



**2022 PENSION LAWYERS ANNUAL CONFERENCE**  
**Office of the Pension Funds Adjudicator**  
**Focus for 2022 – 2025: trends, changes and structure**  
**Muvhango Lukhaimane**



# Agenda

- Strategic Objectives
- Trends



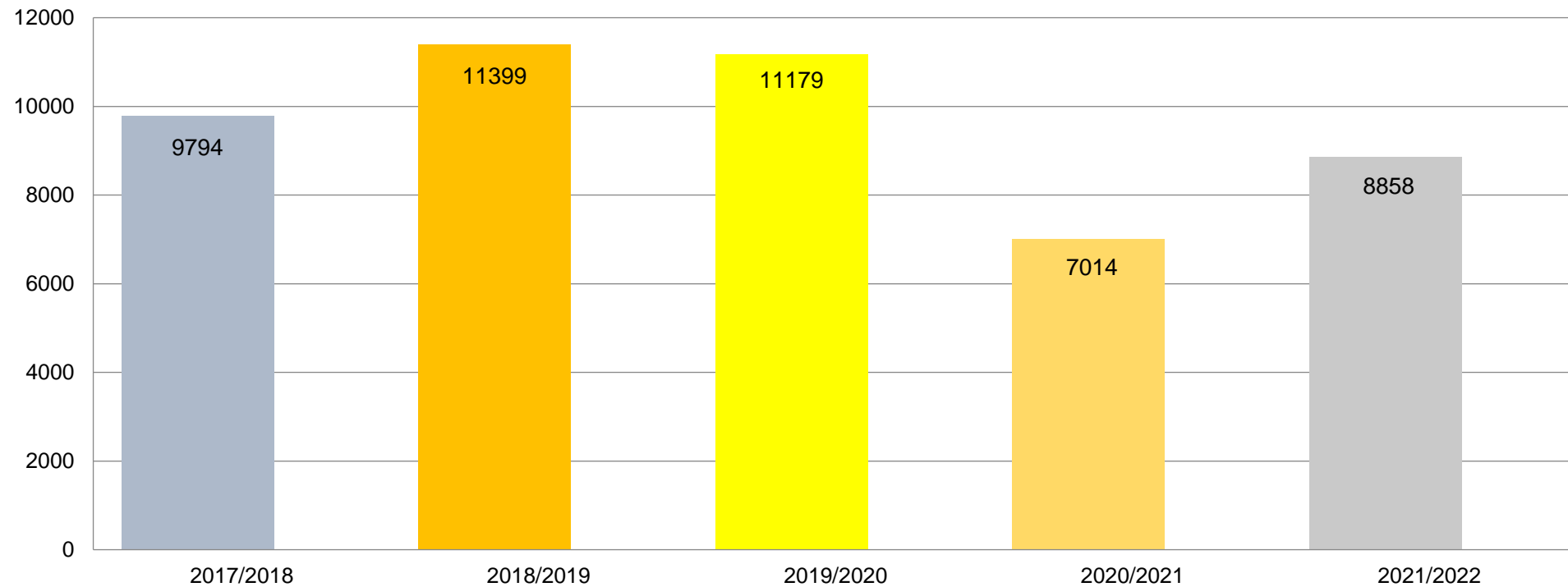
# Strategic Objectives

- Dispose of complaints in a procedurally fair and expeditious manner
- Achieve Operational Excellence
- Stakeholder Engagement



