

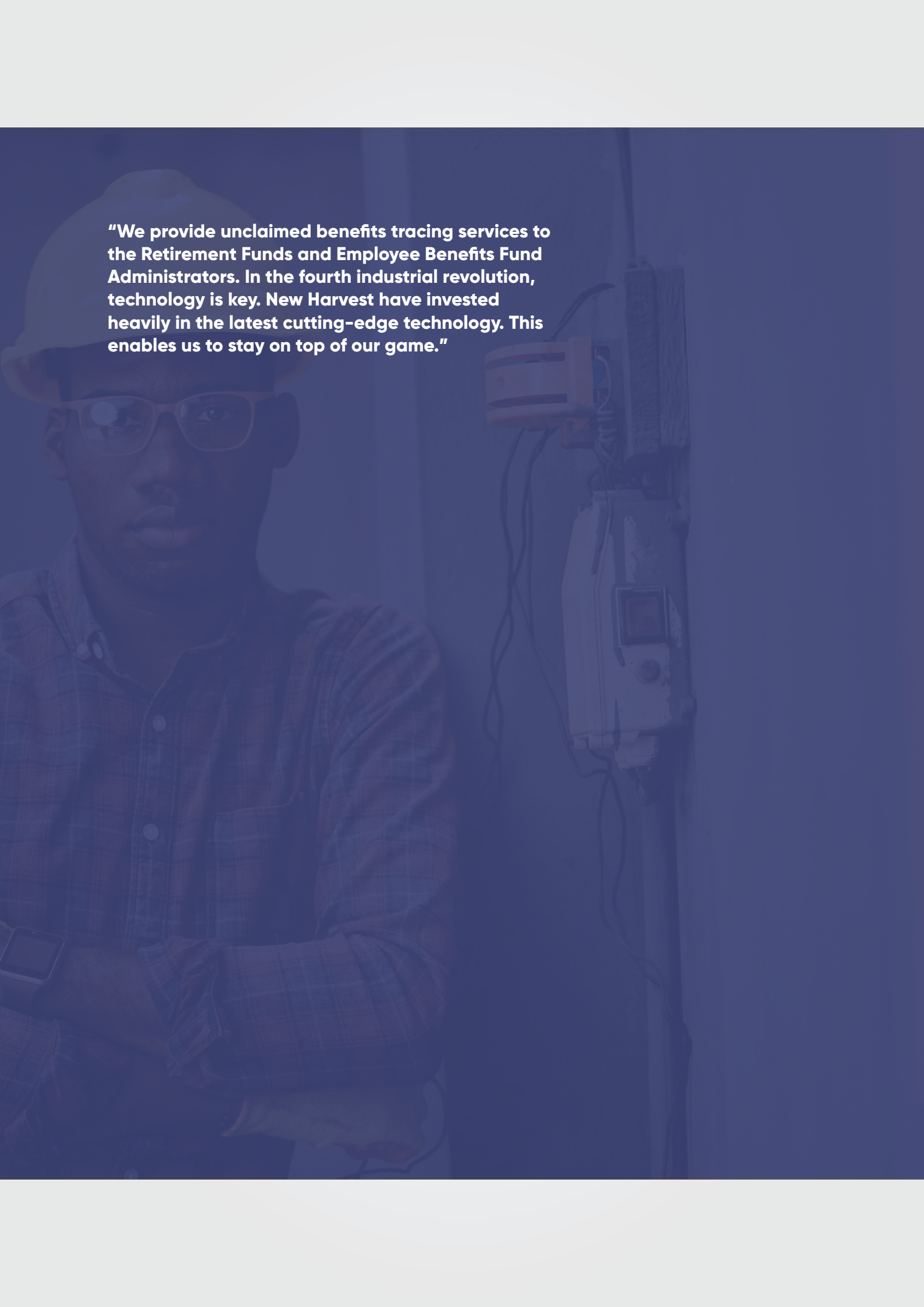


**New Harvest**

Unclaimed Benefits Tracing

*Your Trusted Unclaimed Benefits Tracers*

# COMPANY PROFILE



**"We provide unclaimed benefits tracing services to the Retirement Funds and Employee Benefits Fund Administrators. In the fourth industrial revolution, technology is key. New Harvest have invested heavily in the latest cutting-edge technology. This enables us to stay on top of our game."**

# OUR TABLE OF CONTENTS

## Company Overview

About Us

---

4

## Company Overview

Value Proposition

National Footprint

Compliance with POPI Act

---

5

## Our Core Services

Stage 1 Soft Desktop) Tracing

Stage 2 – Intense Tracing and Document Completion

Stage 3 – Physical/Foot Soldier Tracing

Stage 4 – Advertising In Various Local Publications

---

6

## Our Team Members

---

7

## Our Contact Details

---

8

---

# COMPANY OVERVIEW



## ABOUT US

---

New Harvest Unclaimed Benefits Tracing is a B-BBEE Level 1 Company, which has vast experience in the retirement fund industry. Our core business is tracing former members or their beneficiaries for the unclaimed pension or provident funds benefits. We are proud of the superior, professional and excellent service we offer our clients.

We have the requisite knowledge within the unclaimed benefits tracing industry. We have developed a state-of-the-art tracing platform, which is complimented by efficient call centre agents who are multilingual. This enables us to offer meaningful tracing services to the retirement fund industry.



