

# **TWO-POT RETIREMENT SYSTEM**

## **A STEP BY STEP GUIDE**

### **HOW DO I SUBMIT AN ONLINE CLAIM?**



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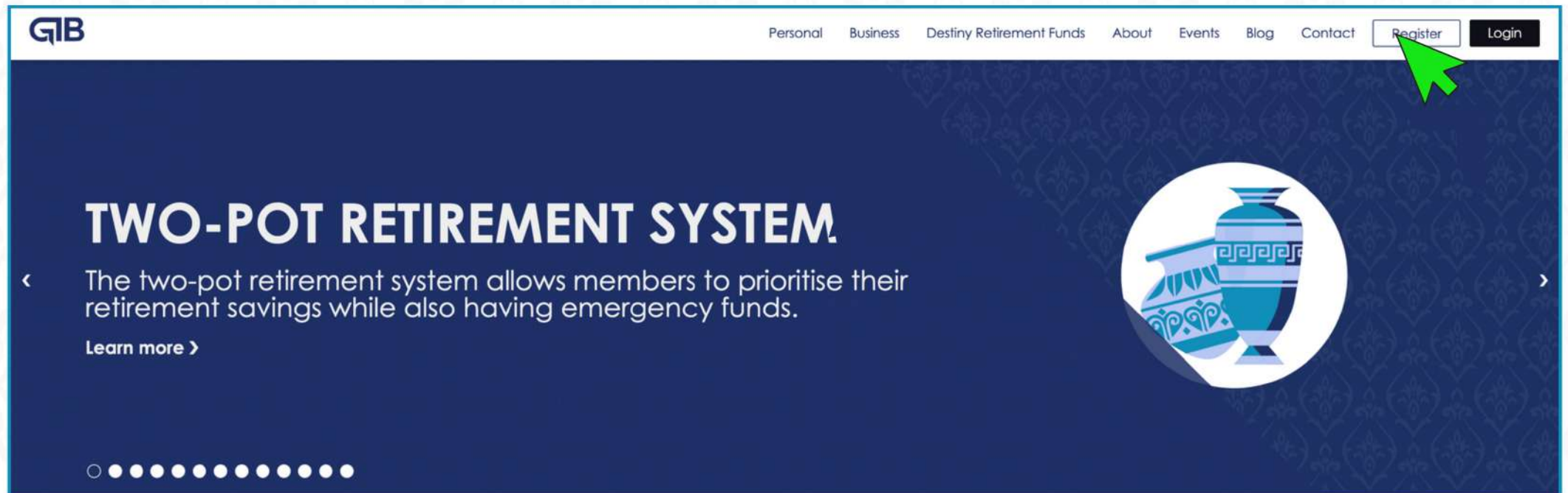


FINANCIAL SERVICES



## STEP 1

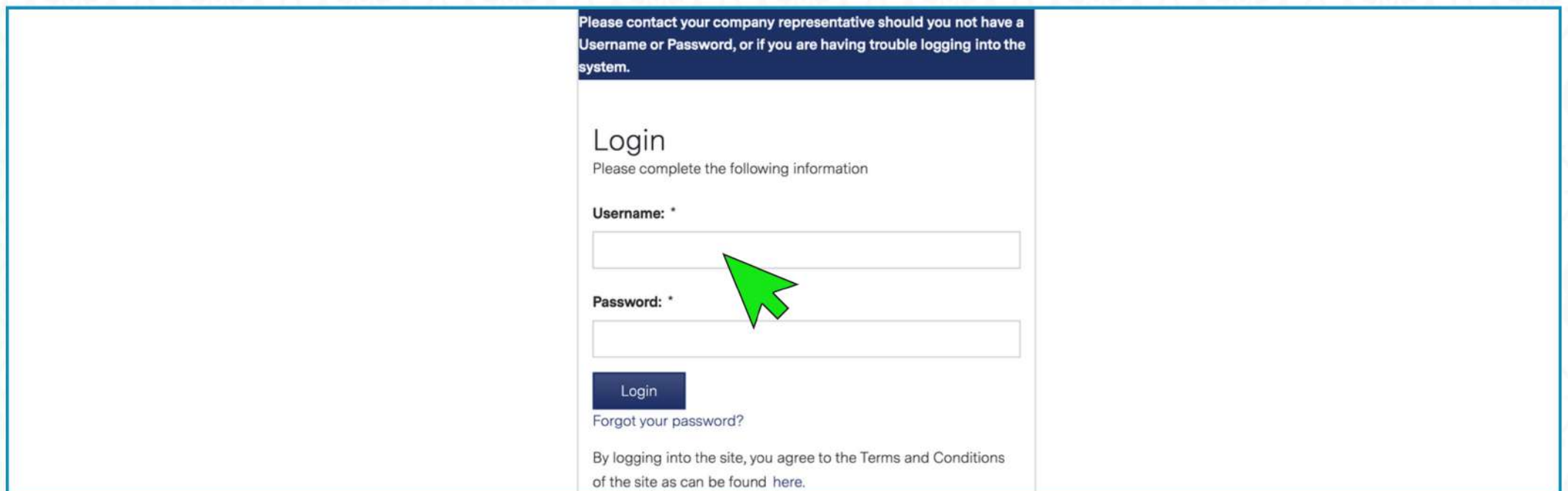
## VISIT WWW.GIB.CO.ZA AND LOGIN OR REGISTER (REFER TO PAGE 5 TO REGISTER)



