

MEMBER

Shaping the future of the retirement fund industry



Employee Benefits

BENCHMARK | SURVEY 2011

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Forward

In our hope for a better tomorrow, Sanlam is proud to present you with our annual BENCHMARK Survey results for 2011.



As this is only the second member study we have completed as part of the BENCHMARK Survey, we intend to continue this study in future so that it can have the same historical

significance of our retirement fund surveys that have been conducted for over three decades.

Furthermore it is the aim of the Sanlam BENCHMARK team to provide all stakeholders, including National Government, with some statistical evidence of how we could possibly assist with the improvement on the current levels of savings in South Africa. For this to be successful we need to have a deeper understanding of each household's personal balance sheet and expenditure prioritisation. We also need to have an understanding of the financial difficulties South Africans are faced with daily.

It is Sanlam's endeavour to provide objective and usable data in order for individuals, together with their trusted financial advisors, to make informed retirement savings, investment and risk planning decisions.

Over the years, Sanlam has partnered with different stakeholders to ensure that the data is relevant and actionable. We also took the step to present a research paper on the BENCHMARK Survey at the South African Market Research Association conference two years ago. This was an important step for us and you can be assured of the quality of the research output and that the research methodology is based on the most prudent data collecting methods.

As always the team has spent the last ten months tirelessly collecting, collating and analysing the data and we would like to take this opportunity to thank them for their commitment to the retirement fund industry.

I trust that like most stakeholders, you too will continue to find value in the content of this research report.

Robert Roux
CHIEF EXECUTIVE
SANLAM EMPLOYEE BENEFITS

Executive summary

Understanding vs. Action: Retirement fund members need to face the facts



What do members of retirement funds believe about the need to save for their retirement? And what are they doing about it? The results of a survey amongst 750 members revealed a dichotomous result...

While members largely agree that there is a dire need to start saving for their retirement from an early age and to regularly review their retirement plans, retirement fund members are not putting their understanding into action - indicating a significant gap between the acknowledgement of what needs to be done and action to implement their understanding.

Yes, retirement fund members surveyed agreed: One should start saving for your retirement. In fact, start saving for your golden years as early as age 20, said 74% of them.

And, yes: almost half of those surveyed (45%) acknowledged that they reviewed their retirement plans in the last two years, with 25% of them indicating that their plans are reviewed annually.

So why, might one ask, are at least 34% of those surveyed not on track to meet their retirement goals. And, why do 13% of them not know whether their plans are on track?

Given the unlikelihood of building up sufficient savings for retirement with a 10% or less contribution from one's income, there is great concern at the indication by respondents that 71.9% of them contribute between 0% and 10% towards their retirement savings.

In fact, almost half of those surveyed (47%) believe that 10 times or less of their current salary was sufficient to live on for the rest of their lives.

To add fuel to fire 20.2% of the respondents indicated that they had, at some point, withdrawn their retirement benefits through resignation and of these 70% withdrew all their savings in cash, with 24% of respondents using the money to pay for lifestyle expenses.

In contemplation of advice . . .

Given the acknowledged need to start saving early and to regularly review retirement plans, retirement fund members indicated that they are indeed willing to call on the expertise of financial intermediaries to help them with decisions about their retirement needs.

The BENCHMARK Survey of 750 members of retirement funds indicates an increase of 10% in the number of people who have sought financial advice from those surveyed last year (59% versus 49%).

Almost half (49%) of those questioned, said they had based their investment decisions over the last year on advice from an accredited intermediary (compared to 46% last year).

On the positive side, 89% of retirement fund members surveyed acknowledged their belief that they would make better investment decisions with the advice of an accredited financial intermediary or broker. Worryingly though, 26,8% believe they could wait until less than 5 years before retirement to consult an expert about retirement matters.

A large percentage (72%) of the respondents indicated they felt they had sufficient knowledge to make investment decisions and 10, 1% of them said they did not think it was necessary to seek advice.

Given many retirement fund members' view that the need for financial education has decreased, are such high levels of self belief in their knowledge to make investment decisions at all concerning?

Karin Muller

HEAD: SANLAM GROWTH MARKET SOLUTIONS
SANLAM PERSONAL FINANCE

Methodology and sample

The 2011 BENCHMARK Member Survey was conducted among 750 active members of retirement funds. Participation in the survey was based on respondent's employment and contribution to a form of retirement provision either via an employer sponsored scheme or a retirement annuity fund.

The survey was conducted by an independent market research agency BDRC, through face-to-face interviews.

The research was conducted under the SAMRA (South African Marketing Research Association) Code of Conduct and all the information gathered is held in strict confidence. All respondents remain anonymous and only the aggregated results of the survey have been reported on.

Sample size

The tables and graphs in this report are based on responses by 750 active members.

The sample size is 750 but in some instances the base size is $n \neq 750$, namely:

- $n < 750$ where the question was not applicable to all participants
- $n > 750$ where the question allowed for multiple responses

Caution: Data should be used with care, particularly where the number of responses or base sizes are < 30 , as this is considered statistically insufficient to draw any significant industry conclusions.

Numbering

We have tracked responses to certain questions, which allow us to determine trends for a specific period. As a result, in an attempt to retain original questions, question numbering may not be sequential.

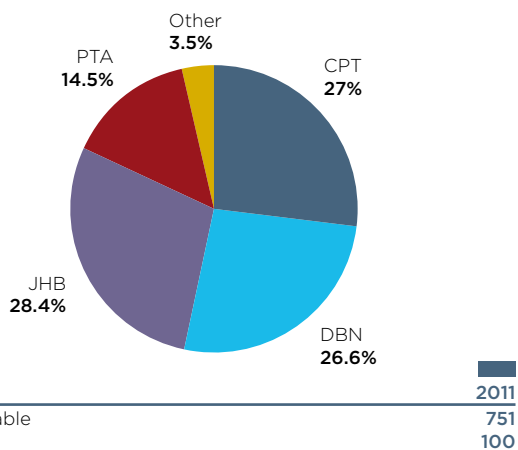
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SECTION A

Demographics

QA.0



QA.1 How would you describe your current working status?

	2011 TOTAL	2010 TOTAL
BASE: ALL RESPONDENTS	751	754
	100	100
Employed part-time	2	20
	0.3	2.7
Employed full-time	563	570
	75	75.6
Self-employed	186	164
	24.8	21.8
SUMMARY		
Any Employed	565	590
	75.2	78.2
Total of table	751	754
	100	100

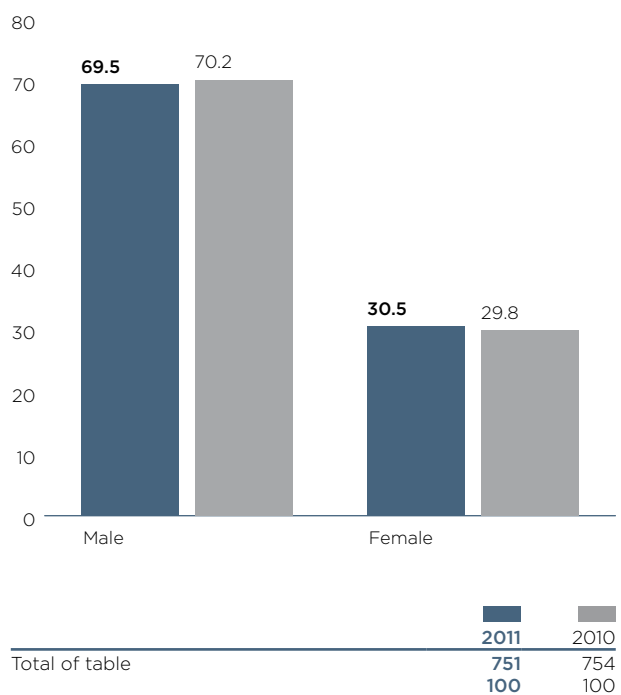
QA.2 Do you contribute towards any of the following forms of retirement provision at present?

