



Bokamoso

DEBSWANA PENSION FUND NEWSLETTER

ISSUE 39



“ The Kula Family, with Aletta Tshiamo of DPF (centre) and Kgosi Maruje Masunga III, after a successful claim investigation interview. ”

Death Benefit Claims Investigations: What You Need To Know And Do

The Debswana Pension Fund, and many other similar pension funds, often have to travel country-wide and afar to meet and interview families of deceased members prior to settling benefit claims. Although in some cases they are necessary regardless of the circumstances, these investigations are not always needed if the deceased member has provided appropriately for his pension Fund records prior to his/her passing. Members have a responsibility to educate their families about the requirements of the Pension Fund in the event of death, as well as make the necessary provisions that will ensure minimal delays in disbursement of their benefits once they are gone. It is important to be aware, as a member, of the possible complications that can arise from not exercising this responsibility fully,

What reasons would normally prompt the need for a detailed death benefit claim investigation? (The following are examples but the list is not exhaustive)

1. The member does not have a nomination form on

record or it is too old to be relied upon

2. The member has a recent nomination form on record but the details of it conflict with those stated on the claim questionnaire form completed by the family of the deceased
3. Other claimants, who are not shown either on the nomination form or the family claim questionnaire may have approached the Fund to lay claim to the deceased benefits
4. Where financial dependency has to be proven for non-legal or biological dependents/beneficiaries
5. Where claimants do not cooperate with the Fund procedures because family members are estranged, with long standing disputes between beneficiaries that impact the benefits distribution between them e.g. separated couples, or the deceased supported more

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Inside:

DEATH BENEFIT CLAIMS INVESTIGATIONS

MAKE YOUR WISHES KNOWN TO US

ARE YOU READY FOR RETIREMENT TRANSITION: ALETTA TSIAMO

INVEST IN A DEBT FREE RETIREMENT

COMPETITION WINNERS AND STAFF EVENTS



Editors note Israel Kgosiidiile



“ We’ve included a piece of advice from experts on retirement transition, who advise members that they must retire when they are ready to become pensioners and sure that they will enjoy their retirement lives. ”

We are happy to introduce to you our newly revamped BOKAMOSO! We hope that you enjoy our fresh new look as much as we do. As usual, 2012 has been an eventful year just like the past ones. As you will note, there has been significant movements both at Board and staff level. Over and above recruiting a few new employees there were a number of internal staff movements that came about in the first half of the year. The most significant is the deployment of two Member Welfare Administrators at Orapa and Jwaneng Mines on fulltime basis. This was a very significant move and a clear commitment by the DPF to take the fund closer to members.

Our newsletter is known for carrying real people stories; in this edition we covered the story of Mrs Eileen M Kula from Masunga village in North East. She met the DPF team on a death investigation exercise earlier in February this year following the death of her husband Mr Roosevelt Solomon Kula. The article brings you insight into how we manage your pension upon your demise. We hope it will help you familiarize yourself with the basic procedure and requirements in the event of death of an active member, deferred or a pensioner. We have clearly outlined the entire investigations

procedure step by step for your appreciation and better understanding of your Fund.

You are never too old or too young to learn, that is why we continue to remind you about the Nomination of beneficiaries form. We have outlined the legality and importance of the form to you and your beneficiaries. There is also a piece of advice on retirement transition. In summary of the article will provide some advice on how to better prepare for a comfortable retirement.

In conclusion we urge all members to fully utilize the data update exercise that we have launched in the operations to ensure up to date data improved services,

Keep those emails coming, your feedback is welcome, contact the editor at



bokamoso@dpf.co.bw or ikgosiidiile@dpf.co.bw



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Announcements - Transfers



Baliki Bakgobokanye

Baliki has now been transferred to Orapa Mine as Member Welfare Administrator. His office will provide services to Orapa/Lethlakane/Damtshaa mines, active members as well as deferred and pensioner members living in and around Orapa.



Charlotte Ntebele

Charlotte has been transferred to Jwaneng Mine as Member Welfare Administrator to serve active, deferred and pensioner members in and around Jwaneng.