The screenshot shows the GIB website homepage. The top navigation bar includes links for Personal, Business, Destiny Retirement Funds, About, Events, Blog, Contact, Register, and Login. A green arrow points to the 'Register' button. The main banner features the text 'TWO-POT RETIREMENT SYSTEM' and a description: 'The two-pot retirement system allows members to prioritise their retirement savings while also having emergency funds.' Below this is a 'Learn more >' link. A circular image of a blue and white vase is on the right. At the bottom left, there is a row of 12 dots, with the first one filled.

## STEP 2

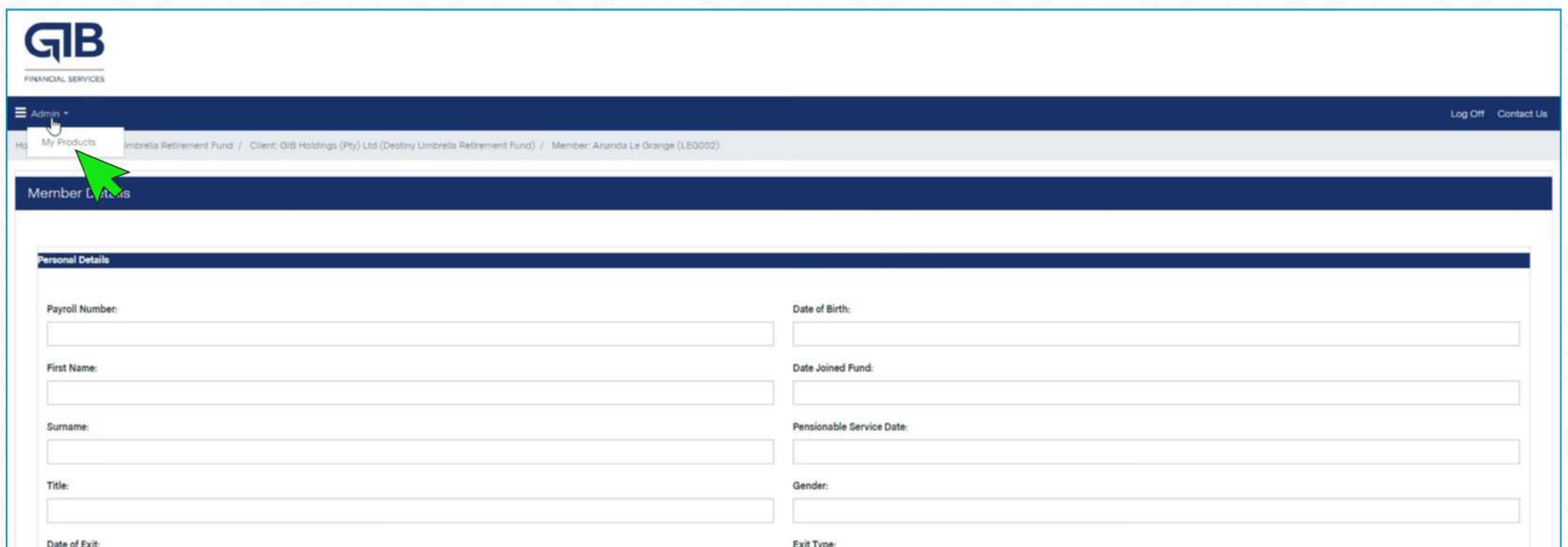
## ENTER YOUR LOGIN DETAILS



The screenshot shows the GIB login page. At the top, a dark blue banner contains the text: 'Please contact your company representative should you not have a Username or Password, or if you are having trouble logging into the system.' Below this is the 'Login' section with the heading 'Please complete the following information'. It includes fields for 'Username: \*' and 'Password: \*', both with green arrows pointing to them. Below the password field is a 'Login' button. Under the button are links for 'Forgot your password?' and a statement: 'By logging into the site, you agree to the Terms and Conditions of the site as can be found here.'