	2011 TOTAL	2010 TOTAL
BASE: ALL RESPONDENTS	751	754
	100	100
Company sponsored fund	0	495
	0	65.6
Company sponsored pension fund	356	0
	47.4	0
Company sponsored provident fund	204	0
	27.2	0
Retirement Annuity (RA)	309	307
	41.1	40.7
Umbrella fund	16	24
	2.1	3.2
Union fund	5	43
	0.7	5.7
Other	0	2
	0	0.3
Total of table	890	871
	118.5	115.5

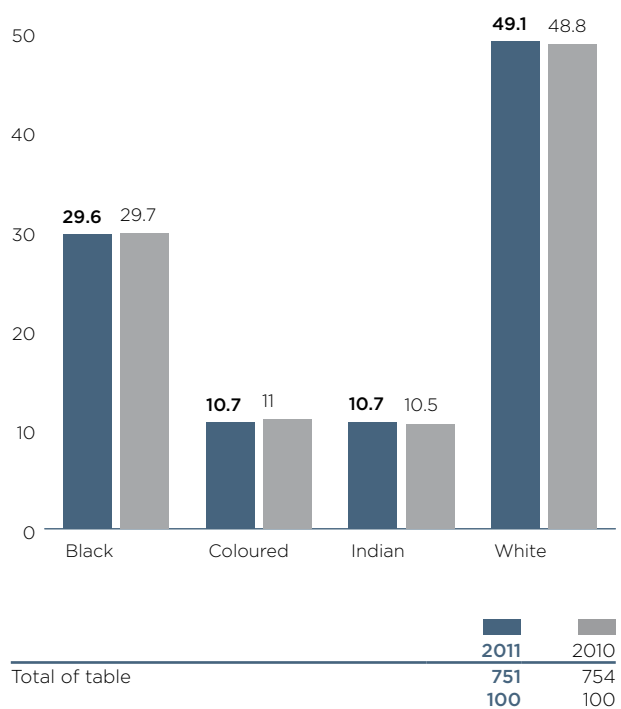
QA.3 With which life office/ company is your retirement fund/ annuity invested?

	2011 TOTAL	2010 TOTAL
BASE: ALL RESPONDENTS	751	754
	100	100
Absa	9	0
	1.2	0
Discovery	6	0
	0.8	0
Metal Industry	11	0
	1.5	0
Transnet	10	0
	1.3	0
Alexander Forbes	91	41
	12.1	5.4
Allan Gray	20	15
	2.7	2
Investec	19	11
	2.5	1.5
Liberty	83	69
	11.1	9.2
MMI (Metropolitan/Momentum)	116	0
	15.4	0
Old Mutual	231	253
	30.8	33.6
Sanlam	156	155
	20.8	20.6
Government pension	58	47
	7.7	6.2
Metropolitan	3	63
	0.4	8.4
Momentum	1	52
	0.1	6.9
Other	39	95
	5.2	12.6
Don't know	35	64
	4.7	8.5
Total of table	888	865
	118.2	114.7

QA.4



QA.5



QA.6 Which of the following best describes your age category?

	2011 TOTAL	2010 TOTAL
BASE: ALL RESPONDENTS	751	754
	100	100
25 - 30	53	59
	7.1	7.8
31 - 35	47	65
	6.3	8.6
36 - 40	73	64
	9.7	8.5
41 - 45	50	98
	6.7	13
46 - 50	152	158
	20.2	21
51 - 55	203	176
	27	23.3
56 - 60	144	93
	19.2	12.3
61 - 65	29	41
	3.9	5.4
Mean	47.63	46.73
Total of table	751	754
	100	100

QA.7 Which of the following best describes your personal monthly income before taxes?

	2011 TOTAL	2010 TOTAL
BASE: ALL RESPONDENTS	751	754
	100	100
R1 000 - R2 999	3	4
	0.4	0.5
R3 000 - R5 999	53	90
	7.1	11.9
R6 000 - R9 999	129	176
	17.2	23.3
R10 000 - R19 999	232	249
	30.9	33
R20 000 - R29 999	88	111
	11.7	14.7
R30 000 - R39 999	116	34
	15.4	4.5
R40 000 +	120	25
	16	3.3
Refused	9	65
	1.2	8.6
Don't know	1	0
	0.1	0
Mean	22 155	15 451
Total of table	751	754
	100	100

QA.8 What is your marital status?

	2011 TOTAL	2010 TOTAL
BASE: ALL RESPONDENTS	751	754
	100	100
Single	100	115
	13.3	15.3
Unmarried but cohabiting/ living together	79	56
	10.5	7.4
Married	475	491
	63.2	65.1
Widowed	27	36
	3.6	4.8
Divorced	63	50
	8.4	6.6
Separated	7	5
	0.9	0.7
Refused	0	1
	0	0.1
Total of table	751	754
	100	100

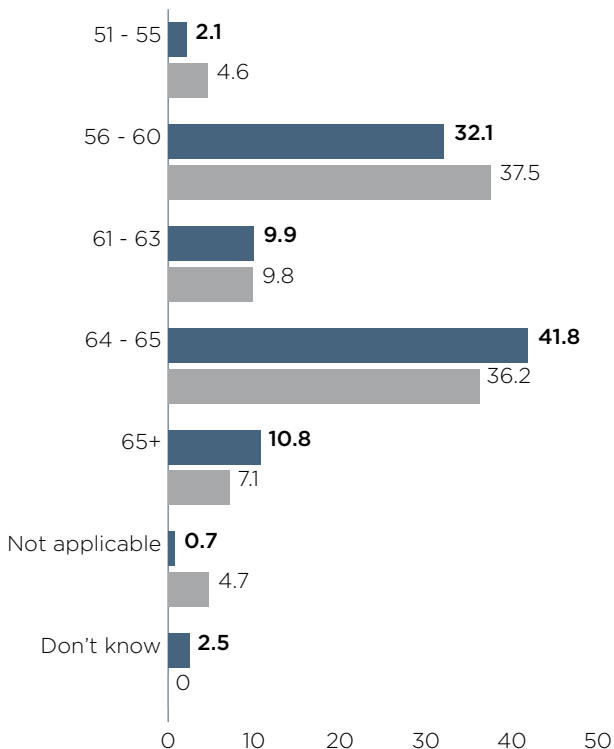
QA.9 How many dependants do you have, including your spouse(s) (if applicable), child(ren) and any others who are financially dependent on you?

	2011 TOTAL	2010 TOTAL
BASE: ALL RESPONDENTS	751	754
	100	100
1	144	158
	19.2	21
2	169	159
	22.5	21.1
3	156	169
	20.8	22.4
4	93	108
	12.4	14.3
5	34	33
	4.5	4.4
6	27	27
	3.6	3.6
Other	17	0
	2.3	0
Not applicable	111	100
	14.8	13.3
Mean	2.65	2.66
Total of table	751	754
	100	100

SECTION B

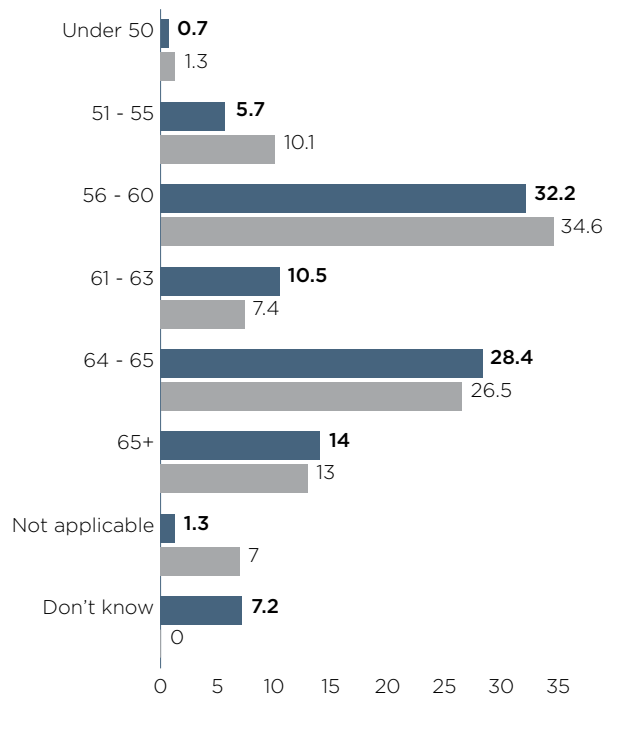
Retirement funding

QB.1 What is the normal retirement age of your fund/company?