# Dispose of Complaints

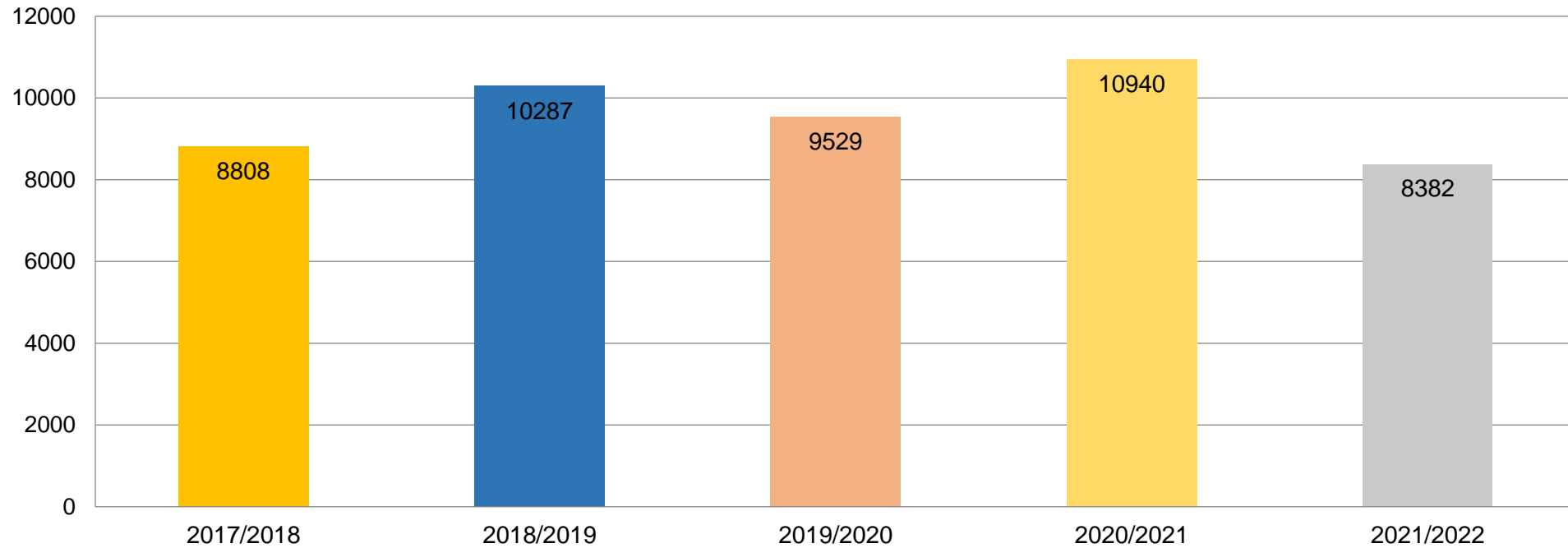
## New Complaints





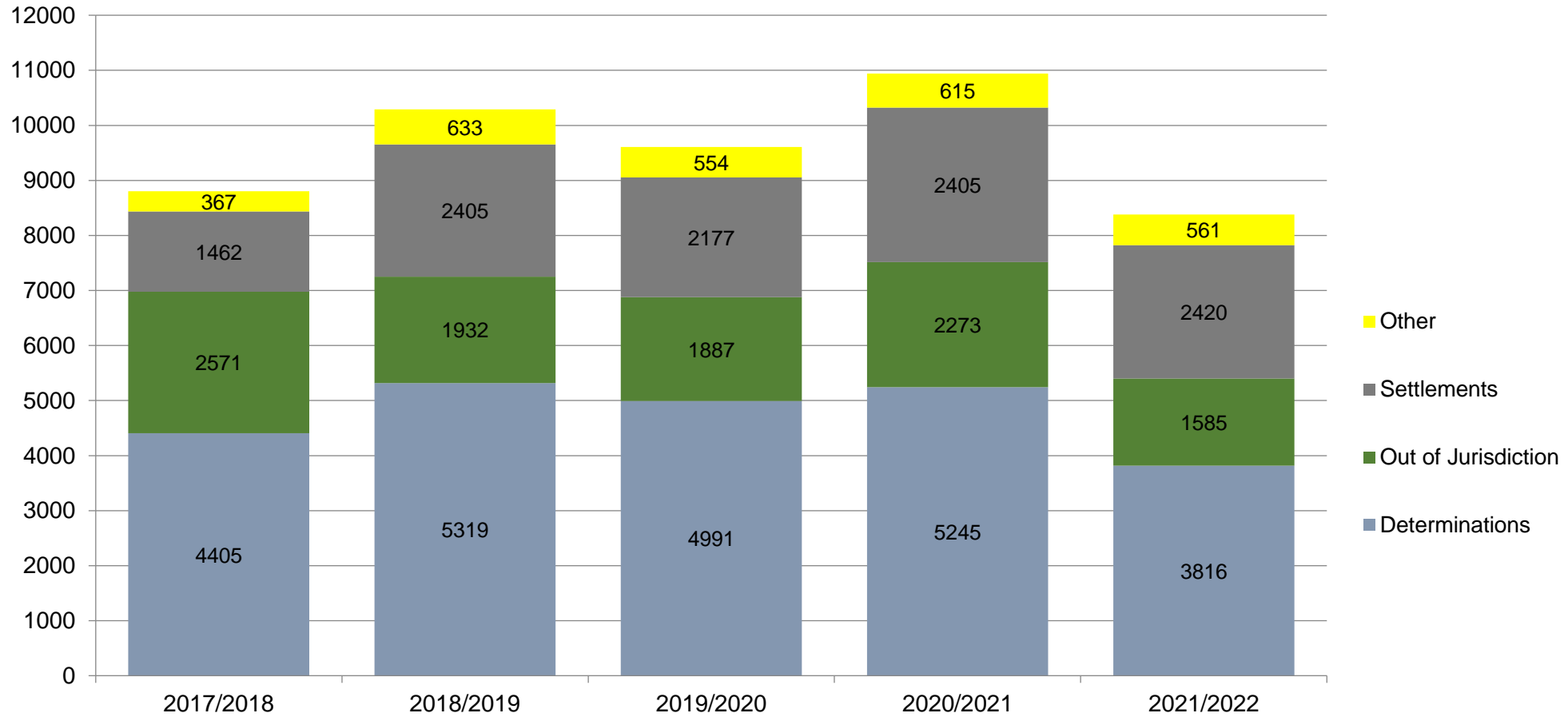
# Dispose of Complaints

## Total complaints finalised





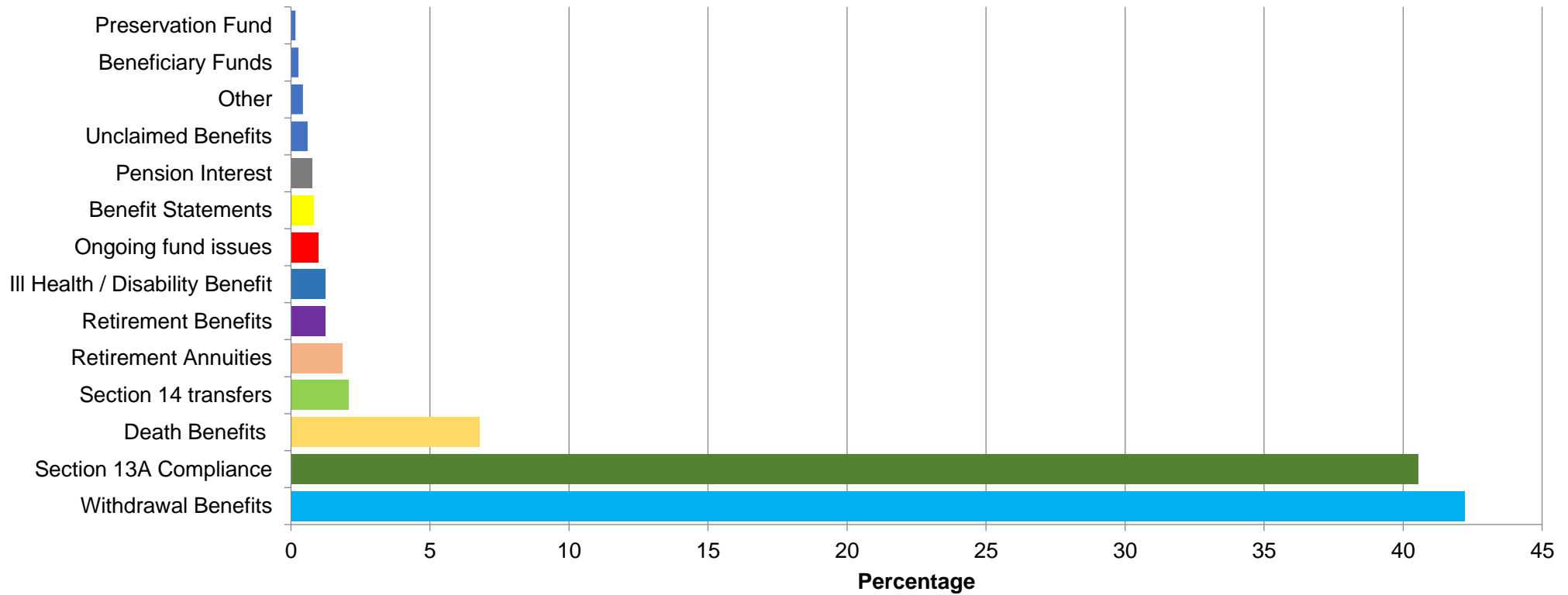
# Dispose of Complaints





# Dispose of Complaints

## Nature of benefits on complaints closed





# Focus 2022 - 2023

- Streamlined process to allow for immediate resolution of complaints
- Observance of *audi alteram partem* rule
- Reduced timelines owing to cementing of Refer-to-Fund process
- Orders sounding in money - enforcement





- BBEE level improvement
- Clean audit (good governance)
- Integrated reporting
- Collaboration with NFO