## STEP 3


## GO TO “ADMIN” AND SELECT “MY PRODUCTS”



The screenshot shows the GIB member portal. The top navigation bar includes links for Admin, My Products, and Log Off. A green arrow points to the 'My Products' link. Below the navigation bar is a breadcrumb trail: 'Home / My Products / Umbrella Retirement Fund / Client: GIB Holdings (Pty) Ltd (Destiny Umbrella Retirement Fund) / Member: Ananda Le Grange (LEG002)'. The main content area is titled 'Member Details' and contains a form with various fields for personal information, including Payroll Number, First Name, Surname, Title, Date of Birth, Date Joined Fund, Pensionable Service Date, Gender, and Exit Type.

## STEP 4

## SELECT SCHEME OR PRODUCT



Admin ▾

Log OffContact Us

Home

Member Products

Scheme/Product	Member Number	System Number	Surname	First Name	Date of Exit	Identity Number	Passport Number	Alt No

## STEP 5

## SELECT DROP DOWN MENU - MEMBER DETAILS

▾

Member Static Information

- Category History
- Contribution Rates
- Member Details
- Nominated Beneficiaries
- Notes
- Paypoint History
- Salary History

Member Transactions

Member Risk Benefits

Member Exit Details

Member Reports

Log OffContact Us

ailsSavings Withdrawal

## STEP 6

## SELECT “SAVINGS WITHDRAWAL”

Admin ▾Communication ▾

Log OffContact Us

Home /

Member Details

ACTIONS

Personal DetailsContact DetailsSavings Withdrawal

Personal Information

Payroll Number:Date of Birth:



## STEP 7

## SELECT THE EXIT REASON

Home /

Member Details

ACTIONS

Personal Details Contact Details

Please select the Exit Reason

Exit Reason / Option

Withdrawal - Two Pot

Close

Personal Information

Payroll Number: Date of Birth:

First Name: Date Joined Fund:

## STEP 8

## SELECT "MEMBER INFORMATION" AND UPDATE DETAILS

Home /

Statutory

\* are mandatory fields that must be completed.

Member Information Market Value Withdrawal Transaction Member Banking Details Withdrawal History Summary

Please make sure your income tax number below is correct and amend if necessary.  
You can proceed with the savings withdrawal if there are no validation errors. If there is a validation error please contact your fund administrator.  
Please click on the next Tab to continue with the savings withdrawal.

Income Tax No: \*

☐ Members 55 and Older - 1 March 2021 ☐ Opted In

## STEP 9

## VIEW "MARKET VALUE" AND THEN CALCULATE YOUR WITHDRAWAL AMOUNT

Member Information Market Value Withdrawal Transaction Member Banking Details Withdrawal History Summary

DISCLAIMER: The values provided in this screen are for quotation purposes only and are not final. GIB Financial Services or the Fund cannot be held liable should the final values differ to the values displayed in this quotation screen. Please note the seed capital amount in your Savings Component will exclude the August 2024 contributions.  
Tax Payable on Withdrawal: this is an illustrative amount of how much PAYE (Pay-As-You-Earn) tax may be deducted from the selected withdrawal amount entered. This assumes a tax rate of 45% for quotation purposes.  
SARS will determine the final amount of tax to be deducted from the selected withdrawal amount being claimed. SARS may also require that any arrear taxes (ITB8A) or Administrative Penalties on your SARS tax profile are deducted over and above the PAYE (Pay-As-You-Earn) tax. Fees: this is the administration transaction fee to be deducted from the selected withdrawal amount being claimed. Net Amount Payable will be determined by the deductions above. It is important to note that your access to a savings withdrawal benefit may be limited, suspended or prohibited under certain circumstances as allowed for under section 37D of the Pension Funds Act. Once you submit the claim your banking details cannot be edited.

Next Withdrawal Date:

Selected Withdrawal: \*

Estimated Tax Payable on Withdrawal Fee Net Amount Payable

Recalculate

## STEP 10

## SELECT “MEMBER BANKING DETAILS” AND UPDATE

Member Information   Market Value   Withdrawal Transaction   **Member Banking Details**   Withdrawal History   Summary

DISCLAIMER: Any amounts due from the claim submission will be paid into the bank account provided by member. Bank Account Verification will be performed on the bank details before any payment is made. If the bank details provided are incorrect or incomplete, we will be unable to proceed.

Bank	Branch Code	Account Type	Account Holder	Account No	#
					Edit   Delete

Cancel   Close

## STEP 11

## SELECT “SUMMARY”. ADD YOUR COPY OF ID AND PROOF OF BANKING AND GET READY TO REQUEST YOUR OTP. TYPE IN OTP AND SUBMIT CLAIM.

Verification Type	Verification Status
Bank Acc	

Documents	Status	Required	Previously Uploaded	File Types	File Size (MB)	
Savings Withdrawal Two-Pot Claim - ID Document	✓	Yes	✗	.pdf,.doc,.docx,.xls,.xlsx,.msg	2 MB	<input type="text"/> Browse...
Savings Withdrawal Two-Pot Claim - Proof of Banking Details	✓	Yes	✗	.pdf,.doc,.docx,.xls,.xlsx,.msg	2 MB	<input type="text"/> Browse...