	2011	2010
Mean	62.12	61.32
Total of table	564	549
	100	100

QB.2 At what age do you expect to go on retirement?



	2011	2010
Mean	61.48	60.78
Total of table	751	754
	100	100

QB.3 For how many years, in total, have you been making contributions to a retirement fund and/or RA?

	2011 TOTAL	2010 TOTAL
BASE: ALL RESPONDENTS	751	754
	100	100
Less than 5 years	84	118
	11.2	15.6
6 - 10 years	126	138
	16.8	18.3
11 - 15 years	102	99
	13.6	13.1
16 - 20 years	144	139
	19.2	18.4
21 - 25 years	118	96
	15.7	12.7
26 - 30 years	101	86
	13.4	11.4
More than 30 years	76	68
	10.1	9
Don't know	0	10
	0	1.3
Mean	17.82	16.46
Total of table	751	754
	100	100

QB.4 At present, which of the following is more important to you?

	2011 TOTAL	2010 TOTAL
BASE: ALL RESPONDENTS	751	754
	100	100
Retirement savings	182	212
	24.2	28.1
Death / disability benefits	22	27
	2.9	3.6
Both are equally important	534	506
	71.1	67.1
Neither is important to me	7	8
	0.9	1.1
Don't know	6	1
	0.8	0.1
Total of table	751	754
	100	100

QB.5a In your opinion, when is the right time to start saving for retirement?

	2011 TOTAL	2010 TOTAL
BASE: ALL RESPONDENTS	751	754
	100	100
At age 20	555	567
	73.9	75.2
At age 30	156	146
	20.8	19.4
At age 40	13	13
	1.7	1.7
At age 50	1	2
	0.1	0.3
At age 60	1	5
	0.1	0.7
Other	17	3
	2.3	0.4
Don't know	8	18
	1.1	2.4
Mean	22.6	22.7
Total of table	751	754
	100	100

QB.5b For how long do you expect to contribute to a retirement fund (from start to finish)?

	2011 TOTAL
BASE: ALL RESPONDENTS	751
	100
Less than 10 years	5
	0.7
11 - 15 years	14
	1.9
16 - 20 years	37
	4.9
21 - 25 years	76
	10.1
26 - 30 years	166
	22.1
31 - 35 years	165
	22
36 - 40 years	198
	26.4
41 - 45 years	61
	8.1
46 - 50 years	8
	1.1
More than 50 years	2
	0.3
Don't know	19
	2.5
Mean	31.92
Total of table	751
	100

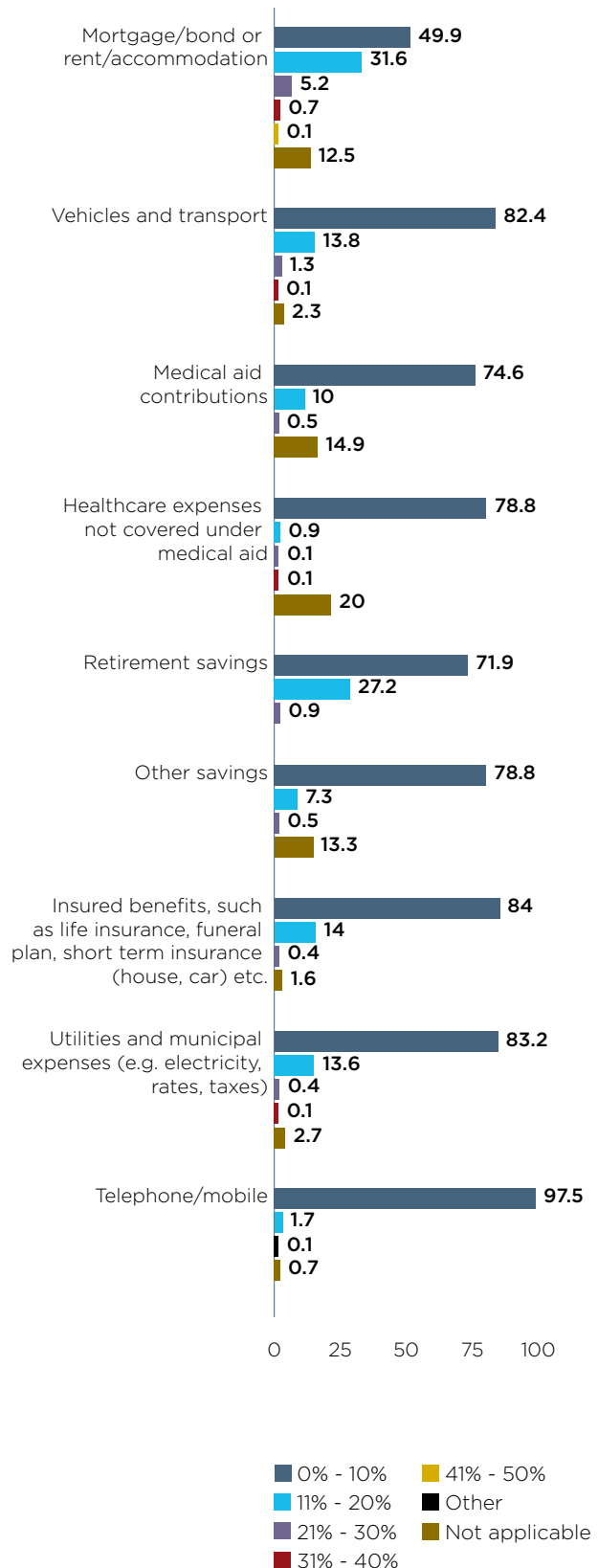
QB.6 How much do you currently contribute each month to your retirement annuity?

	2011 TOTAL	2010 TOTAL
BASE: ALL RESPONDENTS	309	307
	100	100
Less than R300 per month	11	60
	3.6	19.5
R300 - R499 per month	42	94
	13.6	30.6
R500 - R1,000	80	76
	25.9	24.8
R1,001 - R1,500	61	31
	19.7	10.1
R1,501 or more	0	39
	0	12.7
R1,501 - R2,000	52	0
	16.8	0
R2,001 - R3,000	36	0
	11.7	0
R3,001 - R4,000	15	0
	4.9	0
R4,001 - R5,000	6	0
	1.9	0
More than R5,000	2	0
	0.6	0
Don't know	4	7
	1.3	2.3
Mean	1 399	777
Total of table	309	307
	100	100

QB.7 Generally speaking, do you believe that you are on track to meet your financial goals at retirement, or do you feel that you are lagging behind with retirement savings?

	2011 TOTAL	2010 TOTAL
BASE: ALL RESPONDENTS	751	754
	100	100
Yes, I am on track	394	379
	52.5	50.3
No, I am lagging behind	257	289
	34.2	38.3
Don't know	100	86
	13.3	11.4
Total of table	751	754
	100	100

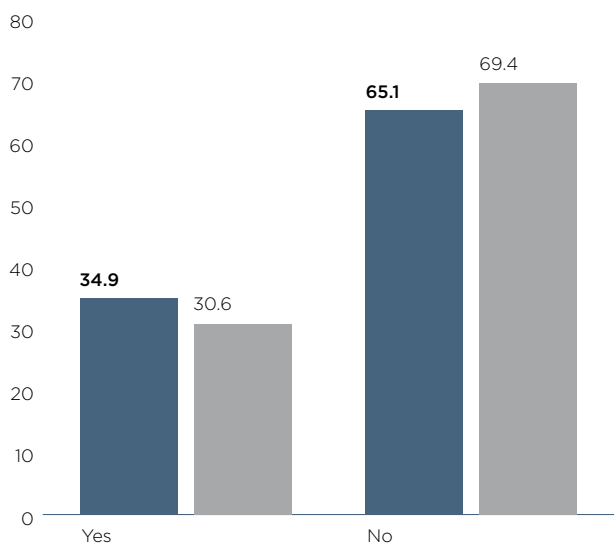
QB.8a What proportion of your personal monthly income is spent on the following items?



