



Financial Sector
Conduct Authority

SERVICE LEVEL COMMITMENT BY RETIREMENT FUNDS SUPERVISION DIVISION

Important Note

The service delivery commitments are an indication of the maximum amount of time it will take to process 90% of received applications.

The FSCA is committed to maintaining and exceeding the 90% target performance of the service delivery commitments.

The FSCA will continue to maintain and improve on 90% of the SLCs provided that the following requirements are adhered to:

- Customers submit accurate and complete information online
- Customers respond to queries within 30 calendar days online
- Processing begins once the customers payment has been received and allocated by the FSCA
- All responses must be made online at www.fsc.co.za under the Retirement Funds tab (Feedback/Response) within 30 days of the FSCA request for further information on cases.

This does not apply to extraordinary cases e.g. bulk applications, projects, revocations, reconsiderations etc.

This Service Level Commitment comes into effect from 1 October 2023.

Ms Astrid Ludin

Deputy Commissioner

FINANCIAL SECTOR CONDUCT AUTHORITY

On receipt of an application with complete and accurate information, with payment, where necessary, the FSCA will process 90% of requests with the maximum period indicated below:

Service Offering	Service Level Commitment	Concurrence required from Prudential Authority/S ARB	Channel for filing application	Escalation level If the application has not been processed within the specified number of days, contact the following person	If the matter is not resolved within 14 calendar days, contact the following person
Retirement Funds Supervision					
Application for registration of rules	180 calendar days from date of application	No	Retirement Online system	Elvis.Madumo@fsc.co.za Gloria.Seletela@fsc.co.za Papinyana.kekana@fsc.co.za	Fikile.Mosoma@fsc.co.za
Application for amendments to rules	180 calendar days from date of application	No	Retirement Online system	Elvis.Madumo@fsc.co.za Gloria.Seletela@fsc.co.za Papinyana.kekana@fsc.co.za	Fikile.Mosoma@fsc.co.za
Application for cancellation of registration	270 calendar days from date of application	No	Retirement Online system	Elvis.Madumo@fsc.co.za Gloria.Seletela@fsc.co.za Papinyana.kekana@fsc.co.za	Fikile.Mosoma@fsc.co.za
Liquidations for each stage of the process	60 calendar days from date of submission	No	Retirement Online system	<u>Charles.pretorius@fsc.co.za</u>	<u>Wilma.mokupo@fsc.co.za</u>
Application related to amalgamations and transfers (Section 14)	60 calendar days from date of application	No	Retirement Online system	<u>Cynthia.Skhosana@fsc.co.za</u> <u>Mamiki.Motale@fsc.co.za</u>	<u>Cornelia.buitendag@fsc.co.za</u>
Applications related to surplus and reserve accounts (Section 15)	270 calendar days from date of application	No	Retirement Online system	<u>Daniel.Nowack@fsc.co.za</u>	<u>Giulia.Tognon@fsc.co.za</u>
Applications related to financial soundness and business rescue (Section 18)	270 calendar days from date of application	No	Retirement Online system	<u>Daniel.Nowack@fsc.co.za</u>	<u>Giulia.Tognon@fsc.co.za</u>

Service Offering	Service Level Commitment	Concurrence required from Prudential Authority/S ARB	Channel for filing application	Escalation level	
				If the application has not been processed within the specified number of days, contact the following person	If the matter is not resolved within 14 calendar days, contact the following person
Application regarding Section 26 Board appointments	60 calendar days from date of application	No	Retirement Online system	Wilhelmina.VanderWalt@fsca.co.za	cornelia.buitendag@fsca.co.za
Application for change in shareholding/directors hip	30 calendar days from date of application	No	Email	Andy.Raphahlela@fsca.co.za Ryan.Neale@fsca.co.za Takalani.Lukhaimane@fsca.co.za Wilhelmina.VanderWalt@fsca.co.za	cornelia.buitendag@fsca.co.za
Application for Additional Administrative Functions in terms 13B	30 calendar days from date of application	No	Email	Andy.Raphahlela@fsca.co.za Ryan.Neale@fsca.co.za Takalani.Lukhaimane@fsca.co.za Wilhelmina.VanderWalt@fsca.co.za	cornelia.buitendag@fsca.co.za
Application for approval of appointment – Auditors, Valuators, Principal Officers, Responsible Person (S13B)	30 calendar days from date of application	No	Valuators: Retirement Online system	Sheila.khumalo@fsca.co.za	Daniel.nowack@fsca.co.za
			Auditors: Retirement Online system	kgame.kgaka@fsca.co.za	Wilma.mokupo@fsca.co.za
			Principal Officers: Retirement Online system	Elvis.Madumo@fsca.co.za Gloria.Seletela@fsca.co.za Papinyana.kekana@fsca.co.za	Fikile.Mosoma@fsca.co.za
			Responsible Person: Email	Andy.Raphahlela@fsca.co.za Ryan.Neale@fsca.co.za Takalani.Lukhaimane@fsca.co.za	Cornelia.buitendag@fsca.co.za

