3
5	2	16.7

Q9.5h Within each investment type, how many different investment alternatives does the fund offer? - CONSERVATIVE LINKED Single Managers (Segregated or Pooled)

	UMBRELLA ONLY	
	No of funds	%
Fund Provides for Member-Directed Investment Choice	12	100.0
CONSERVATIVE LINKED-Single Managers (Segregated or Pooled)		
1	2	16.7
5	3	25.0

Q9.5i Within each investment type, how many different investment alternatives does the fund offer? - CONSERVATIVE LINKED-Multi-Managers

	UMBRELLA ONLY	
	No of funds	%
Fund Provides for Member-Directed Investment Choice	12	100.0
CONSERVATIVE LINKED-Multi-Managers		
1	3	25.0
4	1	8.3
5	3	25.0

Q9.5j Within each investment type, how many different investment alternatives does the fund offer? - CONSERVATIVE LINKED-Unit Trust Managers

	UMBRELLA ONLY	
	No of funds	%
Fund Provides for Member-Directed Investment Choice	12	100.0
CONSERVATIVE LINKED-Unit Trust Managers		
5	2	16.7

Q9.5k Within each investment type, how many different investment alternatives does the fund offer? - MODERATE LINKED Single Managers

	UMBRELLA ONLY	
	No of funds	%
Fund Provides for Member-Directed Investment Choice	12	100.0
MODERATE LINKED-Single Managers		
1	2	16.7
2	1	8.3
5	3	25.0

Q9.5l Within each investment type, how many different investment alternatives does the fund offer? - MODERATE LINKED Multi-Managers

	UMBRELLA ONLY	
	No of funds	%
Fund Provides for Member-Directed Investment Choice	12	100.0
MODERATE LINKED-Multi-Managers		
1	6	50.0
2	1	8.3
4	1	8.3
5	3	25.0

Q9.5m Within each investment type, how many different investment alternatives does the fund offer? - MODERATE LINKED Unit Trust Managers

	UMBRELLA ONLY	
	No of funds	%
Fund Provides for Member-Directed Investment Choice	12	100.0
MODERATE LINKED-Unit Trust Managers		
5	2	16.7

Q9.5n Within each investment type, how many different investment alternatives does the fund offer? - AGGRESSIVE LINKED Single Managers

	UMBRELLA ONLY	
	No of funds	%
Fund Provides for Member-Directed Investment Choice	12	100.0
AGGRESSIVE LINKED-Single Managers		
1	3	25.0
5	3	25.0

Q9.5o Within each investment type, how many different investment alternatives does the fund offer? - AGGRESSIVE LINKED Multi-Managers

	UMBRELLA ONLY	
	No of funds	%
Fund Provides for Member-Directed Investment Choice	12	100.0
AGGRESSIVE LINKED-Multi-Managers		
1	4	33.3
2	1	8.3
4	1	8.3
5	3	25.0

Q9.5p Within each investment type, how many different investment alternatives does the fund offer? - AGGRESSIVE LINKED Unit Trust Managers

	UMBRELLA ONLY	
	No of funds	%
Fund Provides for Member-Directed Investment Choice	12	100.0
AGGRESSIVE LINKED-Unit Trust Managers		
1	1	8.3
5	2	16.7

Q9.5q Within each investment type, how many different investment alternatives does the fund offer? - Life Stage Mandates

	UMBRELLA ONLY	
	No of funds	%
Fund Provides for Member-Directed Investment Choice	12	100.0
Life Stage Mandates		
1	1	8.3
4	1	8.3
5	1	8.3

Q9.5r Within each investment type, how many different investment alternatives does the fund offer? - Individual Broker Mandates

	UMBRELLA ONLY	
	No of funds	%
Fund Provides for Member-Directed Investment Choice	12	100.0
Individual Broker Mandates		
5	1	8.3

Q9.6a Which one of the following investment profiles constitutes the most important component of the Trustee choice or Default option?

	UMBRELLA ONLY	
	No of funds	%
Fund Provides for Member-Directed Investment Choice	12	100.0
Most important		
Cash		
* Money Market	1	8.3
Smoothed Bonus / Guaranteed Products		
* Smoothed Bonus - fully vesting (e.g. products which declare bonuses monthly)	2	16.7
Absolute Return		
* CPI plus 5 or less	1	8.3
* CPI plus more than 5	1	8.3
Conservative Linked		
* Multi-Manager	1	8.3
Moderate Linked		
* Single Managers (Segregated or Pooled)	2	16.7
* Multi-Manager	1	8.3
Life Stage Mandates	1	8.3
Don't know	1	8.3
Not applicable	1	8.3

Q9.6b And which is the second most important component?