SECTION C

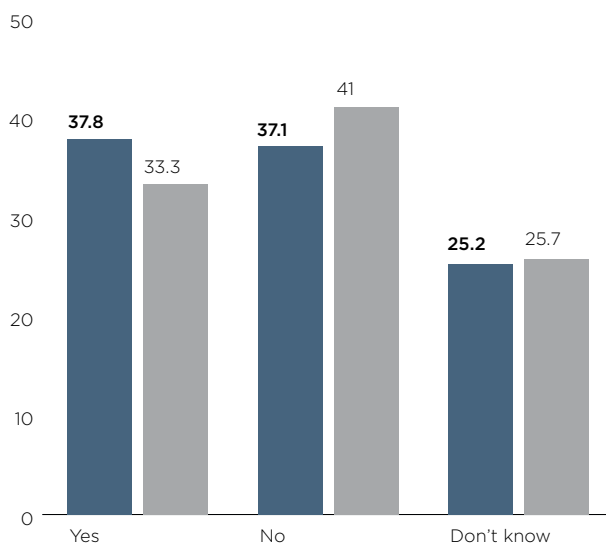
Member knowledge assessment

QC.1a Can you name at least one of your fund's trustees?



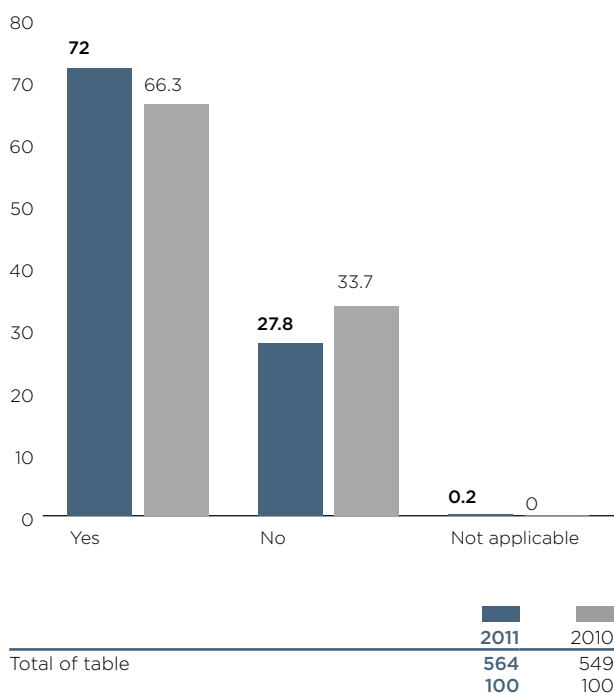
	2011	2010
Total of table	564	549
	100	100

QC.1b Do you have the option to nominate and elect your member trustees?



	2011	2010
Total of table	564	549
	100	100

QC.1c Are you aware that the decisions made by the trustees affect your retirement savings and risk benefits (death/ funeral/disability cover)?



QC.2 Can you tell me whether or not you have completed your beneficiary nomination form?

	2011 TOTAL	2010 TOTAL
BASE: ALL RESPONDENTS	751	754
	100	100
Yes, I have	626	609
	83.4	80.8
No, I have not	124	145
	16.5	19.2
Don't know	1	0
	0.1	0
Total of table	751	754
	100	100

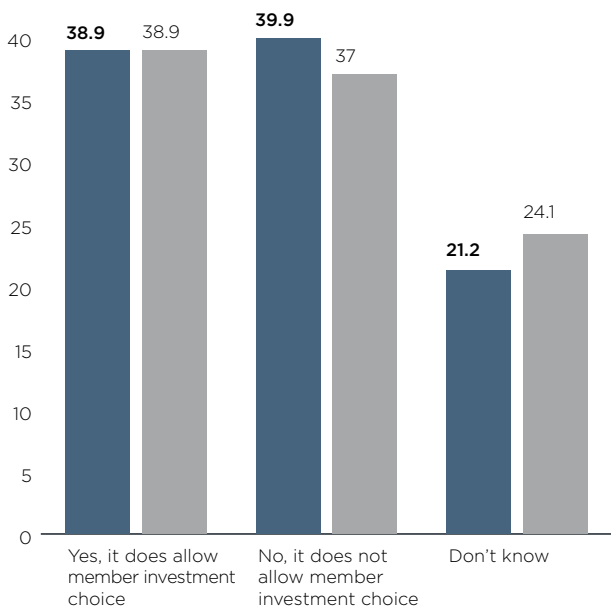
QC.3 Who would be your first point of contact when you have questions/problems related to your fund (e.g. understanding your benefit statement, looking at your fund value etc.)?

	2011 TOTAL	2010 TOTAL
BASE: ALL RESPONDENTS	751	754
	100	100
The fund administrator	97	136
	12.9	18
A human resources (HR) officer	288	266
	38.3	35.3
A trustee	16	34
	2.1	4.5
A personal financial advisor/ broker	258	205
	34.4	27.2
The fund call centre	63	70
	8.4	9.3
Work colleagues	16	14
	2.1	1.9
Other	7	11
	0.9	1.5
Don't know	6	18
	0.8	2.4
Total of table	751	754
	100	100

SECTION D

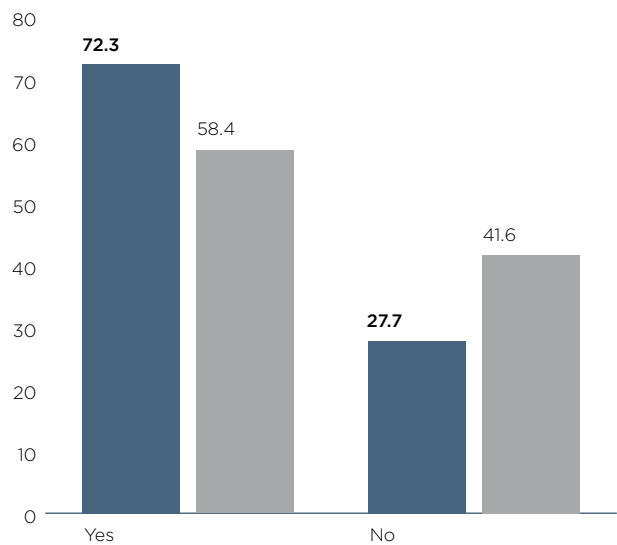
Member investment choice

QD.1a Can you tell me whether or not your retirement fund / annuity provider allows you to make your own investment choice?



	2011	2010
Total of table	751	754
	100	100

QD.1b Are you confident that you have sufficient knowledge of investments to make your own investment decisions?



	2011	2010
Total of table	292	293
	100	100

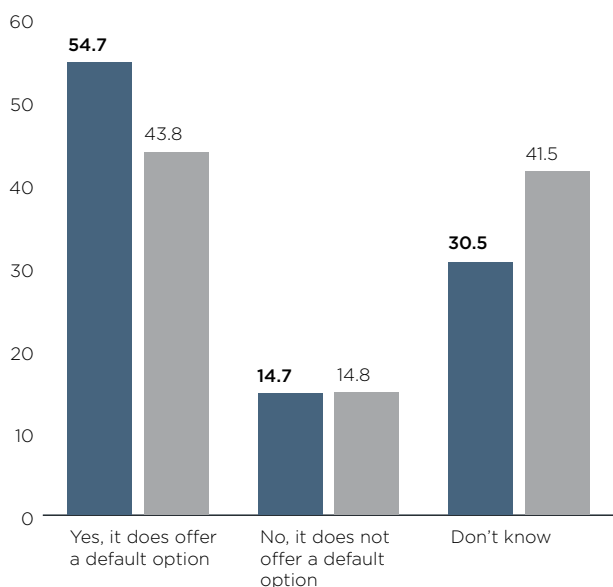
QD.1c Would you be more comfortable to make investment decisions if you were advised by an accredited financial advisor/ broker?

	2011 TOTAL	2010 TOTAL
BASE: ALL RESPONDENTS	81	122
	100	100
Yes	72	91
	88.9	74.6
No	7	14
	8.6	11.5
Not applicable	1	0
	1.2	0
Don't know	1	17
	1.2	13.9
Total of table	81	122
	100	100

QD.1d Would you like to have a wider selection of asset managers, unit trusts and direct equity portfolios available to choose from or are you satisfied with the range of investment options currently made available to you by your retirement fund/annuity provider?