# Achieve Operational Excellence

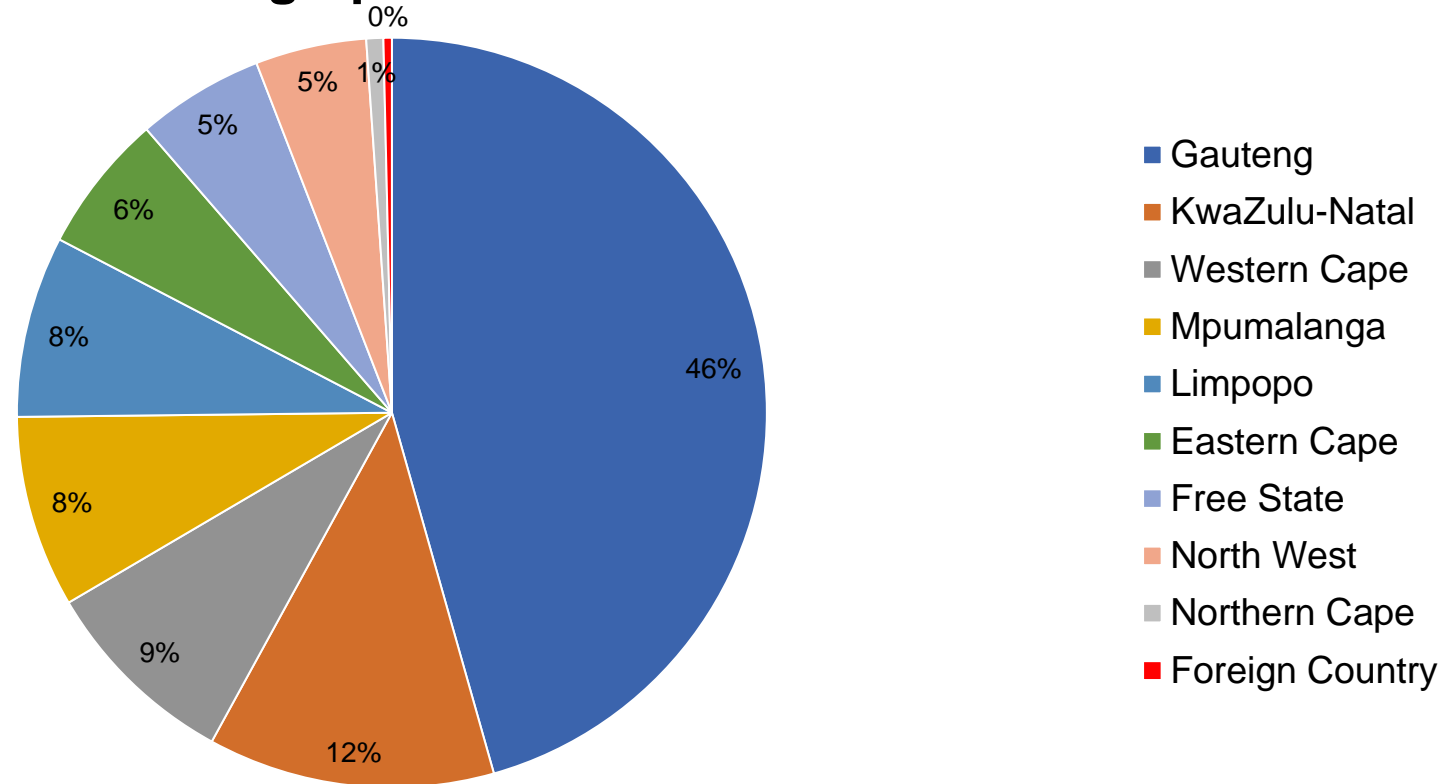
PENSION LAWYERS ASSOCIATION

Email	Letter	Fax	Web Site	Walk-in	Total