	UMBRELLA ONLY	
	No of funds	%
Fund Provides for Member-Directed Investment Choice	12	100.0
Second Most Important Component		
Cash		
Smoothed Bonus / Guaranteed Products		
* Smoothed Bonus - partially vesting (e.g. the old style guaranteed products)	1	8.3
* Structured Products	1	8.3
Absolute Return		
* CPI plus 5 or less	1	8.3
Conservative Linked		
* Multi-Manager	1	8.3
Moderate Linked		
* Single Managers (Segregated or Pooled)	1	8.3
* Multi-Manager	2	16.7
Aggressive Linked		
* Multi-Managers	1	8.3
Don't know	3	25.0
Not applicable	1	8.3

Q9.7a What proportion of the fund's membership relies upon the Trustee choice or Default option based on research?

	UMBRELLA ONLY	
	No of funds	%
Fund Provides for Member-Directed Investment Choice	12	100.0
Based on Research		
* 0 to 10 (5)	1	8.3
* 60,1 to 70 (65)	1	8.3
* 80,1 to 90 (85)	1	8.3
* 90,1 to 100 (95)	5	41.7
Don't know	1	8.3

Q9.7b What proportion of the fund's membership relies upon the Trustee choice or Default option based on your best estimate?

	UMBRELLA ONLY	
	No of funds	%
Fund Provides for Member-Directed Investment Choice	12	100.0
Based on estimate		
* 50,1 to 60 (55)	1	8.3
* 70,1 to 80 (75)	1	8.3
* 90,1 to 100 (95)	1	8.3

Q9.8 When a fund moves to investment choice, there is a fee (known as a switching fee) for switching between investment portfolios in addition to the administration fee. Referring to the basic administration fee, not the switching fee, which one of the following applies?

	UMBRELLA ONLY	
	No of funds	%
Fund Provides for Member-Directed Investment Choice	12	100.0
Basic administration fee		
All members pay the same administration fee	10	83.3
Members who do not exercise choice pay a lower admin fee	2	16.7

Q9.9 By what percentage is the basic administration fee adjusted for members who exercise investment choice?

	UMBRELLA ONLY	
	No of funds	%
Members who do not exercise choice pay a lower admin fee	2	100.0
Percentage basic admin fee adjusted		
Up to 5 (3)	1	50.0
Not sure	1	50.0

Q9.10 How frequently is switching allowed?

	UMBRELLA ONLY	
	No of funds	%
Fund Provides for Member-Directed Investment Choice	12	100.0
Frequency of switching		
Daily	2	16.7
Monthly	6	50.0
Annually	3	25.0
Never	1	8.3

Q9.11a How satisfied are you with the fund's flexible investment choice?

	UMBRELLA ONLY	
	No of funds	%
Fund Provides for Member-Directed Investment Choice	12	100.0
Satisfaction with fund's flexible choice		
Very satisfied (5)	7	58.3
Satisfied (4)	5	41.7

Q9.11b Why do you say so?

	UMBRELLA ONLY	
	No of funds	%
Respondents who are very/satisfied with the Funds flexible investment choice	12	100.0
Reasons - Positive		
Sufficient / appropriate / large number of products to choose from	5	41.7
Provides for different risk appetites / offers conservative, moderate, aggressive portfolios	1	8.3
Provides for different age profiles / life stages	1	8.3
Investment managers do a good job / investments are well managed	2	16.7
Performance has been pretty good across the spectrum / performance of funds has been good	3	25.0
Other positive	1	8.3
Don't know	1	8.3

Q9.12 Does the fund plan to offer flexible investment choice to members in the future?

	UMBRELLA ONLY	
	No of funds	%
Fund does not/not sure provide for member direct investment choice	7	100.0
Fund to offer investment choice		
Considering it	3	42.9
Definitely not	4	57.1

Q9.13a Which of the following investment vehicles does the fund invest in?