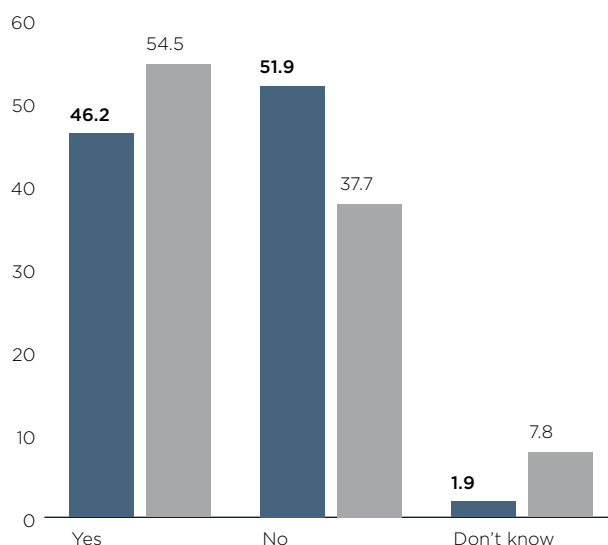
	2011 TOTAL	2010 TOTAL
BASE: ALL RESPONDENTS	292	293
	100	100
I would like a wider selection	46	70
	15.8	23.9
I'm satisfied with the range currently available	233	187
	79.8	63.8
Not applicable	1	0
	0.3	0
Don't know	12	36
	4.1	12.3
Total of table	292	293
	100	100

QD.2a Can you tell me whether your retirement fund offers a default investment portfolio or not? This is an investment portfolio that trustees have chosen for members who do not wish to exercise their own investment choices.



	2011	2010
Total of table	190	176
	100	100

QD.2b Do you invest in the default option?



	2011	2010
Total of table	104	77
	100	100

QD.2c Why do you invest in the default investment portfolio?

	2011 TOTAL	2010 TOTAL
BASE: ALL RESPONDENTS	48	42
	100	100
I trust the Trustees to make sound investment choices	27	33
	56.3	78.6
I don't have enough knowledge/experience of investments to structure my own portfolio	8	4
	16.7	9.5
I don't trust/understand the other investment options available to me	0	1
	0	2.4
I just want to know that my retirement savings are growing, I'm not really interested in where the monies are invested	20	18
	41.7	42.9
Other	1	1
	2.1	2.4
Total of table	56	57
	116.7	135.7

QD.3 On what basis did you choose your current investment portfolio?

	2011 TOTAL	2010 TOTAL
BASE: ALL RESPONDENTS	751	754
	100	100
Your own investment knowledge	168	141
	22.4	18.7
Random choice	44	75
	5.9	9.9
Advice from a colleague	125	114
	16.6	15.1
Advice from an investment accredited intermediary (e.g. financial advisor or broker)	364	350
	48.5	46.4
Recommended by the trustees (i.e. the default option)	137	121
	18.2	16
Had no choice	3	52
	0.4	6.9
Other	52	11
	6.9	1.5
Not applicable	0	5
	0	0.7
Don't know	4	0
	0.5	0
Total of table	897	869
	119.4	115.3

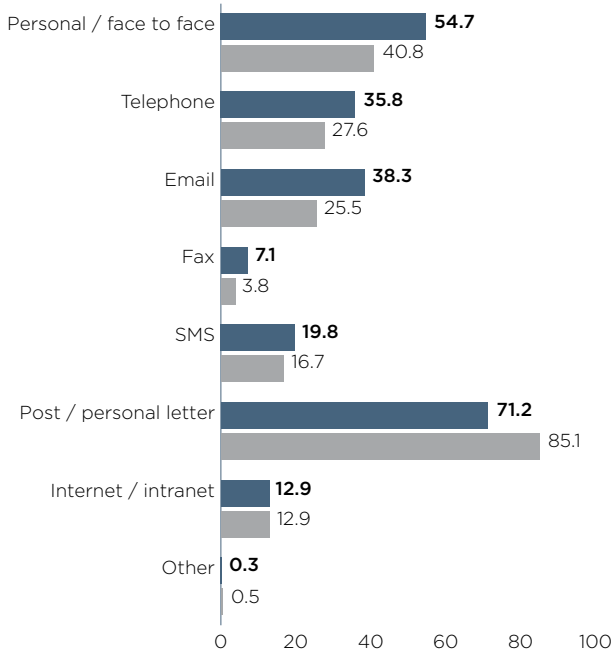
QD.4a Can you tell me how your retirement fund money is currently invested?

	2011 TOTAL	2010 TOTAL
BASE: ALL RESPONDENTS	751	754
	100	100
Aggressively	51	65
	6.8	8.6
Moderately	232	0
	30.9	0
Conservatively	67	57
	8.9	7.6
In a guaranteed fund	163	258
	21.7	34.2
In cash	23	0
	3.1	0
Diversified portfolio	0	44
	0	5.8
Other	0	3
	0	0.4
Don't know	215	327
	28.6	43.4
Total of table	751	754
	100	100

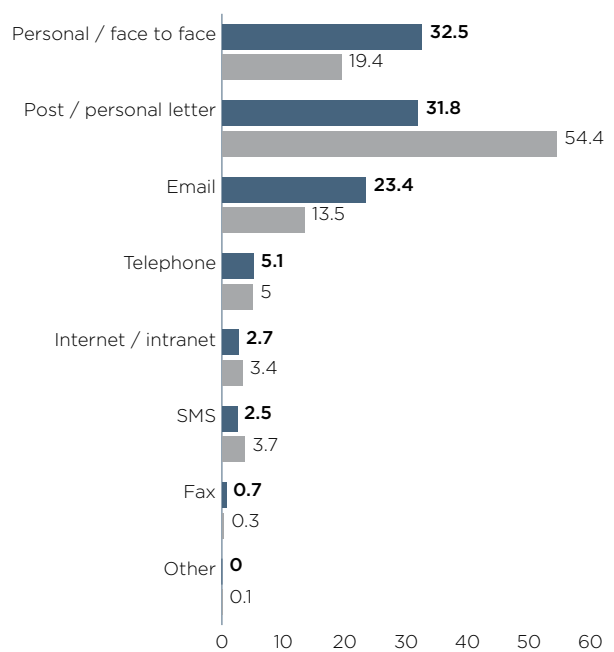
SECTION E

Education & communication

QE.1a How do you want to receive information on matters relating to your retirement fund / annuity?



QE.1b Can you please rank these in order of your preference, naming your highest preference first?



	2011	2010
SUMMARY		
Any printed material	552	646
	73.5	85.7
Any technology	410	342
	54.6	45.4
Total of table	1804	1606
	240	213

	2011	2010
Total of table	751	754
	100	100

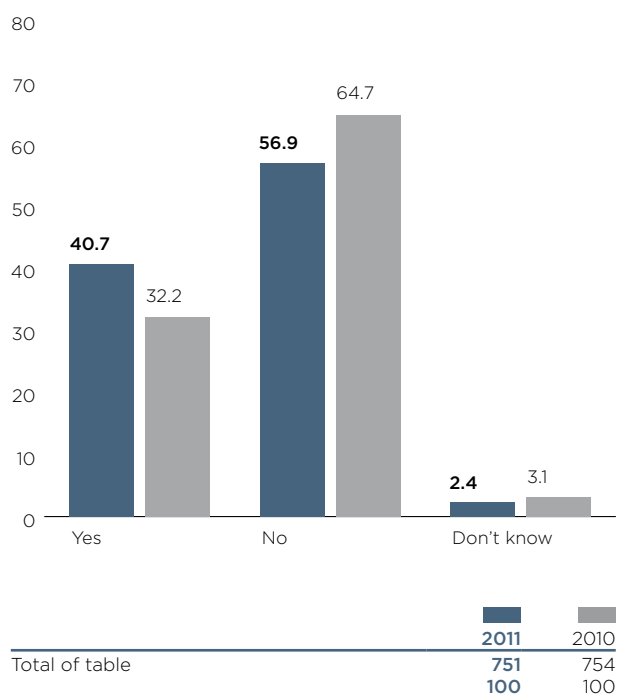
QE.2 How would you rate your fund's / annuity provider's performance on communication of important fund information? Please use a scale from 1 to 10 where 1 is 'very poor' and 10 is 'excellent'.