Omphile Macheng

Formerly an Administration Supervisor; Omphile has been transferred to Compliance and Risk Department as Compliance Officer

Our Vision

To be the preferred provider of retirement fund services in Botswana

Our Mission

We will provide members with competitive and sustainable retirement benefits through:

- Prudent management of member funds
- Efficient administration of member records
- Provision of focused communication

Our Values

1. Innovation
2. Trust and Integrity
3. Value Oriented
4. Member focused
5. Quality focused

New Appointments



Meet **Kgomotso Mangadi**, the new personal Assistant to the Principal Executive Officer. She joined Debswana Pension Fund on permanent basis in April 2012, having worked previously on temporary basis for two months. Kgomotso brings with vast experience from Debswana Diamond Company where she previously worked as a management secretary

New Interns

The following individuals have joined Debswana Pension Fund temporarily on fixed term internship programme.



Ethia Tshupo



Onalenna Phologolo

Ethia and Onalenna have since joined the finance department as interns. DPF is proud to assist the young ladies develop their talent as they launch their new careers.

Resignations

Dineo and Tshегоfatso have bowed out of DPF to pursue employment opportunities outside the company. We wish them all the best in their future endeavours. Okabetse ended his fixed term contract with DPF at the end of July after a valuable six months of service to the Fund.



Dineo Mmese



Tshегоfatso Seilane



Onkabetse Mphoeng

Obituary

Debswana Pension Fund has learnt with sadness of the passing on of Mr. Ontebogile Motsemme. He was the founding chairman of Khakhea branch Badiri Ba Meepo Pensioners Association. He has made immense contribution to the development and welfare of members in his region as well as to the growth of the Association. We wish to convey our heartfelt condolences to the family, friends and the Khakhea membership during this difficult time. He was 50 years old. May his soul rest in peace.



BOARD MOVEMENTS

There have been some significant changes to the DPF Board of Trustees since the beginning of 2012. Members are requested to note the following:

I. RETIRING BOARD MEMBERS



Following his recent appointment as Managing Director for the Diamond Trading Company Botswana (DTCB) **Mr. Tabake Kobedi** stepped down from the Chairmanship of the DPF Board after a remarkable nine years of service to the DPF.

The Board and Management have conveyed their gratitude to Mr. Kobedi for the visionary leadership that has propelled the Fund to its current status since he took over the baton.

Mr. Kobedi was appointed to the DPF Board on 06 March 2003 and served for five years as a member until he was elected to the Chairmanship on 05 June 2008 thus steering the Fund for a subsequent four years to date. During his tenure, the Fund made a successful transformation from being a small function within the Finance department of Debswana Diamond Company, to becoming an independent entity with its own structures in 2007.

Mr. Kobedi was instrumental in the formulation of a new strategic direction for the Fund, including setting up the current operational structures of the Fund. He has played a very vital role in the Fund's decision making processes, providing much needed wisdom and strategic leadership. It is therefore not farfetched to state that without his input, some of the achievements of the Fund may not have been realised. We are happy that he leaves having established a strong foundation on which the DPF shall continue to grow for the benefit of the wider membership community.



Maipelo Motshwane has also retired from the DPF Board after many years of dedicated service. Mrs. Motshwane was an alternate Trustee to Mr. Tabake Kobedi and also the long standing Chairperson of the Pension Benefits Review Committee and an active member of the Audit and Finance Committee. Mrs. Motshwane's legacy on the DPF board for which she will be remembered is a great work ethic and a strong advocacy for the welfare of member and their beneficiaries. She has contributed tremendously toward establishing the current governance framework of the DPF.

Mr. Kaywa Namoshe and **Mr. Otsenye Tsietso** also relinquished their positions following a recent Trustee election process in Jwaneng that saw new members elected by the Jwaneng constituency. The names of the new Jwaneng representatives will be announced once their voting process has been finalised. The Fund is grateful to Mr. Namoshe and Mr. Tsietso for their tireless dedication to the administration of the Fund.



By his recent resignation from Debswana Mr. David Reetsang has stepped down from his position on the DPF Investment Committee and the Tender Review Committee. Mr. Reetsang was also the Chairperson of the Tender Review Committee.



