

TWO-POT RETIREMENT SYSTEM

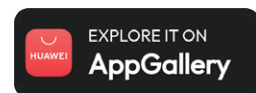
HOW WILL I BE ABLE TO ACCESS MY SAVINGS POT IN AN EMERGENCY?



From 01 September 2024, you will be able to request a savings pot withdrawal in one of the following ways:

- Via the Verso InTouch mobile app
- Via the secure member login on the Verso Website

Members must download and register on the **InTouch by Verso** app. The App can be found on:



IMPORTANT: It is very important that we have your latest cell phone number on record. You will not be able to register on the member portal and claim your savings pot withdrawal if we do not have your latest cell phone number on record.

How do members go about this?

Please check the cell phone number on your last benefit statement to ensure that we have the correct number on record. If you are still unsure, approach your employer to include your updated cell phone number on the monthly contributions schedules which they send to us.

Once registered please ensure that your personal details are up to date to avoid unnecessary delays. Your personal details are shown under the My Info tab on the app. You will also be able to view your current member share on the app.

Savings pot withdrawal claim process:

Once you have logged in to your account and selected the savings pot withdrawal option, the following will happen:

- The current balance in your savings pot will appear (a quote). If the amount available to withdraw is less than R2,000.00 you will not be able to continue with the process.
- You will be prompted to either continue with the process, or logout.
- If you elect to continue with the process, you will be prompted to provide the following mandatory details:
 - Your South African ID number (or passport number if you don't have a South African ID number)
 - Your personal income tax number
 - Your bank account details
 - Taxable income (please refer to your latest payslip or contact your employer to obtain your taxable income)

Each step will be validated; if you provide any invalid or incorrect details, the process will terminate, and you will need to re-submit the corrected information and try again.

- Lastly, you will capture the amount you want to withdraw and submit your claim.

The Team at Verso will now process your request.

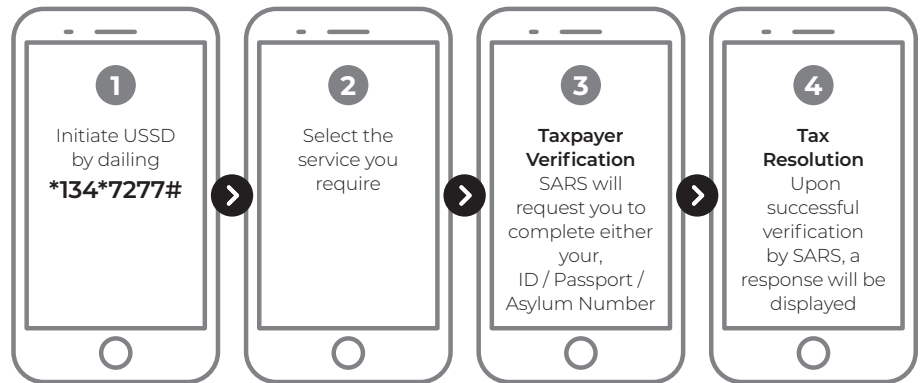
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**HOW WILL I BE ABLE TO ACCESS
MY SAVINGS POT IN AN EMERGENCY?**



Do not know your income tax number? No problem!

If you do not know your income tax reference number, there is a quick way to confirm your number with SARS following these steps via the SARS USSD Channel.



**How long will it take to get my
savings pot withdrawal?**

Provided that SARS does not reject the tax application and all the information submitted is valid and accurate, it should take thirty business days for your savings pot withdrawal to appear in your bank account. This means that you will not receive your savings pot withdrawal on the 1st of September 2024, because there is a process to follow before payment is made (we will protect members from fraud and inaccuracies).

You will receive a notification from Verso once payment has been made.

**Are any other deductions made
from my savings pot withdrawal
besides tax?**

A transaction fee will be charged by Verso on each savings pot withdrawal.



We will send out more information on the savings pot withdrawal claim process, including the registration process and how to initiate a withdrawal, closer to 1 September.