	2011 TOTAL	2010 TOTAL
BASE: ALL RESPONDENTS	751	754
	100	100
1	6	28
	0.8	3.7
2	2	12
	0.3	1.6
3	7	18
	0.9	2.4
4	14	32
	1.9	4.2
5	53	69
	7.1	9.2
6	84	93
	11.2	12.3
7	157	132
	20.9	17.5
8	197	174
	26.2	23.1
9	162	126
	21.6	16.7
10	58	67
	7.7	8.9
Don't know	11	3
	1.5	0.4
SUMMARY		
Very good/ Excellent	220	193
	29.3	25.6
Very poor/ poor score 1-2	8	40
	1.1	5.3
Mean	7.53	7
Total of table	751	754
	100	100

QE.3 To what extent would you say you understand the contents of your benefit statement?

	2011 TOTAL	2010 TOTAL
BASE: ALL RESPONDENTS	751	569
	100	100
I understand all of it	216	142
	28.8 %	25
I understand most of it	332	274
	44.2	48.2
I only understand some parts of it	166	146
	22.1	25.7
It makes little/no sense to me	36	7
	4.8	1.2
Don't know	1	0
	0.1	0
Mean	2.03	2.03
Total of table	751	569
	100	100

QE.4a Do you have access to an internet / web facility to view your fund values?



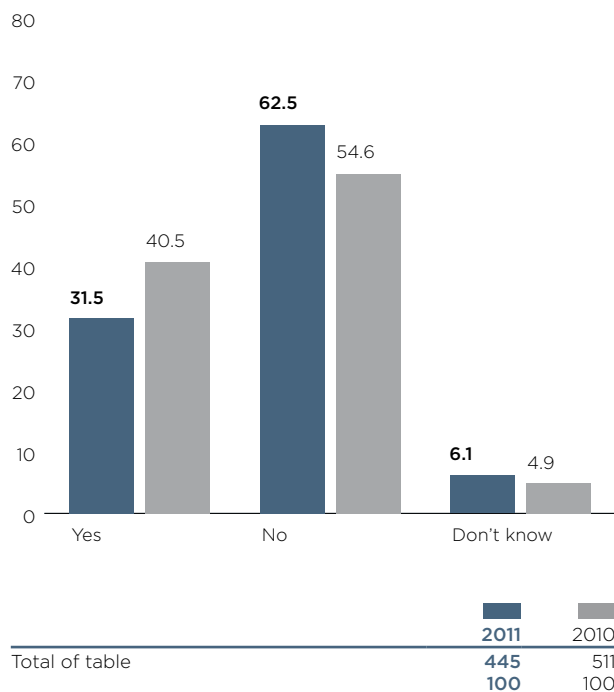
QE.4b How regularly do you access the web to view your fund values?

	2011 TOTAL	2010 TOTAL
BASE: ALL RESPONDENTS	306	243
	100	100
Daily	3	2
	1	0.8
Weekly	7	4
	2.3	1.6
2 - 3 times per month	5	6
	1.6	2.5
Monthly	19	18
	6.2	7.4
Quarterly	37	29
	12.1	11.9
Biannually	25	10
	8.2	4.1
Annually	41	17
	13.4	7
Less often	56	56
	18.3	23
Never	110	100
	35.9	41.2
Don't know	3	1
	1	0.4
Total of table	306	243
	100	100

QE.4c Which of the following do you access on the web?

	2011 TOTAL	2010 TOTAL
BASE: ALL RESPONDENTS	306	243
	100	100
Own fund value	135	82
	44.1	33.7
Fund information i.e. rules, newsletters etc.	62	51
	20.3	21
Retirement calculators	48	32
	15.7	13.2
Beneficiary details to make changes / update	44	45
	14.4	18.5
Investment options to choose/switch investments	36	22
	11.8	9.1
Other	8	2
	2.6	0.8
Not applicable	88	93
	28.8	38.3
Don't know	9	6
	2.9	2.5
Total of table	430	333
	140.5	137

QE.5 Would you be interested in viewing your fund values on a web facility?



SECTION F

Financial advice

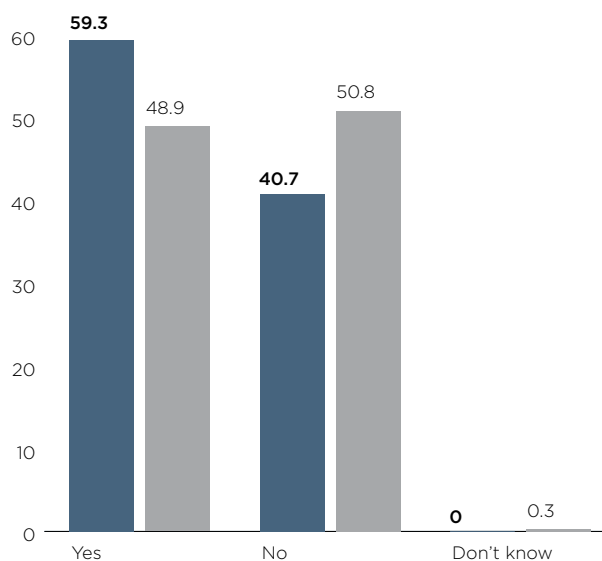
QF.1a When was the last time you had a financial needs assessment done?

	2011 TOTAL	2010 TOTAL
BASE: ALL RESPONDENTS	751	319
	100	100
In the last 12 months	147	81
	19.6	25.4
1 - 2 years ago	187	95
	24.9	29.8
3 - 5 years ago	142	80
	18.9	25.1
6 - 10 years ago	27	32
	3.6	10
More than 10 years ago	28	15
	3.7	4.7
Never	150	0
	20	0
Don't know	70	16
	9.3	5
Mean	2.16	3.1
Total of table	751	319
	100	100

QF.1b How often do you actively review your retirement plans?

	2011 TOTAL	2010 TOTAL
BASE: ALL RESPONDENTS	751	754
	100	100
Annually	186	225
	24.8	29.8
Every 1 - 2 years	114	72
	15.2	9.5
Every 2 - 3 years	54	52
	7.2	6.9
Every 3 - 5 years	105	54
	14	7.2
Less often	125	130
	16.6	17.2
Never	136	184
	18.1	24.4
Other	1	0
	0.1	0
Don't know	30	37
	4	4.9
Mean	2.31	2.03
Total of table	751	754
	100	100

QF.2a Have you ever made use of a personal financial advisor/broker to help you make decisions regarding your retirement savings and investments?

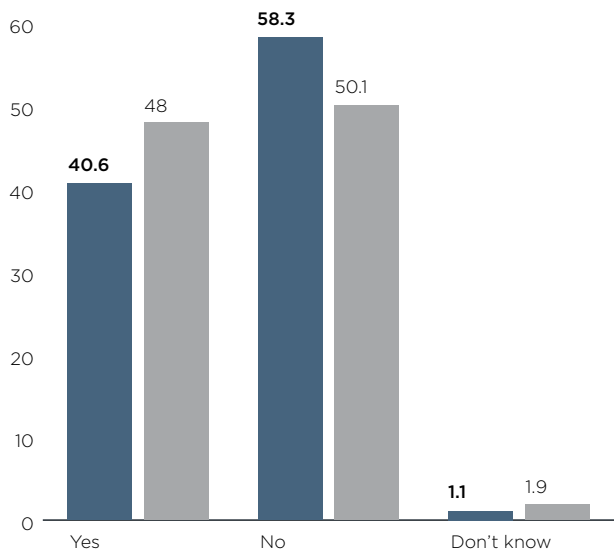


	2011 TOTAL	2010 TOTAL
Total of table	751	754
	100	100

QF.2b When was the last time you had contact with your personal financial advisor/broker?

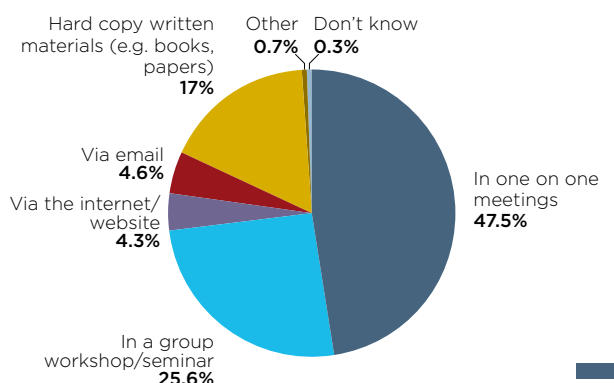
	2011 TOTAL	2010 TOTAL
BASE: ALL RESPONDENTS	445	369
	100	100
In the last 6 months	71	66
	16	17.9
6 - 12 months ago	105	93
	23.6	25.2
1 - 2 years ago	119	78
	26.7	21.1
2 - 3 years ago	56	43
	12.6	11.7
More than 3 years ago	77	73
	17.3	19.8
Don't know	17	16
	3.8	4.3
Mean	1.69	1.71
Total of table	445	369
	100	100

QF.3a Would you like to receive financial education?