5 395	266	116	1 121	1 960	<b>8 858</b>

\*Web based registration of complaints

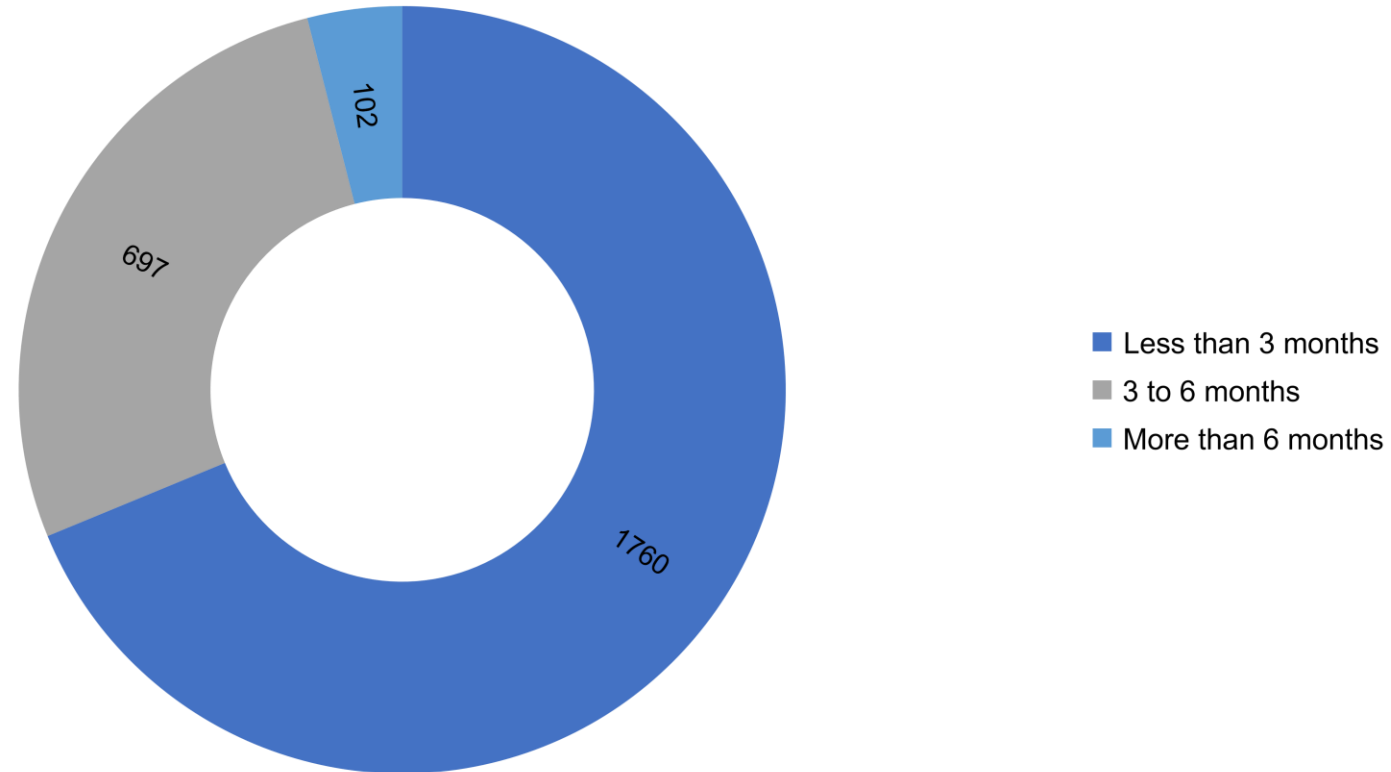


## Geographical area of residence



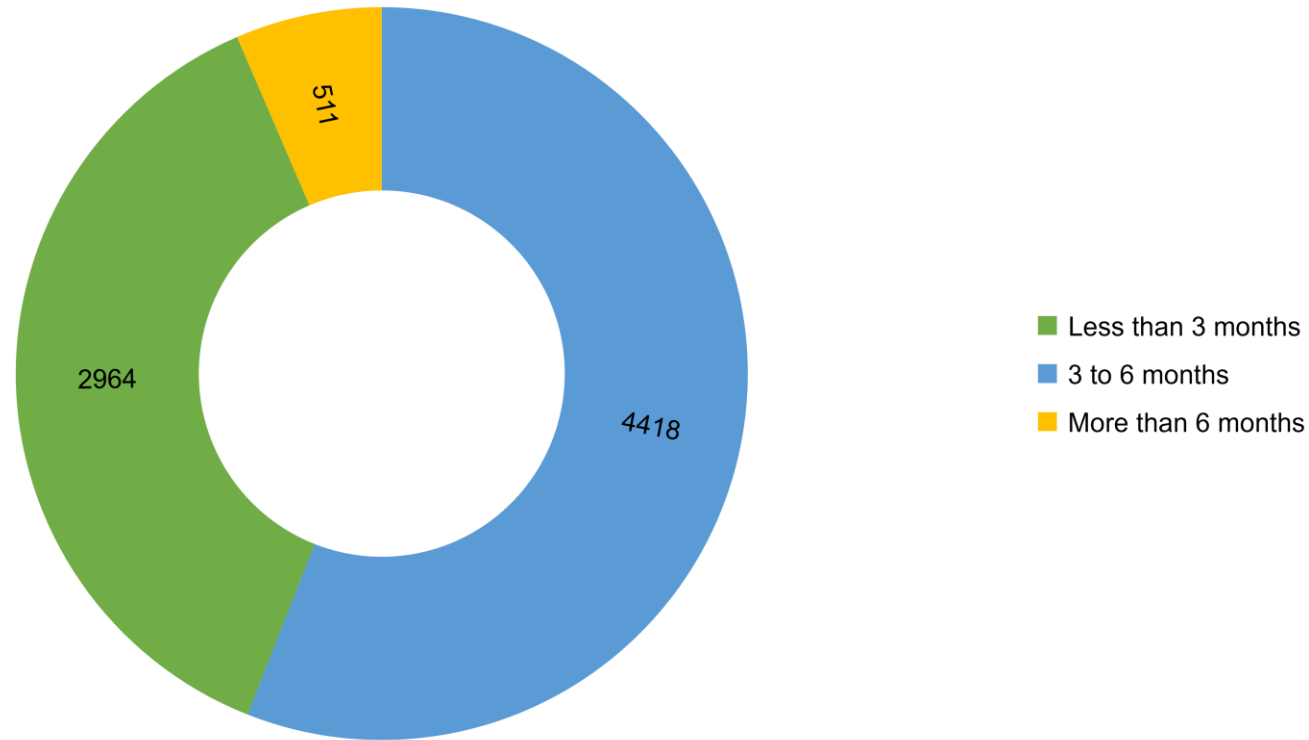