MAKE YOUR WISHES KNOWN TO US NOMINATION FORM

The nomination form enables Trustees to process benefits to your loved ones without any delay. You can nominate any person (such as a husband, wife, partner, other family member or friend). You may cancel your nomination and replace it with a new one and your wishes will be considered during the disbursement of your benefits. However, a nomination form is not a binding document but only a guide for the Trustees during allocation of benefits the event of a death of a member. Pension benefits distribution are governed by the Pension and Provident Funds Act and DPF Rules and where there is a contradiction between the Act, the Rules and the Form the Act and Rules will take precedence. Members should update the form at least once every three (3) years or whenever there is a new development such as, marriage, divorce, death of a nominee, and birth of a child etc.

FIVE IMPORTANT THINGS TO KNOW ABOUT THE NOMINATION FORM

1. Always include in your nomination form all your legal dependents - these are all individuals whom a member has a legal obligation to support and maintain; they include the spouse, biological children, a posthumous child, an adopted child or born out of wedlock member
2. Any factual dependant can only be considered for benefits if the member has reasonably allocated all legal dependents. Factual dependents are those that you are not bound by law to look after or include as your beneficiaries. However you can include them at your own discretion. They include your parents, brothers, sister uncles and aunts
3. Always make sure that after completing / renewal of the form you append your signature as proof of ownership
4. Always write the names of the beneficiaries in full and exactly as they appear in their identification documents
5. Whenever there are minors among beneficiaries always ensure that you write names and contact physical and postal addresses of their guardians who will be contacted at any convenient time

The trustees will use the form as a guide and consider it only when it is completed without any prejudice and omissions as well as in accordance with the regulations. They have the powers to differ with your nominations if they are of the view that it is not in the best interest of the dependents.

It is your responsibility to renew/ re-allocate the percentage at any time and that if there has been any change to your life, marriage, death of dependent newborns, etc.



Are You Ready for Retirement Transition?

“Retirement readiness is the degree to which an individual is on target to meet their retirement income goals so that the standard of living enjoyed while working will be maintained after retirement.

Along with a good job and owning a home, a fulfilling and secure retirement is part of the 'African Dream', especially to an ordinary Motswana. Some individuals address the financial and non-financial issues that will ensure a highly positive life stage as they get closer to their anticipated exit from the workforce. This attention to the eagerly

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anticipated but also potentially challenging financial and social change that accompanies retirement is a necessary and worthy pursuit. Both age and career progress toward that point when one is no longer able to work are important, so that individuals can enjoy the benefits of pensions that will sustain them financially through the rest of their life.

In view of the current period of "economic uncertainty and volatility" and the expanding shift to "individual responsibility", the financial risks surrounding retirement have increased dramatically; hence the need for one to be fully armed with retirement readiness awareness.

During this period there are also unexpected health needs and costs, lack of care giving resources, loss of independence, changing housing need, loss of a spouse, later life divorce/marriage, dependency by children/grandchildren, and straightforward fraud, theft, or bad advice. All these call for careful financial planning. Retirement has sometimes been described as the stage of life where you 'do-it-yourself', implying that there is little or no external professional help available and a self-help framework is the only way to survive.

A successful transition to retirement is in part the result of knowing about and, more importantly, doing something about completing the necessary activities to get ready

for retirement. As in most other areas of life, better preparation, consideration of alternatives, and concentration on the important issues can reduce the inherent risk.

So, think about your readiness and arm yourself now!!! Visit your HR or Payroll Departments to arrange for Additional Voluntary Contribution or your Financial Advisor. Remember you are not getting any younger...

DPF EVENTS



Know Your Fund

- 1 Mr. Cliff Kapaletswe giving a presentation on fearless public speaking to a very attentive DPF audience during the recent 'Know your Fund' campaign.
- 2 Fund Investment Manager Mr. Bangidza Dhlwayo unpacking the DPF investment strategy during the same sessions
- 3 Ms. Bekezela Mbakile of Debswana Art Fund receiving a token of appreciation after a presentation to DPF staff

Career Fair - Orapa Mine

- 4 Member welfare administrator Orapa - Baliki Bakgobokanye during the career fair organised by Orapa Mine
- 5 A very attentive audience. Members who visited the DPF stall

Team Building

- 6 Staff participation in the Gaborone City marathon 2012
- 7 Staff conquer Kgale hill in yet another team building exercise



...continued from cover

than one household etc. Often arbitration is needed from tribal administrations to help the Fund obtain the necessary cooperation.

