

Frequently Asked Questions (FAQs)

Construction Industry Retirement Benefits Fund

Change of Fund Administrator- From SA Quantum to Momentum Retirement Administrators

The Fund is changing administrators from **SA Quantum** to **Momentum Retirement Administrators** on **1 November 2026**.

The Board of Trustees understands that members may have questions about the change. The answers below explain what this means for you.

1. Why is the Fund changing administrators?

The Board of Trustees has decided to appoint Momentum Retirement Administrators to provide administration services to the Fund.

The aim is to improve member service, reporting, technology and overall administration of the Fund.

Importantly, the Fund itself is not changing. Only the company that administers the Fund is changing.

2. Will I lose my retirement money?

No.

Your retirement money remains safe in the Fund.

The administrator looks after the records and processing of benefits, but your retirement savings remain invested on your behalf and continue to belong to you.

3. Will my benefits change?

No.

The change in administrator does not affect:

- Your retirement savings.
 - Your Fund credit.
 - Your investments.
 - Your beneficiaries.
 - Your membership of the Fund.
-

4. What is the freeze period?

To transfer all member records safely and correctly from SA Quantum to Momentum Retirement Administrators, the Fund will have a **freeze period**.

Freeze Period

Start Date: 1 November 2026

End Date: 18 January 2026

During this period, the administrators will transfer and verify member information to ensure that all records are accurate.

5. What happens during the freeze period?

During the freeze period:

- ✗ No withdrawal claims will be processed.
- ✗ No retirement claims will be processed.
- ✗ No death benefit claims will be processed.
- ✗ No disability claims will be processed.
- ✗ No funeral benefit claims will be processed.
- ✗ No Two-Pot withdrawal applications will be processed.
- ✗ No pension-backed loan transactions will be processed.
- ✗ No benefit payments of any kind will be made.

This is necessary to ensure that member information is transferred correctly and securely.

6. I am planning to submit a claim. What should I do?

If you would like your claim to be considered before the freeze period starts, you should submit your claim and all supporting documents **on or before 25 October 2026**.

This includes:

- Withdrawals
- Retirements
- Funeral claims
- Disability claims
- Death benefit documentation
- Two-Pot withdrawal applications
- Pension-backed loan applications

The earlier you submit, the better.

7. What if I submit my claim after 25 October 2026?

Claims received after 25 October 2026 may not be processed before the freeze period starts.

Members are therefore encouraged not to wait until the last minute.

8. What if I submit a claim on or after 1 November 2026?

You may still submit your claim or application to the Fund.

However, **it will not be processed during the freeze period**.

Any claim, application or request received on or after **1 November 2026** will only be processed after the freeze period ends on 18 January 2026.

9. Will any benefit payments be made during the freeze period?

No.

No benefits will be paid from **1 November 2026 to 18 January 2026**.

This applies to:

- Withdrawals
- Retirements
- Funeral benefits
- Disability benefits
- Death benefits
- Two-Pot withdrawals
- Any other benefit payments

Although the Fund's bank account will remain open and operational, no claim payments will be made during the freeze period.

10. Can I apply for a Two-Pot withdrawal during the freeze period?

You may submit an application, but it will not be processed during the freeze period.

Any Two-Pot application received on or after **1 November 2026** will only be attended to after **18 January 2026**.

If you believe you will need access to your Savings Pot before then, you should submit your application before **25 October 2026**.

11. Must employers still pay contributions?

Yes.

Employers must continue to:

- Deduct contributions from salaries.
- Pay contributions to the Fund.
- Submit contribution schedules.

The administrator change does not affect contribution payments.

12. Will my personal information be safe?

Yes.

The Fund, SA Quantum and Momentum Retirement Administrators are taking steps to ensure that member information is transferred securely and confidentially.

13. When will services return to normal?

The Fund expects normal administration services to resume after the freeze period ends on **18 January 2026**.

Members will be informed once all services are fully operational.

14. How will I receive updates?

The Fund will keep members informed through:

- Notices from employers
- Website announcements
- Member meetings and roadshows
- Fund newsletters

Please make sure that your contact details especially your **Whats App number** are up to date.

15. Who can I contact if I have questions?

Ms Siphokazi Ndlovu

Senior Consultant

Ms Naledi Monyane

Consultant

Ms Luchenda Allies

Associate Consultant

Email: CIRBFQUERIES@momentum.co.za