



TWO-POT SYSTEM CLAIMING PROCESS

Members of the GEPF will use self-service app and portal to submit their claims for two-pot effective from 1 September 2024, therefore members are requested to download the app from their respective play stores if they are going claim from their savings pot. Below are the steps to follow:

TWO- POT WITHDRAWAL PROCESS FOR SELF-SERVICE ACTIVE USERS

STEP 1:

Open the Self-Service App or web!

STEP 2:

Put in your username and password!

STEP 3:

If you want to submit, review historical or track your claim, you must click the **"claims"** button.

STEP 4:

You may submit a new claim by clicking on **"Submit a Claim."**

STEP 5:

After clicking the **"submit claim,"** you will be able to see the two-pot system applicable rules.

STEP 6:

You will see an amount available for withdrawal from the savings pot. To continue with the withdrawal the member must accept the terms and conditions.

STEP 7:

You can click on the **"withdrawal calculator"** to see how a withdrawal on your saving pot will impact your years of services.

STEP 8:

You can click on the **"email icon"** to request for a withdrawal quote to be sent to their email address.

STEP 9:

You need to click on the confirmation button to confirm the accuracy of your banking details. To continue with the withdrawal, you must accept the terms and conditions.

STEP 10:

You are required to confirm your income tax number. If the income tax number indicated is incorrect, you can correct the income tax number before you submit. To continue with the withdrawal, you must accept the terms and conditions.

STEP 11:

You can click on the **"continue button"** and your claim will be submitted.

STEP 12:

Payment will take place within 60 working days upon submission of a claim.

TWO-POT WITHDRAWAL PROCESS FOR NEW SELF-SERVICE USERS

Step 1:

You should download the GEPF Self-service App on various App stores depending on your device.

Step 2:

Register your profile on the self-service app, with up-to-date personal information (cell phone number and email address)

Step 3:

You will receive an OTP and temporary password on your cell phone number or email address.

Step 4:

You must use the temporary password to login and change the password to a new one.

Step 5:

If you want to submit, view historical or track your claim, you must click the **"Claims"** button, then follow subsequent steps starting from Step number 5 on the **Two-Pot Withdrawal Process for Self-Service Active Users above.**