6. Even though the deceased member may have made nominations, there are no forwarding addresses of some or all of the beneficiaries, and the close relatives of the deceased does not have sufficient knowledge about the beneficiaries and life of the deceased (especially those who lived alone in urban areas)

What you can do to avoid the above challenges for your family:

1. Share with them information about your pension benefits and educate them about procedures and requirements
2. Make sure you cater for ALL your dependents (legal, financial and otherwise) on your nomination forms and update it every three years to keep it recent. Ensure sufficient contact details
3. Resolve any personal problems that may disadvantage your dependents within good time e.g. separations, divorces, family disputes etc.
4. Share your life story with at least one trusted member of your family – someone who can validate or dispute any claim made against your terminal benefits with supportive evidence.

The Investigations Procedure

In the event of death of a member, the Fund is supposed to be notified immediately of the demise. Depending on the status or membership of the affected member various channels can be followed to inform the fund.

Active members – (these are members who are actively employed)

In the case of an active member the participating employer of the deceased member should immediately inform the fund through a Death Notification Form – this is accompanied by a death certificate for the deceased. The notification form is usually completed by the employer through the HR department together with the relatives of the deceased member.

The documents are then sent to Debswana Pension Fund for processing where upon receipt the relevant department will contact the family for preliminary investigations about the deceased member and beneficiaries via the disposal of a Death Benefits Questionnaire.

The Benefits questionnaire is a crucial piece of the claim used to gather information from surviving relatives, that will later assist the Trustees in identifying and confirming the deceased's rightful dependents. It provides detailed information about the deceased's dependents such as, the extent of dependency, financial status and any other living arrangements. When completing the questionnaire, no vital information about the member should be left out. All sections should be completed in the presence of all the affected family members before taking Oath.

Once completed fully family representatives must take the questionnaire to the Commissioner of Oaths for formal affirmation of the statements and information provided to be truthful. The Commissioner of Oaths can be the District Commissioner, Kgosi

or attorney. Thereafter the signed questionnaire is returned to the Fund accompanied by all supporting documents such as copies of the national identity list of beneficiaries, funeral programme for the deceaseds, marriage certificates, proof of maintenance etc.

The information provided will then be thoroughly assessed and critiqued by the Operations Department. Several legislations are observed during the assessment stage, they include regulations by NBFIRA, Tax Act and most importantly within the provisions of the Pensions and Provident Funds Act 1988. Should the assessment reveals questions and queries then a visit to the family of the deceased will be undertaken to interview all concerned parties once more to iron out all queries and concerns surrounding that particular claim. After which the claim is referred to the Pension Benefits Review Committee (PBRC) for further scrutiny and subsequent approval.

At this point the claim is ready and payment will follow to all deserving beneficiaries as per the assessment outcome. The whole process can take anything from – four month to complete or even more depending on its complications and merits. However, members must know that the ultimate goal is to make sure that the benefits are paid out in the best interests of the dependants without any chances for denying any beneficiary their share.

Funeral Advance Cover (Optional)

Meanwhile if the family experiences financial constraints following the death of their loved one, a funeral advance can be requested. The family can request a cash advance against the deceased fund credit of 20% BWP but not exceeding BWP 20 000.00 to meet all the burial expenses only. To qualify for the claim all documents must be submitted and processed before the funeral. The process may take 24 hours to complete and disburse provided all documents are submitted on time.

All members of the fund are eligible to the benefit subject to availability of benefits. Refer to the Funeral Advance Brochure. For more information visit www.dpf.co.bw to download the brochure.

Deferred Member – (eligible member and former active member of the fund whose pension benefits have been deferred to pension date)

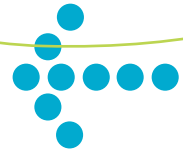
The investigation process in the event of death of a deferred member and of a member pensioner is similar. However the only difference could be that the Fund will rely on family members for death notification because these are at that time outside the employment scope.

