



PRE-VUE

Est 1998

Reg. No: 2013/123471/07
Postnet Suite 510
Private Bag X1
Die Wilgers, 0041

HBSI Pension Fund - Front Office
Tel: 086 111 4662
Cell: +27 72 858 9786
Email: hbsipension@prevue.co.za

Frequently Asked Questions

1. How long does a claim take?

The claiming process can take 8 to 10 weeks.

2. Why does it take so long?

The claiming process takes about 8 to 10 weeks because the administrator is required to wait for the last contributions to be received, as contributions are paid in arrears. The funds then have to be disinvested and go to SARS for tax clearance.

3. How and where do I send or hand in my documents?

Option 1 - EMAIL (preferred method)

You can email the completed claim form with all required documents to hbsipension@prevue.co.za

Please make sure the pages are clear and readable.

(No Pictures or Links will be allowed, only scanned PDF documents)

Option 2 - For Pretoria/Johannesburg Members

Hand deliver/courier to PRE-VUE Front Office Administrator's physical address:

Unit B3, The Willows Office Park, 559 Farm Road, Die Wilgers, 0041

Option 3 - For Cape Town Members

Hand deliver/courier to VERSO physical address:

Belmont Office Park, 21 Twist street, Bellville, 7530

Option 4 - Postal

Post original claim forms with all required documents to PRE-VUE's postal address: Postnet Suite 510, Private Bag X1, Die Wilgers, 0041



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4. What must I do to ensure that I receive my benefit statement?

Members must update their personal information on a regular basis. Standard “member update details” forms need to be completed in order for us to update your details correctly.

5. What is a beneficiary nomination form, and why do I need to complete it?

A Beneficiary nomination form contains details of your nominated dependents/beneficiaries, who can be contacted in a case of death. If the member can't be reached, nominated members are contacted to assist. Hollard Beneficiary Nomination Form: Death/Disability benefit fund.

Verso Beneficiary nomination Form: HBSI Pension Fund.

6. Why must I update my personal details regularly?

Notify us of any changes in your marital status, physical address and contact numbers, for us to update your details to ensure you receive communication from us about your fund.

7. Why do I need to submit proof of my income tax reference number with a benefit claim form?

We need the proof to make sure the tax reference number is correct for the tax directive purposes.

8. Why must my previous employer sign and provide banking details on the benefit claim?

Your previous employer must sign your form, to confirm that you are not working there/on rent – a – chair/retired. Banking details of previous employer are not required.



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9. Why do you require a full settlement divorce agreement from me?

The divorce settlement agreement informs the administrators of the settlement agreed upon, that needs to be honoured in terms of legislation.

10. Who can assist me I can't get hold of my previous employer to sign my benefit claim form due to the fact the employer; has moved overseas/has passed away/telephone numbers are invalid/moved addresses/closed the salon.

Write a letter to the Principal Officer explaining your situation and submit this letter with your original claim form. We will send this to the Principal Officer and ask if he can investigate and sign on your previous employer's behalf.