## Age of Active Complaints - 31 March 2022





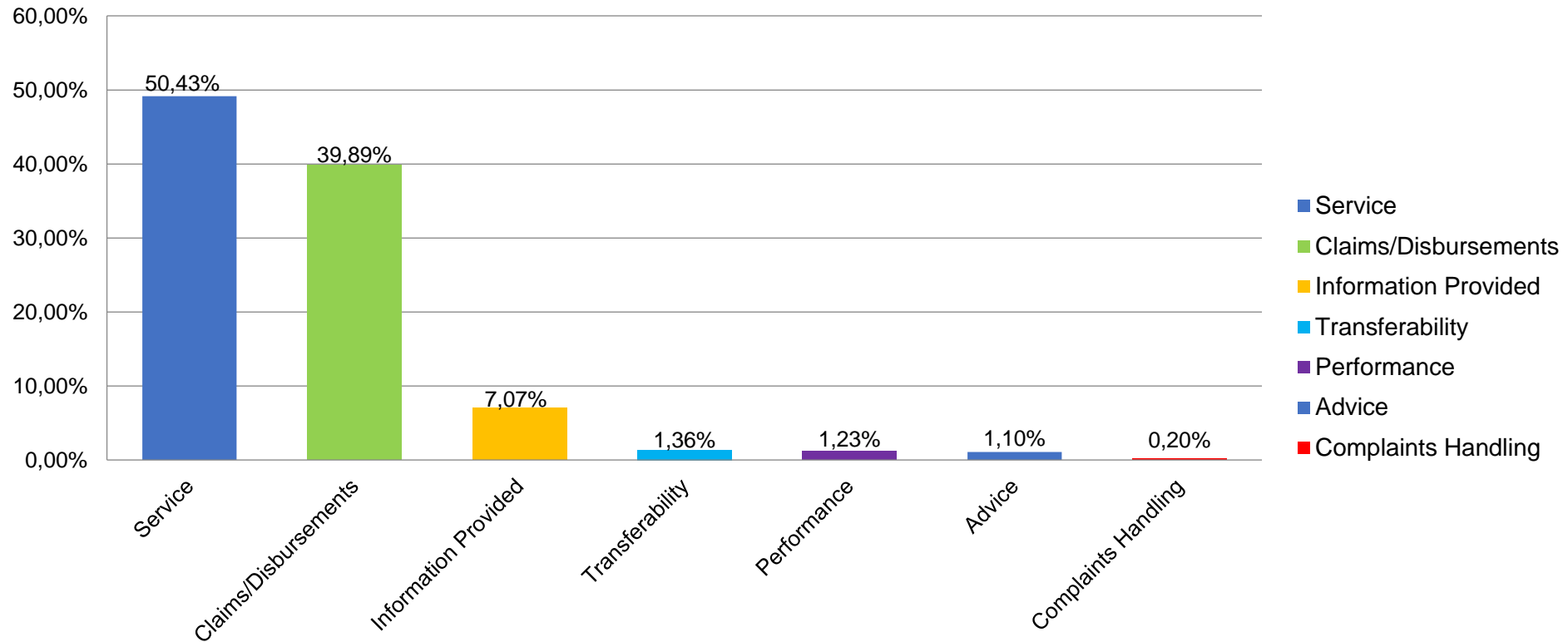
## Age of Closed Complaints - 31 March 2022