Like their active counterparts these members do qualify for Funeral Advance Cover as well but with exception for pensioner who upon retirement elected the following retirement options:

- Life only options
- Exceeded the guaranteed period of their pension 5 or 10 years at the time of death
- Joint life with spouse or joint life with surviving dependants

It is important for all deferred and member pensioners to keep in constant touch with the fund and inform their close relatives about their deferred pension benefits. Pensioners may join Badiri Ba Meepo Pensioners Associations in your respective localities.

INVEST IN DEBT FREE RETIREMENT



An Investment Strategy in today's uncertain economic environment and planning for your financial future has never been more important. As the cost of living increases, so too does the amount of money required to secure a comfortable retirement.

Whilst it's undoubtedly important to start making provisions for your retirement as early as possible, investing your money is likely to prove significantly less effective if you haven't cleared your debts first.

DEFINING DEBT

Debt comes in numerous forms, and it's important that you understand and assess the nature of your debts, and what expenses you are able to carry, before deciding on a feasible investment strategy. Debt becomes significantly less manageable once your income has been reduced to a fixed level, and high interest debt, such as that incurred via credit cards and retail store accounts, can end up severely compromising your golden years.

Some debt on the other hand, can in fact be considered good. Residential properties tend to appreciate in value, thus mitigating the impact of the interest you're paying on your bond repayments. Similarly, student loans generally offer low interest rates, and the interest paid is often tax deductible, meaning that you aren't simply surrendering a portion of your monthly income to unnecessary interest accrual.

PRIORITISING YOUR DEBT

Ridding yourself of all debt isn't always a feasible solution. As such, it's important to prioritise the various amounts you have owing before deciding on an appropriate debt reduction strategy. Bonds are usually the most manageable form of debt, and can in some instances be used to help pay off amounts accruing higher levels of interest. Should you have equity available in your bond, it could pay off down the line to settle your more expensive debt by drawing on these funds.

It's likely that your credit cards and retail store accounts will be those incurring the highest levels of interest, and these should be dealt with first. These accounts can incur anywhere between 12 and 25% in interest, and should you still owe money on these, it's very unlikely that you'll be making any profit from an investment.

Investment portfolios, even those dealing with higher risk classes like stocks, are unlikely to offer you a return of more

than 10%, while high-interest savings accounts yield even less. Should you owe BWPI 10,000 on your credit card at an interest rate of 15%, you'd be far better advised to pay that off and save yourself BWPI 500 in repayments, rather than invest the same amount in a high-interest savings account that is unlikely to yield more than R200 over the course of the year.

DEBT REPAYMENTS ARE AN INVESTMENT

Remember that, by paying off your debt, you are essentially laying the foundations of a solid investment strategy. By putting money towards your debt repayments, you are effectively freeing up funds that can later be used to create a more sustainable investment portfolio.

And whilst other investments could ultimately cause you to lose money in the long run, an investment in debt repayment is risk-free, and offers the benefit of being unaffected by market conditions and fluctuations.

DON'T DEplete RESERVES

Whilst it's important to try and reduce your debt as quickly as possible, don't make the mistake of over exerting your finances in order to expedite the process. By putting all your disposable income into your debt repayments,

you leave yourself vulnerable to any unforeseen expenses that may occur. In such an event, you're likely to once again use a credit card to finance payment, effectively replacing old debt with new debt. So make sure to maintain some sort of emergency fund, allowing yourself degree of financial flexibility as you work towards clearing your debt.

SPEND NOW, SAVE LATER

Ultimately, the quicker you are able to pay off your debt, the sooner you'll be able to start truly saving for a secure retirement. Whilst it may involve more upfront expenses in the short-term, it can pave the way for a truly effective investment strategy, which, if given suitable time to yield returns, will leave you poised to enjoy your retirement years free of financial burden.

IRF News - 17 July 2012



LETTER FROM UK

4th April 2012

Bokamoso Bulletin

Debswana Pension Fund
 Private Bag 00512
 Gaborone, Botswana

Dear Kgosiidiile

I felt I should drop you these few lines, firstly to pass my greetings to the readers, members of Debswana Pension Fund, those home and abroad, active, deferred and pensioners alike.

