



# MEMBER NEWS

SECOND EDITION | JUNE 2026



## MESSAGE FROM THE COO

### Dear Member

14 June marks the Fund's 37<sup>th</sup> anniversary. We reflect with pride on the journey we have travelled together and the purpose that continues to guide us. This birthday edition is more than a celebration of years passed, it is a tribute to the enduring partnership between the Fund and the members we serve.

For 37 years, the Fund has remained committed to protecting and supporting mineworkers and their families, guided by our values of respect, dignity and legacy, and driven by the spirit of uBuntu. These principles continue to shape how we serve, engage and build a socially secure future for our members.

Our responsibility is to stand alongside you on your financial journey, ensuring that your hard work today translates into long-term security tomorrow. This is why we continuously strive to strengthen the support and services we provide.

In line with our strategic objectives, the Fund is expanding. You will begin to see and engage with new team members who are joining us to enhance the way we serve you. These colleagues will support Member Education Roadshows and Retirement Counselling Sessions, ensuring that you receive the guidance and assistance you need, when you need it.

A key focus for us remains reducing the number of unclaimed benefits. Every benefit left unclaimed represents a missed opportunity to support a member or their loved ones. Preparations are underway for the 2026 roadshows in Mozambique, Lesotho and KwaZulu-Natal. If you reside in

these areas, or know someone who left the Fund without claiming their benefits, look out for further communication outlining dates and venues.

We also continue to invest in making it easier for you to access us. I encourage you to explore this newsletter to learn more about the various ways you can connect with the Fund, including our WhatsApp Self-Service platform. These channels are designed to provide convenient, direct access to information and assistance.

I would also like to emphasise the importance of attending Member Roadshows and Retirement Counselling Sessions. These platforms are not merely informational, they are opportunities for you to ask questions, gain clarity on your benefits, and make informed decisions about your financial future. The value of being informed cannot be overstated.

As part of our 37th birthday celebrations, the Fund's we launched a birthday competition on 1 June on our social media channels. The competition will run throughout the month of June, and we invite members to join in the celebration. Look out for further details in the next article of this edition.

As we mark this important milestone, we reaffirm our commitment to serving and supporting you with respect, dignity and care. Thank you for being part of our story and for allowing us to walk this journey with you over the past 37 years.

Together, we continue building a legacy that will endure for generations to come.

Regards

**Muziwandile Ndlovu**

Chief Operations Officer



# CELEBRATE 37 YEARS WITH THE MWPF BIRTHDAY TRIVIA COMPETITION!

This June, we are celebrating 37 years of serving members and their families, and we want you to be part of the celebration.

We are giving members a chance to test their Fund knowledge, engage with the Fund online and stand a chance to win exciting prizes.

Every Monday and Wednesday, trivia questions will be posted on the Fund's official Facebook and Instagram pages. Participants have until Thursday of each week at 13h00 to submit their answers. Weekly winners will then be announced every Friday at 14h00 throughout June. To find the answers, participants will need to explore the MWPF website and official social media platforms.

Submitting your entry is simple, but remember, answers must be sent via inbox or direct message on Facebook or Instagram only. Entries posted in the comments section will not be considered.

A maximum of two lucky winners with the correct answer will be selected each week through a lucky draw, one from Facebook entries and one from Instagram entries. Each weekly winner will receive a grocery voucher valued at R3 000.

## HOW TO QUALIFY

**To participate, you must:**

1

Be a South African-based MWPF member

2

Follow MWPF's official social media pages

3

Answer all trivia questions correctly

4

Submit your answers via Facebook or Instagram inbox/direct message


5

Submit your answers before the weekly deadline – every Thursday by 13h00

Please note that incomplete, incorrect, duplicate or late entries may be disqualified.

By participating, entrants agree that their names and/or social media handles may be announced on MWPF social media platforms should they be selected as winners.

So, follow our pages, put your MWPF knowledge to the test and join us in celebrating 37 years of respect, dignity and legacy, driven by uBuntu.



# ACCESS OUR WHATSAPP SELF-SERVICE ANYTIME AND ANYWHERE

We recently launched a WhatsApp self-service platform. This easy-to-use platform allows you to manage your fund details and access important information in real time, directly from your mobile phone.

## Here's what members can do on the WhatsApp Self-Service Platform:

- 1 View Fund Credit (Real-Time Value)
- 2 View and Update Banking Details for Two-Pot Retirement System
- 3 View All Benefits Offered by the Fund
- 4 View Savings Balance for the Two-Pot Retirement System
- 5 View and Update Tax Number for the Two-Pot Retirement System
- 6 Withdraw the Savings Benefit for the Two-Pot Retirement System

## How you can get started:



Save our WhatsApp  
number  
**071 887 6515**



Have your ID/**Passport  
number** and **Industry  
Number at hand**



Type "**Hi**" on  
WhatsApp to get  
started

## Not Receiving Your OTP?

### Here's Why:

When claiming for your Two-Pot Savings, you will receive a One-Time Password (OTP) as an added security measure before payment. This OTP is sent to your registered and updated contact number.