Service Offering	Service Level Commitment	Concurrence required from Prudential Authority/SARB	Channel for filing application	Escalation level If the application has not been processed within the specified number of days, contact the following person If the matter is not resolved within 14 calendar days, contact the following person	
				Wilhelmina.VanderWalt@fsca.co.za	
Application for Exemption	90 calendar days from date of application	No	Section 7B: Retirement Online system	Elvis.Madumo@fsca.co.za Gloria.Seletela@fsca.co.za Papinyana.kekana@fsca.co.za	
			Section 14: Retirement Online system	Cynthia.Skhosana@fsca.co.za Mamiki.Motale@fsca.co.za	
			Valuations (Section 16): Retirement Online system	Nicolene.solomons@fsca.co.za	
			Regulation 28: Retirement Online system	kgame.kgaka@fsca.co.za	
			Financial Statements: Retirement Online system	kgame.kgaka@fsca.co.za	
			Default Regulations exemption applications Retirement Online system	Tando.Mbono@fsca.co.za	
			Trustee Training Toolkit exemption applications Retirement Online system	Tando.Mbono@fsca.co.za	
			Directive 8 exemption applications: Retirement Online system	Tando.Mbono@fsca.co.za	

Service Offering	Service Level Commitment	Concurrence required from Prudential Authority/SARB	Channel for filing application	Escalation level	
				If the application has not been processed within the specified number of days, contact the following person	If the matter is not resolved within 14 calendar days, contact the following person
Application for extension	60 calendar days from date of application	No	Valuations: Retirement Online system	Sheila.khumalo@fsca.co.za	Daniel.nowack@fsca.co.za
			Section 33: Retirement Online system	kgame.kgaka@fsca.co.za	Wilma.mokupo@fsca.co.za
			Section 14: Retirement Online system	Cynthia.Skhosana@fsca.co.za Mamiki.Motale@fsca.co.za	Cornelia.buitendag@fsca.co.za
			Trustee Training Toolkit extension applications: Retirement Online system	Tando.Mbono@fsca.co.za	zareena.camroodien@fsca.co.za
			Directive 8 extension applications: Retirement Online system	Tando.Mbono@fsca.co.za	zareena.camroodien@fsca.co.za
			Default Regulations exemption extension applications Retirement Online system	Tando.Mbono@fsca.co.za	Zareena.Camroodien@fsca.co.za
Acceptance of submission of valuation reports (Section 16)	365 calendar days from date of submission	No	Retirement Online system	Sheila.khumalo@fsca.co.za	Daniel.Nowack@fsca.co.za
Analysis of annual returns	30 calendar days from date of application	No	Retirement Online system	Kgame.kgaka@fsca.co.za	Wilma.mokupo@fsca.co.za
Notice period for the intention to conduct compliance visit as per Section 25	30 calendar days	No	Email	Andy.Raphahlela@fsca.co.za Ryan.Neale@fsca.co.za	Cornelia.buitendag@fsca.co.za

Service Offering	Service Level Commitment	Concurrence required from Prudential Authority/SARB	Channel for filing application	Escalation level	
				If the application has not been processed within the specified number of days, contact the following person	If the matter is not resolved within 14 calendar days, contact the following person
				Takalani.Lukhaimane@fsca.co.za Wilhelmina.VanderWalt@fsca.co.za	
Request for information preceding an urgent compliance visit	14 calendar days	No	Email	Andy.Raphahlela@fsca.co.za Ryan.Neale@fsca.co.za Takalani.Lukhaimane@fsca.co.za Wilhelmina.VanderWalt@fsca.co.za	Cornelia.buitendag@fsca.co.za
Request for information preceding a routine compliance visit	30 calendar days	No	Email	Andy.Raphahlela@fsca.co.za Ryan.Neale@fsca.co.za Takalani.Lukhaimane@fsca.co.za Wilhelmina.VanderWalt@fsca.co.za	Cornelia.buitendag@fsca.co.za
Initial response on recommendations made by the Registrar following a compliance visit conducted in terms of section 25	30 calendar days from date of on-site	No	Email	Andy.Raphahlela@fsca.co.za Ryan.Neale@fsca.co.za Takalani.Lukhaimane@fsca.co.za Wilhelmina.VanderWalt@fsca.co.za	Cornelia.buitendag@fsca.co.za
General enquiries and correspondence	30 calendar days	No	Email	Tando.Mbono@fsca.co.za	Zareena.camroodien@fsca.co.za
Complaints	60 calendar days	No	Email	Tando.Mbono@fsca.co.za	zareena.camroodien@fsca.co.za