	2011	2010
Total of table	751	754
	100	100

QF.3b How would you like to receive financial education?



	2011
Total of table	305
	100

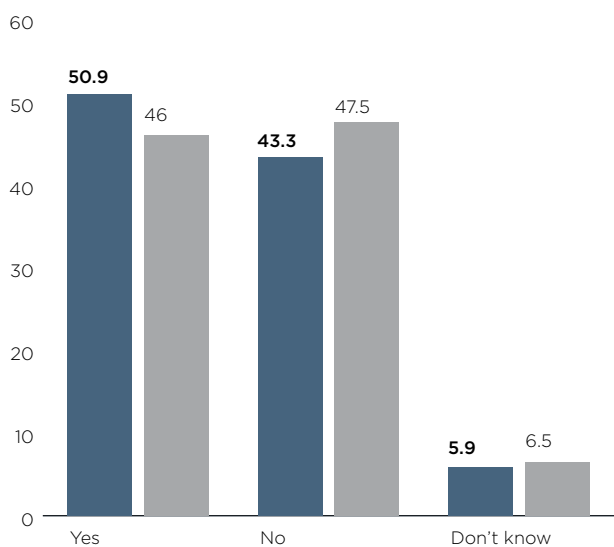
QF.3c How much are you personally willing to pay for financial education by an accredited financial expert?

	2011 TOTAL	2010 TOTAL
BASE: ALL RESPONDENTS	305	362
	100	100
Not willing to pay	168	220
	55.1	60.8
R50 per hour	76	67
	24.9	18.5
R100 per hour	17	28
	5.6	7.7
R200 per hour	6	9
	2	2.5
R300 per hour	0	2
	0	0.6
Don't know	38	36
	12.5	9.9
Mean	68	81
Total of table	305	362
	100	100

QF.4 Where would you prefer to receive financial advice?

	2011
BASE: ALL RESPONDENTS	751
	100
At your home	290
	38.6
At your place of work	256
	34.1
At the financial advisor's/broker's office	187
	24.9
Other	14
	1.9
Not applicable	3
	0.4
Don't know	1
	0.1
Total of table	751
	100

QF.5 Would you like to receive specialist investment advice around structuring your portfolio from an accredited investment professional?



	2011	2010
Total of table	751	754
	100	100

QF.6a How many years before retirement do you expect to seek professional financial advice about your retirement needs?

	2011 TOTAL	2010 TOTAL
BASE: ALL RESPONDENTS	751	754
	100	100
More than 20 years before retirement	100	84
	13.3	11.1
15 - 20 years before retirement	80	91
	10.7	12.1
10 - 14 years before retirement	92	117
	12.3	15.5
5 - 9 years before retirement	143	197
	19	26.1
Less than 5 years before retirement	201	71
	26.8	9.4
Not necessary to seek financial advice	76	62
	10.1	8.2
Don't know	59	132
	7.9	17.5
Mean	10.4	11.64
Total of table	751	754
	100	100

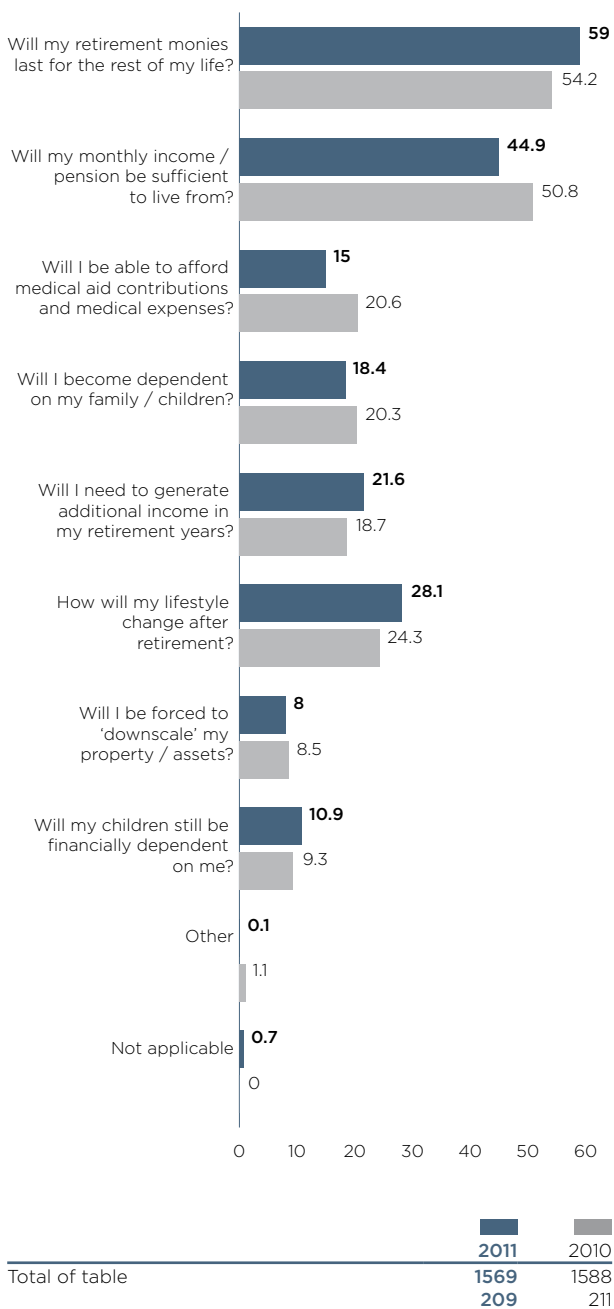
QF.6b Who will you contact for advice related to your financial options at retirement?

	2011 TOTAL	2010 TOTAL
BASE: ALL RESPONDENTS	751	754
	100	100
Personal Financial Advisor	426	338
	56.7	44.8
Intermediary appointed by the Fund	69	88
	9.2	11.7
Your bank	111	95
	14.8	12.6
Trustees of the fund	49	69
	6.5	9.2
Human Resources officer	220	212
	29.3	28.1
Fund Administrator	107	104
	14.2	13.8
Work colleagues	20	16
	2.7	2.1
Nobody / Won't seek advice	29	17
	3.9	2.3
Other	7	9
	0.9	1.2
Don't know	15	10
	2	1.3
Total of table	1053	958
	140	127

SECTION G

Making adequate retirement provision

QG.1 What are the biggest financial concerns you have about your future retirement?



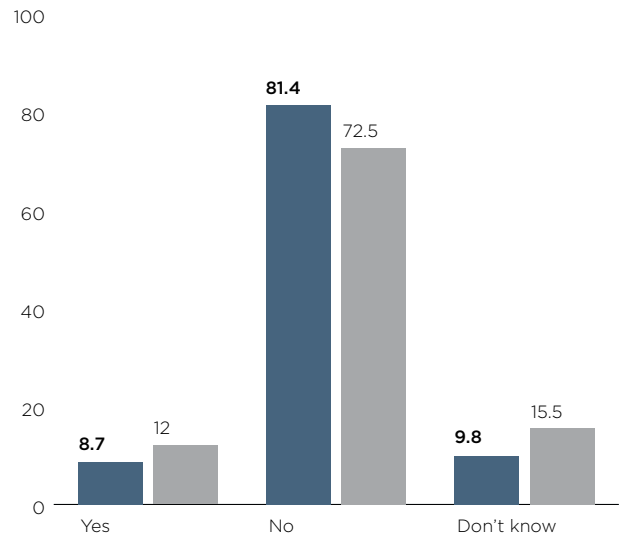
QG.2 Imagine you are 65 years old and you are just about to go on retirement. How much money do you think you will need to see you through the rest of your life?