	UMBRELLA ONLY	
	No of funds	%
Fund does not/not sure provide for member direct investment choice	7	100.0
Investment vehicles		
Cash	2	28.6
Money Market (Enhanced Cash)	2	28.6
Smoothed Bonus - fully vesting (e.g. products which declare bonuses monthly)	1	14.3
Smoothed Bonus - partially vesting (e.g. the old style guaranteed products)	1	14.3
Structured Products	2	28.6
Absolute Return - CPI plus more than 5	1	14.3
Not sure	3	42.9

Q9.13b And, what percentage of the fund's assets are invested in each? - Cash

	UMBRELLA ONLY	
	No of funds	%
Cash	2	100.0
Percentage of fund's assets		
10-19	1	50.0
1-9	1	50.0

Q9.13c And, what percentage of the fund's assets are invested in each? - Money Market

	UMBRELLA ONLY	
	No of funds	%
Money Market	2	100.0
Percentage of fund's assets		
20-29	1	50.0
10-19	1	50.0

Q9.13d And, what percentage of the fund's assets are invested in each? - Smoothed Bonus - fully vesting

	UMBRELLA ONLY	
	No of funds	%
Smoothed Bonus - fully vesting	1	100.0
Percentage of fund's assets		
100	1	100.0

Q9.13e And, what percentage of the fund's assets are invested in each? - Smoothed Bonus - partially vesting

	UMBRELLA ONLY	
	No of funds	%
Smoothed Bonus - partially vesting	1	100.0
Percentage of fund's assets		
100	1	100.0

Q9.13f And, what percentage of the fund's assets are invested in each? - Structured Products

	UMBRELLA ONLY	
	No of funds	%
Structured Products	2	100.0
Percentage of fund's assets		
70-79	1	50.0
10-19	1	50.0

Q9.13g And, what percentage of the fund's assets are invested in each? - Absolute Return - CPI plus more than 5%

	UMBRELLA ONLY	
	No of funds	%
Absolute Return - CPI plus more than 5	1	100.0
Percentage of fund's assets		
70-79	1	100.0

Q9.14 From the fund's perspective, how important are products that provide stable investment returns?

	UMBRELLA ONLY	
	No of funds	%
Base: All Respondents	19	100.0
Products providing stable investment		
Very important (4)	12	63.2
Important (3)	5	26.3
Somewhat important(2)	2	10.5

Q9.15a How does the fund rate the following products' ability to provide stable investment returns to fund members? - Cash

	UMBRELLA ONLY	
	No of funds	%
Base: All Respondents	19	100.0
Cash		
Very good (5)	6	31.6
Good (4)	4	21.1
Moderate (3)	3	15.8
Poor (2)	2	10.5
Very poor (1)	1	5.3
Not sure	3	15.8

Q9.15b How does the fund rate the following products' ability to provide stable investment returns to fund members? - Smoothed Bonus

	UMBRELLA ONLY	
	No of funds	%
Base: All Respondents	19	100.0
Smoothed Bonus		
Very good (5)	4	21.1
Good (4)	8	42.1
Moderate (3)	1	5.3
Very poor (1)	1	5.3
Not sure	5	26.3

Q9.15c How does the fund rate the following products' ability to provide stable investment returns to fund members? - Structured Products

	UMBRELLA ONLY	
	No of funds	%
Base: All Respondents	19	100.0
Structured Products		
Very good (5)	1	5.3
Good (4)	7	36.8
Moderate (3)	4	21.1
Poor (2)	3	15.8
Not sure	3	15.8
No response	1	5.3

Q9.15d How does the fund rate the following products' ability to provide stable investment returns to fund members? - Absolute Return

	UMBRELLA ONLY	
	No of funds	%
Base: All Respondents	19	100.0
Absolute Return		
Very good (5)	3	15.8
Good (4)	2	10.5
Moderate (3)	4	21.1
Very poor (1)	1	5.3
Not sure	8	42.1
No response	1	5.3

Q9.16 How important are investment products that provide guarantees to fund members?