# Stakeholder Engagements

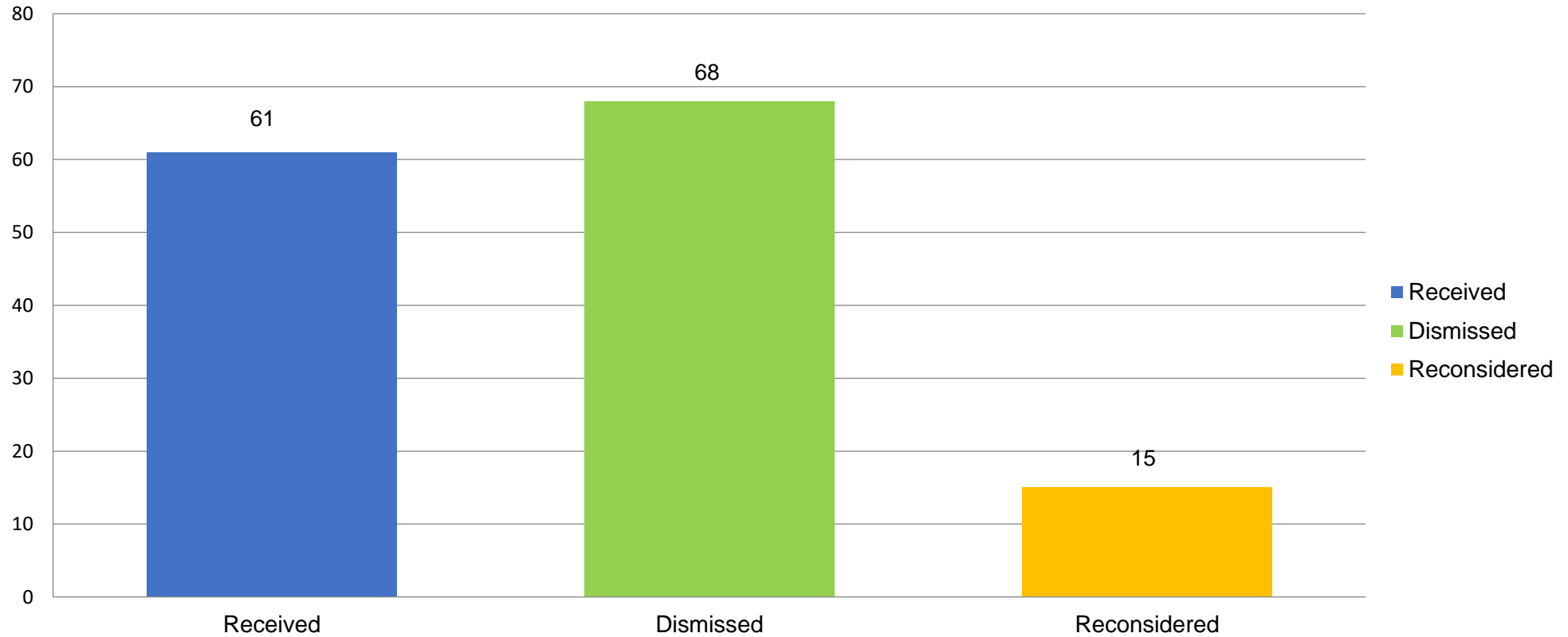
## TCF Outcomes





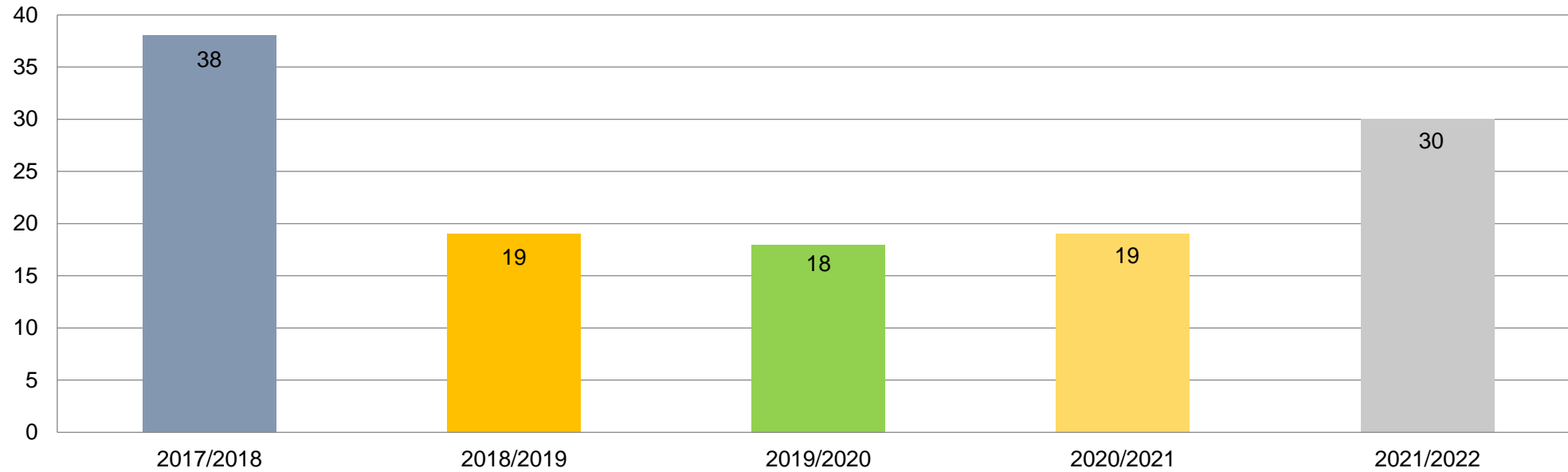
# Stakeholder Engagements

## Financial Services Tribunal Applications





## Section 30P Appeals



\* Engagement with FSCA





# Medium Term 2022 - 2035

- Implementation of WBG proposals
- Targeted recruitment
- Internal training
- Stakeholder training
- Implementation of CoFI Bill



# Trends

- Automated section 13A letters
- Reporting to FSCA
- Entering into settlement agreements with defaulting employers
- Failure to reconcile contributions
- Responsible person
- Late investigation of death benefits
- Minimal investigation of extent of dependency
- New information to FST

# THANK YOU

PENSION  LAWYERS  
ASSOCIATION