Secondly I would like to thank DPF for the commendable job in communicating with members especially deferred members like me. I have enjoyed every copy of the Bokamoso publication sent to me by email. This has kept me up to date with the latest development within my fund. I am always abreast with all issues happening at the fund even if I am in the United Kingdom.

The Distance has never been an issue since I gave my contact details to the fund. I also enjoy speedy responses to queries or questions about my fund status.

Thank you for the exceptional services you have provided me with and kudos.

Dulcie Goitsemanng Bold

Dulcie is a Motswana resident in the UK. She is a deferred member of the Fund. She has worked at Jwaneng Mine Hospital as a registered nurse and midwife from July 1989 up to March 2000.
To all deferred members, please do provide us with your contact details, by contacting the client relations office and requesting a form to update your personal details so that you stay in touch with your pension at any time.

BOKAMOSO Competition Winners

Elizabeth Mazhani
 P O Box 301488
 Francistown

Otsile Gaasweuwe
 P O Box 30784
 Serowe

Mr T.P Mothei
 P O Box 265
 Tonota

Kabelo Matlotle
 P O Box 228
 Letlhakane

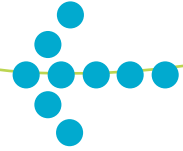
Metlha Mokgatle
 P O Box 97
 Shoshong

Baakile Selelo
 P O Box 60144
 Gaborone

Competition Questions

1. Name two new DPF officers who will be based at Jwaneng and Orapa mines.
2. Name the legislation that governs pension benefits distribution..
3. What would you like to see or read in the next BOKAMOSO and why?
4. What is the early retirement age in Debswana?
5. What did you learn from the death investigation procedure discussed in the story?

CONTACT 3614267 OR 361 4264 TO ARRANGE FOR THE COLLECTION OF YOUR PRIZE



Debswana Pension Fund Opens Offices In Jwaneng And Orapa

Letlole: Good morning, have you heard that Debswana Pension Fund has opened new offices in Jwaneng and Orapa mines?

Isago: I am not aware of such developments. Does that mean that there will be DPF officers in the Orapa and Jwaneng mines?

Letlole: Yes that is true!

Isago: When is the opening expected?

Letlole: It's good news. It has already begun operating since April 2012.

Isago: So how will the presence help members who are no longer employed?

Letlole: The office will serve and take care of all queries brought by the active and deferred/retired membership community to achieve the following objectives:

1. To take DPF consultations offices closer to the membership community working and living outside Gaborone and further
2. To reduce traveling costs for deferred members and pensioners as and when they need to visit the fund for their benefit claims and membership maintenance
3. To provide support to HR Business partners at the various pay points where necessary
4. Their presence at the two constituencies will further ensure faster and more efficient processing of our applications and enquiries
5. To promote easier access to information, regular communication and member education

Isago: Okay does that mean that active members do not have to go to HR for pension related issues?

Letlole: No, HR will still conduct its role with DPF giving support.

Isago: What are the contact details for the new offices?

NEW CONTACT DETAILS FOR DPF JWANENG AND ORAPA OFFICES



ORAPA OFFICE:
Contact: Mr Baliki Bakgobokanye
(Member Welfare Administrator)
Administration Block, Office No. 17
Tel: +267 290 2323
Email: bbakgobokanye@dpf.co.bw

JWANENG OFFICE:
Contact: Ms Charlotte Ntebele
(Member Welfare Administrator)
Jwaneng Township Housing Office Block, Office No. 9
Tel: +267 588 4849
Email: cntebele@dpf.co.bw

Fund Contact Details: (Gaborone)

The Principle Executive Officer
Debswana Pension Fund
Plot 50361, Block D, Carlton House, Fairgrounds
The Mall P/Bag 00512
Gaborone Botswana

Fund Offices:
Tel: 361 4267
Tax: 393 6239
Toll Free: 0800 600 681
Email: bokamoso@dpf.co.bw

Fund Consultation Hours:
Monday - Friday
0800Hrs - 1645Hrs (Including Lunch Hour)