	UMBRELLA ONLY	
	No of funds	%
Base: All Respondents	19	100.0
Importance		
Very important (4)	7	36.8
Important (3)	7	36.8
Somewhat important (2)	3	15.8
Not important (1)	1	5.3
Not sure	1	5.3

Q9.17a How does the fund rate the guarantees (if any) provided by the following investment products for purposes of benefit payments? - Cash

	UMBRELLA ONLY	
	No of funds	%
Base: All Respondents	19	100.0
Cash		
Very good (5)	6	31.6
Good (4)	4	21.1
Poor (2)	2	10.5
Very poor (1)	1	5.3
Not sure	6	31.6

Q9.17b How does the fund rate the guarantees (if any) provided by the following investment products for purposes of benefit payments? - Smoothed Bonus

	UMBRELLA ONLY	
	No of funds	%
Base: All Respondents	19	100.0
Smoothed Bonus		
Very good (5)	6	31.6
Good (4)	2	10.5
Moderate (3)	3	15.8
Very poor (1)	1	5.3
Not sure	7	36.8

Q9.17c How does the fund rate the guarantees (if any) provided by the following investment products for purposes of benefit payments? - Structured Products

	UMBRELLA ONLY	
	No of funds	%
Base: All Respondents	19	100.0
Structured Products		
Very good (5)	2	10.5
Good (4)	1	5.3
Moderate (3)	3	15.8
Poor (2)	4	21.1
Very poor (1)	1	5.3
Not sure	8	42.1

Q9.17d How does the fund rate the guarantees (if any) provided by the following investment products for purposes of benefit payments? - Absolute Return

	UMBRELLA ONLY	
	No of funds	%
Base: All Respondents	19	100.0
Absolute Return		
Very good (5)	1	5.3
Good (4)	3	15.8
Moderate (3)	2	10.5
Poor (2)	2	10.5
Very poor (1)	1	5.3
Not sure	10	52.6

Q9.18 Who has been appointed as the authorised person for Foreign Exchange and complies with the requirements laid down in Circular D427?

	UMBRELLA ONLY	
	No of funds	%
Base: All Respondents	19	100.0
Authorised person		
The Principal Officer	5	26.3
A trustee	1	5.3
The consultant to the fund	2	10.5
The broker to the fund	3	15.8
The administrator	6	31.6
Another person	1	5.3
Not sure	2	10.5

Q9.19 Can you just confirm whether or not the fund provides investment feedback to members?

	UMBRELLA ONLY	
	No of funds	%
Base: All Respondents	19	100.0
Fund provides investment feedback		
Yes	17	89.5
No	2	10.5

Q9.20 How often does the fund provide investment feedback to members?

	UMBRELLA ONLY	
	No of funds	%
Fund provides investment feedback	17	100.0
Provide investment feedback...		
Daily	1	5.9
Weekly	1	5.9
Monthly	2	11.8
Quarterly	3	17.6
Half-yearly	3	17.6
Annually	6	35.3
Other	1	5.9

Q9.21 How does the fund provide investment feedback?

	UMBRELLA ONLY	
	No of funds	%
Fund provides investment feedback	17	100.0
How...		
Written notice	12	70.6
Fax	1	5.9
E-mail	5	29.4
Place information on the Internet or Intranet	7	41.2
Other	2	11.8

Q9.22 What is covered in the investment feedback?

	UMBRELLA ONLY	
	No of funds	%
Fund provides investment feedback	17	100.0
Covered in the investment feedback		
Returns	11	64.7
Returns vs. benchmarks	14	82.4
Risk analysis	7	41.2
Other information	2	11.8

Q9.23 Which of the following Governance Instruments (properly negotiated and reduced to writing) are used?

	UMBRELLA ONLY	
	No of funds	%
Base: All Respondents	19	100.0
Governance instruments used		
Investment Policy Statement (IPS)	12	63.2
Mandates for each investment product / portfolio	6	31.6
Investment performance review	10	52.6
None	1	5.3

Q9.24 How often is the Investment Policy reviewed?

	UMBRELLA ONLY	
	No of funds	%
Investment Policy Statement (IPS)	12	100.0
Reviewed		
Quarterly	2	16.7
Annually	9	75.0
Not sure	1	8.3

Q9.25 How often are performance and compliance with mandates reviewed?

	UMBRELLA ONLY	
	No of funds	%
Mandates for each investment product / portfolio	12	100.0
Performance and compliance reviewed		
Monthly	1	8.3
Quarterly	3	25.0
Annually	8	66.7

Q9.26 What benchmark do you use to assess investment performance?