If you're not receiving your OTP, it may be because your contact details are outdated or incorrect on our system. Keeping your contact details up to date is essential so that you may receive your OTP without delays.

If your contact details have changed, please update them as soon as possible by contacting us via email ([clientservices@mineworkers.co.za](mailto:clientservices@mineworkers.co.za)), landline (010 100 3000), MWPF App or by visiting us at your nearest Walk-In Centre.

# Staying Connected with Us On Our Channels

**A**t Mineworkers Provident Fund, we are guided by uBuntu “I am because we are.” To us this means offering you a range of customer service channels, both digital and in-person and ensuring that you have access to reliable, convenient support, wherever you are.

You can connect with us using the following options most convenient to you.

## Our Digital Channels



**WhatsApp Self-Service Platform:** Save 071 887 6515 and say “Hi” to get started



**MWPf App:** Manage your benefits and stay updated by downloading our App on the Google Play Store.



**Website:** You can find all Fund-related information on [www.mwpf.co.za](http://www.mwpf.co.za)



**Facebook:** You can find all Fund updates on our Mineworkers Provident Fund Facebook page



**Instagram:** You can find all Fund updates on our [mineworkers\\_provident\\_fund](https://www.instagram.com/mineworkers_provident_fund) Instagram page



**Client Services Department:** You can get assistance with your claims, queries, contact info updates, and any other Fund-related information on [clientservices@mineworkers.co.za](mailto:clientservices@mineworkers.co.za) and 010 100 3000

## Employee Benefit Service Offices

**We have service offices located at various mines to assist you on-site, making it easier to access support without travelling far.**

1. **Harmony Gold Mine:** Central Services, Doornkop, Great Naligwa and Kusasaletu
2. **Northam Platinum:** Zondereinde, Driefontein and Ezulwini
3. **Sibanye-Stillwater:** Beatrix
4. **Village Main Reef:** Kopanang

## Our Walk-In Centres

For members who prefer in-person support, our Walk-In Centres are available to assist you with claims, queries, contact info updates, and any other Fund-related information you may need.

- 1 Johannesburg:** 26 Ameshoff Street, Braamfontein, Johannesburg
- 2 Carletonville:** No.2 Office Park, Uys Buys, Cnr Kaolin and Radium Street
- 3 Witbank:** WCMAS Building, Cnr Susanna street and OR Tambo Street
- 4 Mthatha:** No. 49 Leeds and Craister Street, Metropolitan Place, Eastern Cape
- 5 Mozambique:** En1 Avenida Samora Machel, Enfrente ao Chave de Ouro, Balcao 1

## Client Relationship Consultants

**Our dedicated consultants are here to support you to provide personalised assistance:**

- 1. Sithembiso Radebe:** 067 899 7886
- 2. Lerato Mogale:** 083 756 7113
- 3. Nokuthembela Monde:** 073 666 2656
- 4. Siyasanga Ngqongqwana:** 071 046 7792

At Mineworkers Provident Fund, we are committed to making your experience simple and accessible, whether digital or in person, we are here for you.





# MEMBER EDUCATION AND RETIREMENT COUNSELLING

In addition to the customer service channels highlighted in the previous article, the Fund continues to prioritise direct, meaningful engagement with members through our Member Education Sessions and Retirement Counselling Sessions. These are facilitated by our dedicated Client Relationship Consultants, who are committed to ensuring that you are well-informed and supported at every stage of your journey.

Member Education Sessions are designed to help you better understand your Fund benefits and how to access them. During these sessions, you will receive guidance on how to submit a claim, what documents are required, and how to ensure your information is up to date. You will also have the opportunity to update your nomination forms and contact details, and most importantly, engage face-to-face with a Fund consultant who can assist with any Fund-related queries you may have.

These sessions are held at your respective mines and are arranged through your HR office. We encourage you to look out for posters displayed around your workplace, which will communicate the dates and times

of upcoming sessions. Attending at least one session is strongly encouraged, as it equips you with the knowledge needed to make informed decisions about your benefits.

Retirement Counselling Sessions, on the other hand, are focused on helping you prepare for one of the most important milestones in your life—retirement. These sessions provide clarity on your available retirement options and help you plan in a way that aligns with your future financial needs. Sessions can be conducted face-to-face or telephonically, depending on your preference.

To get the most value from this service, it is recommended that you schedule a retirement counselling session well in advance of your retirement date. Early planning allows you to consider your options carefully and make decisions that will support your long-term financial security.

We encourage you to take full advantage of these opportunities to engage with the Fund. Being informed today helps you secure a better tomorrow.

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