



Momentum Retirement Administrators

momentum
corporate

Unique clients need unique solutions to help them save for retirement. As a retirement fund trustee, you can help your members by partnering with a fund administrator who focuses their retirement solutions on understanding your members' needs. We believe in partnering with trustees, employers and unions to deliver efficiently on the intended outcomes of their fund. We also believe in managing risk through our customisable capabilities to make sure your members have sufficient cover to deal with unexpected events.

Good decisions, good results

Informed members make better decisions. Our solutions help you communicate effectively with your members to help improve their financial literacy, which helps them make better decisions.

Making good decisions during their working lifetime, like preserving their retirement savings instead of cashing out when leaving their employer, will impact positively on their retirement outcomes, increasing their chances of saving enough for retirement.

We partner
with you to
help meet your
trustee duties and
responsibilities.

We can tailor our capabilities to your needs, taking retirement fund administration from being a routine function to insightful engagement with you and your members.



Why Momentum Retirement Administrators?

Momentum Retirement Administrators, a trusted partner to standalone funds, focuses on each member's journey to financial success. We do this through excellent service, meaningful engagement and appropriate solutions.

Trusted partner

Momentum Retirement Administrators has been providing retirement fund administration services since the early 1900s and is one of the leading standalone retirement fund administrators in South Africa. We provide administration, unitisation and investment accounting services to a number of retirement funds, with around 600 000 members and R250 billion in assets under administration.

High levels of flexibility

Since each fund is unique, we offer high levels of flexibility and customisation. Our capabilities allow for flexible investment options, pooled investment arrangements, lifestyle models and member investment choice. There is also flexibility for retirement benefits and in-fund annuity solutions, insurance benefits, multiple contribution categories, fund expense payments, and fund financial reporting solutions.

We can tailor our reporting to your needs, from complex actuarial, operational and activity reports to detailed audit trails.

Market-leading technology

We have invested heavily in our in-house technology platform, which is regularly and independently reviewed and evaluated through the ISAE 3402 Type II audit to make sure our controls are properly managed over time. The platform aligns fully to South Africa's regulatory landscape and is tailored around the needs of retirement funds and their members.



National footprint

We employ approximately 240 staff members and have two main offices, in Sandton and Cape Town, to assist trustees, employers and members with fund-related queries. We also have eight regional client service centres, conveniently located throughout the country.

Our capabilities

Our solutions provide real value because we place members' needs first. We can tailor any of our capabilities to the unique needs of your members and fund, and you retain overall control of decision-making for your fund.

Contribution management

We accept contribution data in various formats and layouts, such as email, the FTP solution or the online employer portal. Contributions are allocated and invested swiftly through our fully integrated contribution process.

We can administer complex member contribution categories with different contribution rates, and we make sure that contribution management complies with Section 13A of the Pension Funds Act.

Member data management

Our employer portal is a real-time and fully integrated web-based tool that provides easy access to member information, online claims management and data submission, improving data accuracy and efficiency.

Insurance benefit management

Our capabilities allow for the self-insured solution as well as external underwriting service providers. We allocate insurance benefits to members and manage the claims process.

Claim payments

In addition to traditional claims processes, employers and members can use our portals to submit claims online. Our online process validates the accuracy and completeness of the information captured before it is submitted. Employers can link and interact with us through our web service for a fully integrated solution, reducing the turnaround time for settling claims.

Unclaimed benefits

Dealing with the reality of unclaimed benefits, trustees can transfer their unclaimed members to the specialist Momentum Unclaimed Preservation Pension or Provident Funds, or keep them in the existing fund. Unclaimed benefits remain invested in line with the fund's investment strategy until they are paid. Our robust governance process ensures the best outcome for beneficiaries of unclaimed benefits.

We engage with various tracing agents through a unique portal, allowing for quick and easy claim payment and settlement of tracing fees.

Member and pensioner online application

Funds can opt for members and pensioners to transact securely online, using the portal or the Momentum app, with SMS notifications. Some of the access and features that are available to them are switching of investment portfolios and viewing their correspondence.