	UMBRELLA ONLY	
	No of funds	%
Base: All Respondents	19	100.0
Benchmark		
CPI + %	6	31.6
Peer group in a published survey	2	10.5
Benchmark in investment mandate	9	47.4
Other	3	15.8
Don't know	1	5.3

Q9.27a What gross investment returns (%) has the fund achieved for the financial year ending in 2005?

	UMBRELLA ONLY	
	No of funds	%
Base: All Respondents	19	100.0
Gross investment returns - year 2005		
up to 5.0	1	5.3
5.1 - 7.5	1	5.3
12.6 - 15.0	1	5.3
15.1 - 17.5	1	5.3
17.6 - 20.0	4	21.1
20.1 - 25.0	3	15.8
25.1 - 30.0	2	10.5
30.1 - 35.0	2	10.5
Don't know	4	21.1

Q9.27b What gross investment returns (%) has the fund achieved for the financial year ending in 2004?

	UMBRELLA ONLY	
	No of funds	%
Base: All Respondents	19	100.0
Gross investment returns - year 2004		
up to 5.0	2	10.5
5.1 - 7.5	1	5.3
7.6 - 10.0	1	5.3
10.1 - 12.5	1	5.3
12.6 - 15.0	2	10.5
15.1 - 17.5	1	5.3
17.6 - 20.0	2	10.5
25.1 - 30.0	4	21.1
Don't know	5	26.3

Q9.27c What gross investment returns (%) has the fund achieved for the financial year ending in 2003?

	UMBRELLA ONLY	
	No of funds	%
Base: All Respondents	19	100.0
Gross investment returns - year 2003		
up to 5.0	5	26.3
7.6 - 10.0	4	21.1
12.6 - 15.0	1	5.3
17.6 - 20.0	1	5.3
25.1 - 30.0	2	10.5
None	1	5.3
Don't know	5	26.3

Q9.28 Does the fund have a policy to invest a proportion of its fund assets in Socially Responsible Investment Portfolios?

	UMBRELLA ONLY	
	No of funds	%
Base: All Respondents	19	100.0
Policy to invest a proportion of its fund assets		
Yes	3	15.8
No	16	84.2

Q10.1a How often does the fund rebroke its administration, risk and investment business? - Admin

	UMBRELLA ONLY	
	No of funds	%
Base: All Respondents	19	100.0
Admin		
Annually	7	36.8
Every 2 years	2	10.5
Every 3 years	3	15.8
Every 4 years	1	5.3
Every 5 years	2	10.5
Other	4	21.1

Q10.1b How often does the fund rebroke its administration, risk and investment business? - Risk

	UMBRELLA ONLY	
	No of funds	%
Base: All Respondents	19	100.0
Risk		
Annually	11	57.9
Every 2 years	4	21.1
Every 5 years	2	10.5
Other	2	10.5

Q10.1c How often does the fund rebroke its administration, risk and investment business? - Investment

	UMBRELLA ONLY	
	No of funds	%
Base: All Respondents	19	100.0
Investment		
Annually	11	57.9
Every 2 years	2	10.5
Every 3 years	1	5.3
Every 5 years	2	10.5
Other	3	15.8

Q10.2a Under what circumstances do you rebroke your administration, risk and investment business? - Admin

	UMBRELLA ONLY	
	No of funds	%
Base: All Respondents	19	100.0
Admin		
Dissatisfaction with supplier	9	47.4
To achieve more competitive costs	8	42.1
To improve benefits to members	6	31.6
To achieve better standards of service	6	31.6
To achieve better ROI	2	10.5
Other	3	15.8
Don't rebroke	1	5.3

Q10.2b Under what circumstances do you rebroke your administration, risk and investment business? - Risk

	UMBRELLA ONLY	
	No of funds	%
Base: All Respondents	19	100.0
Risk		
Dissatisfaction with supplier	5	26.3
To achieve more competitive costs	13	68.4
To improve benefits to members	8	42.1
To achieve better standards of service	3	15.8
To achieve better ROI	3	15.8
Other	2	10.5
Haven't as yet rebroke	1	5.3

Q10.2c Under what circumstances do you rebroke your administration, risk and investment business? - Investment

	UMBRELLA ONLY	
	No of funds	%
Base: All Respondents	19	100.0
Investment		
Dissatisfaction with supplier	7	36.8
To achieve more competitive costs	7	36.8
To improve benefits to members	7	36.8
To achieve better standards of service	4	21.1
To achieve better ROI	8	42.1
Other	2	10.5
Haven't as yet rebroke	1	5.3

Q10.3 What specific aspects of fund management have increased costs to the fund over the past 2 years?