## OUR VISION

To be the preferred Tracing Service Provider to the Retirement Benefits environment.

## OUR MISSION

To continue providing our clients with the professional, unique and results driven tracing service.

---

# COMPANY OVERVIEW



## VALUE PROPOSITION

---

At New Harvest, we take pride in delivering the best service to our clients. We are mindful of the plight of former members, whose details could have been lost. They worked hard and contributed to their retirement, which in turn takes care of them or their beneficiaries.



## NATIONAL FOOTPRINT

---

New Harvest Head office is based Johannesburg. We were in the process of opening offices in Cape Town and KZN and covid came. This pandemic forced almost every business to do things differently. We have employed agents and tracers who continue to conduct our business in all parts of the country. Therefore, we do have a national footprint. Our agents are trained on our system and are fully integrated into our main tracing platform and call centre systems. Each agent is provided with tools that enable them to perform their function efficiently and effectively remotely and their daily operations are closely supervised.



## COMPLIANCE WITH POPI ACT

---

As the act became enforceable from 1 July 2021, New Harvest fully complies with POPI Act. Private data that we receive from our clients is safely guarded in compliance with all aspects of POPIA. All our staff are fully trained on POPI and have signed the confidentiality and non-disclosure agreements in order to protect our clients and their former members or beneficiaries.



# OUR CORE SERVICES

## TRACING

We provide unclaimed benefits tracing services to the Retirement Funds and Employee Benefits Fund Administrators. In the fourth industrial revolution, technology is key. New Harvest have invested heavily in the latest cutting-edge technology. This enables us to stay on top of our game. Our tracing offering is in four stages and these are outlined below:



### Stage 1 Soft (Desktop)Tracing

Here, we clean the data and use various search engines to verify, compare and verify the results. From this stage, the client is provided with telephone contact numbers, email address (where available), Physical address, postal address and work address.



### Stage 2 Intense Tracing & document completion

This stage is mainly used to enhance the speed of claim processing when the full contacts have been established, so that it becomes easier for the fund/administrator to process claims once the complete pack has been received with all the necessary documents supporting the claim form.



### Stage 3 Physical/Foot Soldier Tracing

This may require actual visit to the last known address of the member/s or their dependents and following other leads that may exist. It is difficult to determine the upfront pricing for this option, as it takes into account a number of issues, such as complexity, distance to be travelled and the leads to be followed. This stage is mainly recommended when an amount of unclaimed benefit is sizeable.



### Stage 4 Advertising in various local Publications

Advertising is an important part of tracing. This process invites former members of the fund or their beneficiaries to make contact with our inbound call centre and the trained Call Centre agents will then verify their beneficiary status, and should they be found to be entitle to a benefit, then, we do the necessary to get the required information.

## Auxiliary Services

- ⦿ Section 37 (C) – Investigations
- ⦿ Verification of Bank Details
- ⦿ Death Certificates Verification
- ⦿ Assist the Funds/Administrators with S13A Compliance (Collection and/or enforcement of unpaid contributions). This is done in partnership with a reputable law firm (which has experience in this field of work). We ensure that deducted contributions from the employees are paid over to the fund. In so doing, the criminal and/or civil enforcements are employed.

# OUR TEAM MEMBERS



## Non-Executive Chairperson

### SICELO NDUNA

Sicelo Nduna, the founder of New Harvest Unclaimed Benefits Tracing, is a seasoned executive. Spanning a period of more than 20 years, Sicelo has occupied various positions of authority in the funds administration industry. He was a General Secretary (CEO) to the National Bargaining Council for the

Clothing Manufacturing Industry for almost 12 and currently holding the same position in the MEIBC. During his tenure in the clothing industry, he served as a Principal Officer of the two of the Clothing Industry Provident Funds. He spearheaded the registration of Clothing Industry Bargaining Council to become the recognised S13B administrator in terms of the Pension Funds Act. He is an Accountant by Profession and previously a member of a number of three accounting professional bodies. He is a member of BATSETA, a member of Institute of Directors and a Trustee of the Empowerment Trust.



## Chief Executive Officer

### SUSANI TOMSANA

Susani joined New Harvest Unclaimed Benefits Tracing with a wealth of management experience having worked for Old Mutual as a Calls Centre Manager and overseeing the fund administration focusing on pension fund benefits processing including death and unclaimed benefits tracing.

He's well versed with pension fund legislation and administration as well as related regulations and worked closely with fund trustees and administrators. Having been exposed to high volumes of unclaimed benefits, Susani developed passion and operations processes in ensuring that claimants and dependent beneficiaries were located for allocation of funds working together with a team of dedicated professionals.

Susani is an Ex-Regional Secretary (Provincial Head) of Sasbo, the leading Finance union strategically positioning as a champion of workers in the industry with strong focus for workers to access employment benefits afforded in terms of the LRA and their individual contracts of employment.

**087 094 2045**

**info@newharvesttracing.co.za**

**www.newharvesttracing.co.za**

**Head Office Address:**

**Unit 183**

**Cedar Hills Office Park**

**Cedar Avenue West**

**Broadacres**

**2191**



**New Harvest**

**Unclaimed Benefits Tracing**

*Your Trusted Unclaimed Benefits Tracers*