Member communication

We tailor your member communication and explain their benefits in a way that is easy to understand and help them make good financial decisions before and in retirement. This includes benefit statements, member booklets, newsletters and education material.

Annuity administration

Our automated monthly process pays pensioners, provides them with payslips, and allows for tax and other deductions. We can administer life, living and hybrid annuities.

Fund accounting

We offer a fully integrated accounting package. Accounting records are kept updated with the various transactions that take place in the fund. Annual financial statements are produced according to the requirements of the Financial Sector Conduct Authority. Various management reports can be customised to the fund's needs.

Investment administration and unitisation

Your fund's assets and liabilities are matched daily through our fully automated investment process. Cashflows between the fund and the investment managers are closely monitored and reconciled.

Unit prices are calculated on an in-house unitisation system with added verification to ensure accuracy. The unit prices are then automatically exported to the administration system.



Value-added services

Smart Exits

Our award-winning Smart Exits solution is the first online process of its kind that guides members to make better financial decisions when leaving their employer. The process makes members more aware of the benefits of preserving their retirement savings and the tax impact if they withdraw it. It also reduces the administration burden on HR departments at the time of withdrawing or transferring benefits.

Smart Counsel

If trustees select Momentum's Golden Income With-Profit Annuity or Golden Living Annuity as their annuity strategy, members of their retirement fund will have access to a professional benefit counselling service. Smart Counsel is another innovative service designed to encourage choices that improve members' financial goals. It is designed to have a real, positive impact on members' behaviour and choices. All forms of engagement and communication use easy-to-understand, jargon-free language that simplifies information. This educates and helps members to make informed decisions.

Outcome-based investing

The outcome-based investing philosophy targets a specific return over a chosen period and defines risk as the likelihood that the investment portfolio won't deliver the return it is targeting.

This means that risk is no longer reduced to three simple definitions of 'low', 'medium' and 'high', but is described in line with members' goals. Will the member achieve their goal, and if not, by how much?

Insurance benefits

A one-size-fits-all approach is never appropriate for group insurance benefits. Our innovative, flexible group insurance solutions cater for the needs of a diverse and changing South African workforce.

Our value-added benefits also help to change member behaviour to improve their physical, mental and financial health, potentially reducing claim costs and support sustainable pricing.

Multiply

Multiply is our rewards programme that guides, motivates and rewards members for taking steps to enhance their financial and overall wellbeing. Through Multiply, members can get rewards for everyday activities and decisions, such as exercising and making smart financial choices.

Hello Doctor

Sometimes, people just need to talk to a doctor to find out if medical symptoms they or a family member are experiencing are a cause for concern. We understand this need; that is why we offer a 24-hour service called Hello Doctor. With Hello Doctor, your members can talk to or send a text message to a qualified doctor any time of the day or night, any day of the week.

Speak to your financial adviser or consultant on how you can make these value-added services available to your members.

momentum

corporate

mra.momentum.co.za

Head office

10th Floor, Tower 2
102 Rivonia Road
Sandton
2196

T: 011 587 8100

Postal address

Private Bag x41
Braamfontein
2017

E: mra.business@momentum.co.za

momentum.co.za



twitter.com/momentum_za



facebook.com/momentumZA

Disclaimer:

Copyright reserved © Momentum Metropolitan 2020 – Momentum Corporate is a part of Momentum Metropolitan Life Limited (registration number 1904/002186/06), a wholly owned subsidiary of Momentum Metropolitan Holdings Limited. The document is for illustrative purposes only and does not constitute tax, legal, accounting or financial advice. You rely on the contents at your sole discretion. We recommend that you consult with a financial adviser before making any changes to your group employee benefits. Momentum Metropolitan Holdings Limited, its subsidiaries, including Momentum Metropolitan Life Limited, will not be liable for any loss, damage (whether direct or consequential) or expenses of any nature which may be incurred as a result of or which may be caused, directly or indirectly, to the use or reliance on this publication. Terms & conditions apply.

Momentum Metropolitan Life Limited is an authorised financial services (FSP6406) and registered credit provider (NCRCP173), and rated B-BBEE level 1.