	UMBRELLA ONLY	
	No of funds	%
Base: All Respondents	19	100.0
Cost of surplus apportionment	3	15.8
FAIS legislation	4	21.1
More stringent reporting standards	4	21.1
Administration costs	3	15.8
Increased cost of risk benefits	7	36.8
Increased prevalence of HIV/AIDS	4	21.1
Increased investment fees	3	15.8
Member education	1	5.3
Other	2	10.5
None	2	10.5

Q10.4 By approximately how much, if at all, has the total cost of fund management increased in the past year?

	UMBRELLA ONLY	
	No of funds	%
Base: All Respondents	19	100.0
% Increase		
100 +	3	15.8
80 - 89	1	5.3
50 - 59	1	5.3
40 - 49	2	10.5
10 - 19	2	10.5
1 - 9	2	10.5
None	7	36.8
Don't know / the fund is new	1	5.3

Q10.5 Has the fund undertaken a formal audit for the purposes of Surplus Apportionment?

	UMBRELLA ONLY	
	No of funds	%
Base: All Respondents	19	100.0
Yes	10	52.6
No	8	42.1
Other	1	5.3

Q10.6 According to the findings of the audit, how much Surplus was available for apportionment amongst members (before costs)?

	UMBRELLA ONLY	
	No of funds	%
Fund taken a formal audit	10	100.0
Surplus available for apportionment amongst members		
None	3	30.0
42 000	1	10.0
143 000	1	10.0
276 000	1	10.0
2 000 000	1	10.0
6 000 000	1	10.0
Other	1	10.0
Don't know	1	10.0

Q10.7 What was the total cost to the fund of the Surplus Apportionment?

	UMBRELLA ONLY	
	No of funds	%
Fund taken a formal audit	10	100.0
Total cost of surplus apportionment		
None	3	30.0
R5 000 - R10 999	1	10.0
R11 000 - R20 999	1	10.0
R91 000 - R100 999	1	10.0
R501 000 - R1 000 999	1	10.0
Don't know	3	30.0

S U M M A R Y R E P O R T S

Q10.8 What are the three principal measures that are being taken by the fund to manage costs?

	UMBRELLA ONLY	
	No of funds	%
Base: All Respondents	19	100.0
Principal measures		
Rely on broker	2	10.5
Rebroke regularly to ensure competitive costs	4	21.1
Negotiate on costs with consultant / investment managers / administrator / risk managers	5	26.3
Cap costs	1	5.3
Good general housekeeping / sound fund governance / internal controls and reviews /stringent procurement policy	8	42.1
Show trustees comparative costs and ways to save money / obtain alternative quotations for risk benefits /go for the best deal on risk / reassess risk annually	2	10.5
Trying to ensure costs do not increase by testing the market - doing our own market research / benchmark admin fees if in tune with the market	2	10.5
Improve / increase the uptake of HIV/AIDS programme / company to monitor and manage HIV closely	2	10.5
Increased use of technology / IT technology	1	5.3
Others	1	5.3
Don't know	1	5.3

Q10.9 Finally, the Pension Funds Act is currently under review. What changes do you anticipate for your fund as a result of the new Act?

	UMBRELLA ONLY	
	No of funds	%
Base: All Respondents	19	100.0
Changes anticipated		
Increased cost of administration due to compliance issues	2	10.5
More transparency to members and past members / better corporate governance / more openness and access to information	2	10.5
Conversion of Provident Fund to Pension Fund / demise of Provident Funds	4	21.1
Compulsory preservation of pension benefits to normal retirement age / will be forced to reinvest money when leave company so it goes towards retirement	3	15.8
No pay out of lump sum pensions / changes regarding savings or how much one can take as a lump sum	2	10.5
Greater demand placed on trustees / members hold trustees liable for good investment performance / too much responsibility on trustees / greater trustee accountability	1	5.3
Better level of member communication / more frequent member communication / education becoming more important / increased responsibility on fund to educate members	1	5.3
Won't be allowed to give housing loans	1	5.3
Others	1	5.3
Don't know / wait till see final legislation / still a proposal	3	15.8
Nothing / none / already fully compliant	6	31.6

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