**\* Click on the Send OTP button to receive an OTP code via sms. The OTP must be entered before submitting the claim. Please contact your administrator if you do not have a cellphone or not receiving the OTP.**

OTP:

## FINAL STEP

## REMEMBER ONCE CLAIM IS SUBMITTED, IT CANNOT BE ALTERED OR RETRACTED.

Verification Type	Verification Status
Bank Acc	

Documents	Status	Required	Previously Uploaded	File Types	File Size (MB)	
Savings Withdrawal Two-Pot Claim - ID Document	✓	Yes	✗	.pdf,.doc,.docx,.xls,.xlsx,.msg	2 MB	<input type="text"/> Browse...
Savings Withdrawal Two-Pot Claim - Proof of Banking Details	✓	Yes	✗	.pdf,.doc,.docx,.xls,.xlsx,.msg	2 MB	<input type="text"/> Browse...

**\* Click on the Send OTP button to receive an OTP code via sms. The OTP must be entered before submitting the claim. Please contact your administrator if you do not have a cellphone or not receiving the OTP.**

OTP:

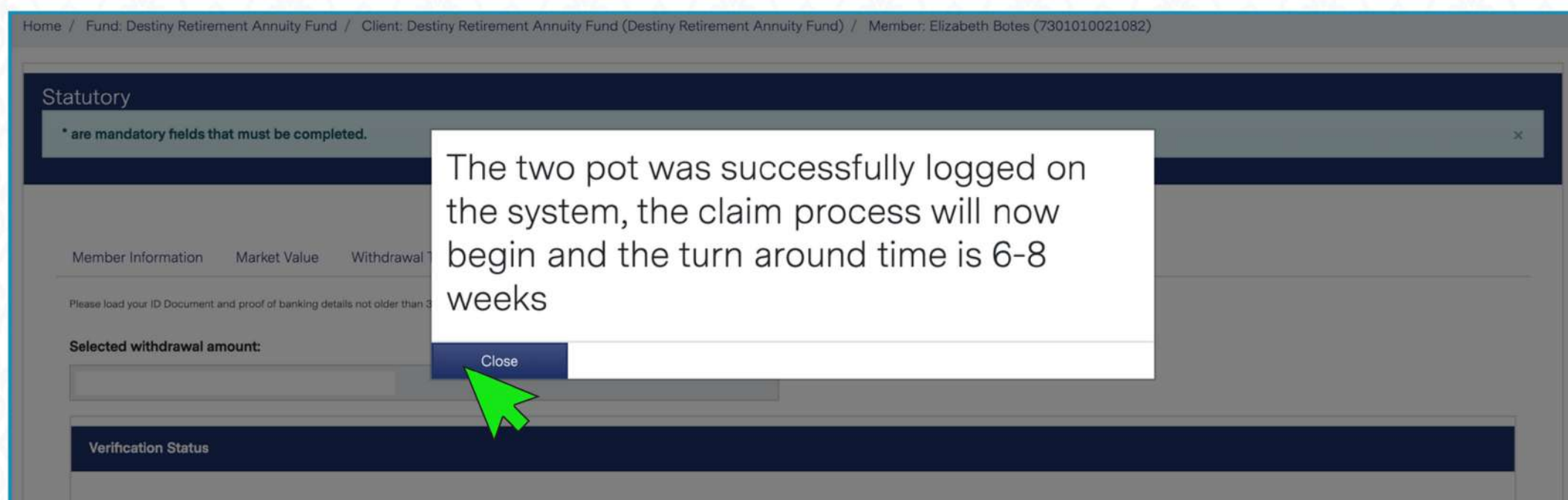
Confirmation

Please note that once a claim is submitted, it cannot be altered or retracted. Are you sure you want to proceed?



## IMPORTANT NOTE

**YOUR CLAIM HAS NOW BEEN LOGGED AND PROCESS BEGINS.  
TURN AROUND TIME IS 6-8 WEEKS.**



## HOW TO REGISTER ON WWW.GIB.CO.ZA?



## IMPORTANT TO NOTE

- You will only have one opportunity every tax year to withdraw money from your savings component.
- The tax year is from 1 March to 28 February every year.
- Paying tax and processing fees means you will end up with less than you expected.
- Final amount of tax is determined by SARS. SARS may also deduct any outstanding tax.
- Access to your savings withdrawal benefit may be limited, suspended or prohibited as per section 37D of the Pension Funds Act.
- The time that it takes to process a claim will need to be taken into consideration.



**You may not have enough to meet your needs when you retire.**

## CONCLUSION

**Meet with a financial planner to assist you with budgeting skills including setting up emergency savings.**