	2011 TOTAL	2010 TOTAL
BASE: ALL RESPONDENTS	751	754
	100	100
Less than 5 times your current annual salary	40	51
	5.3	6.8
About 5 times your current annual salary	132	151
	17.6	20
About 10 times your annual salary	183	188
	24.4	24.9
About 15 times your annual salary	125	75
	16.6	9.9
More than 15 times your annual salary	0	152
	0	20.2
About 20 times your annual salary	89	0
	11.9	0
More than 20 times your annual salary	80	0
	10.7	0
Other	0	2
	0	0.3
Don't know	102	135
	13.6	17.9
Mean	12.49	10.78
Total of table	751	754
	100	100

QG.3 What will you do if you do not have sufficient savings at retirement?

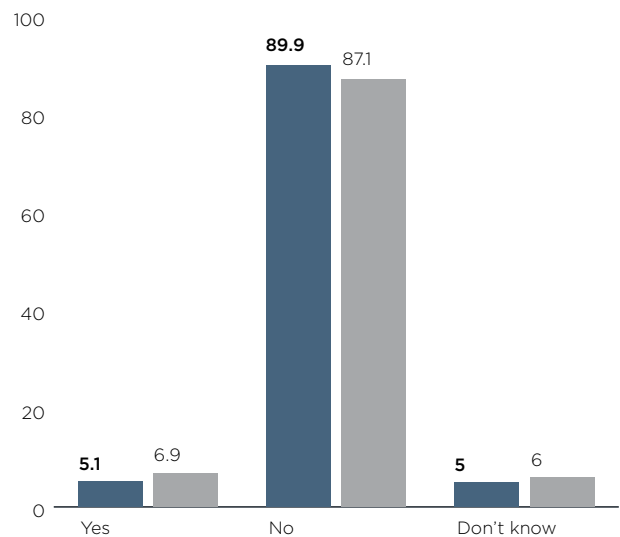
	2011 TOTAL	2010 TOTAL
BASE: ALL RESPONDENTS	751	754
	100	100
Negotiate contract work with my previous employer	163	135
	21.7	17.9
Find employment to supplement my income	344	322
	45.8	42.7
Lower my standard of living	209	240
	27.8	31.8
Rely on my family to support me / supplement my income	41	61
	5.5	8.1
Sell my property to downscale to something more affordable	76	106
	10.1	14.1
Start my own business to generate income	245	216
	32.6	28.6
Other	19	14
	2.5	1.9
Don't know	20	49
	2.7	6.5
Total of table	1117	1143
	149	152

QG.4 If you had the choice to 'opt-out' from compulsory contributions to your company / union / umbrella retirement fund, would you?



	2011	2010
Total of table	564	549
	100	100

QG.5 If you could reduce your current contribution to your retirement fund, would you?

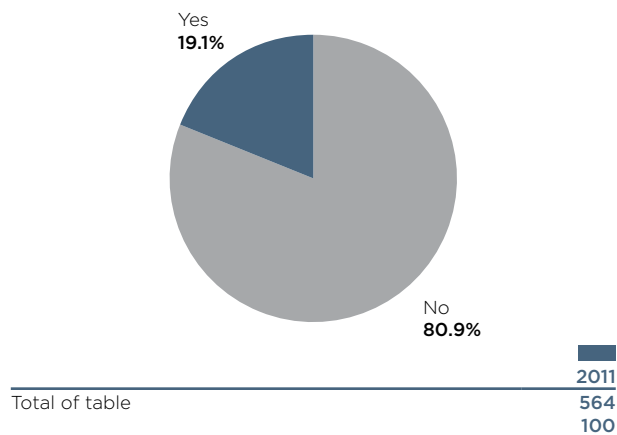


	2011	2010
Total of table	564	549
	100	100

QG.6 Imagine you are reaching retirement age right now. Which of the following options would you choose?

	2011 TOTAL	2010 TOTAL
MEMBERS OF COMPANY /UNION/UMBRELLA FUND	564	549
A company pension	361	229
	64	41.7
Income from an annuity guaranteed by an insurance company	166	0
	29.4	0
Income from an investment linked living annuity	59	0
	10.5	0
Invest my payout in property	78	106
	13.8	19.3
Invest my payout in unit trusts	82	84
	14.5	15.3
Buy an annuity (monthly pension)	0	218
	0	39.7
Other	2	8
	0.4	1.5
Don't know	23	48
	4.1	8.7
Total of table	771	693
	136.7	126.2

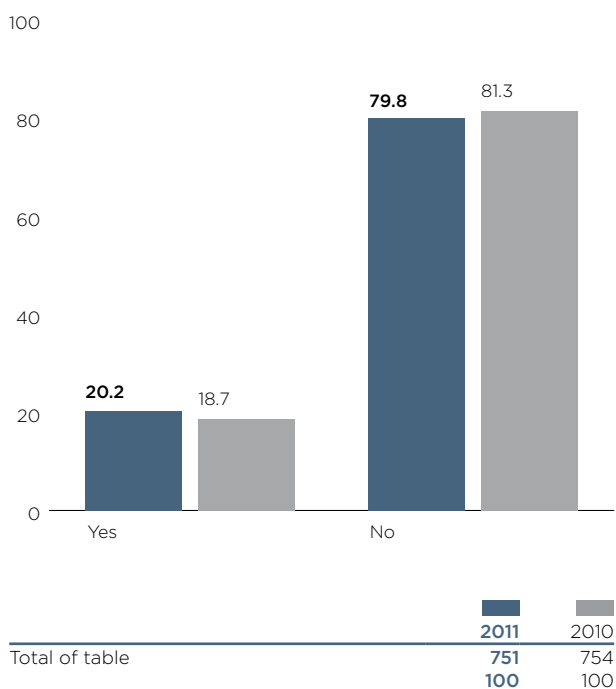
QG.7 Do you know what an Investment Linked Living Annuity is?



SECTION H

Retirement fund preservation

QH.1a Have you ever withdrawn from a retirement fund through resignation or retrenchment from a previous employer?



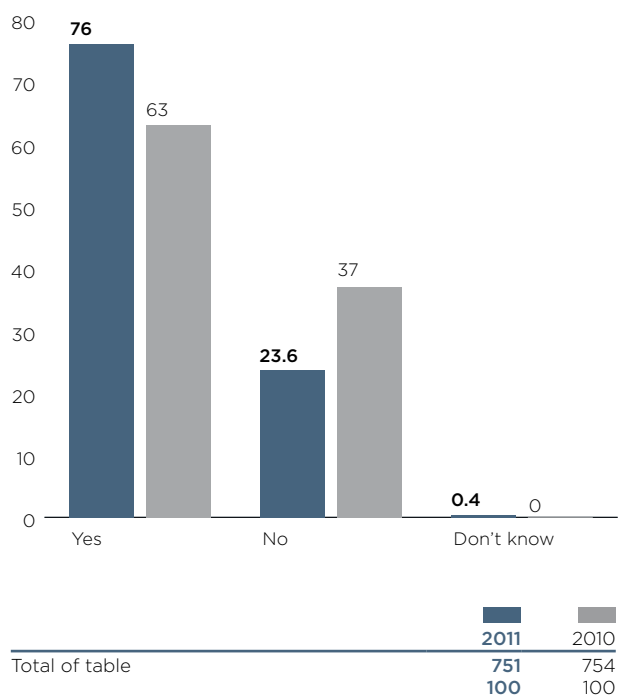
QH.1b What did you do with your retirement benefit at the time?

	2011 TOTAL	2010 TOTAL
BASE: ALL RESPONDENTS	152	141
	100	100
I withdrew the full benefit in cash	107	93
	70.4	66
Preserved part of the benefit and took the rest in cash	14	22
	9.2	15.6
Moved the entire benefit to another employer's fund	14	6
	9.2	4.3
Moved the entire benefit to a preservation fund	3	5
	2	3.5
Purchased an annuity with the benefit	9	14
	5.9	9.9
Purchased unit trusts with the benefit	2	2
	1.3	1.4
Other	4	2
	2.6	1.4
Don't know	1	1
	0.7	0.7
SUMMARY		
Any reinvested all	27	27
	17.8	19.1
Total of table	154	145
	101.3	102.8

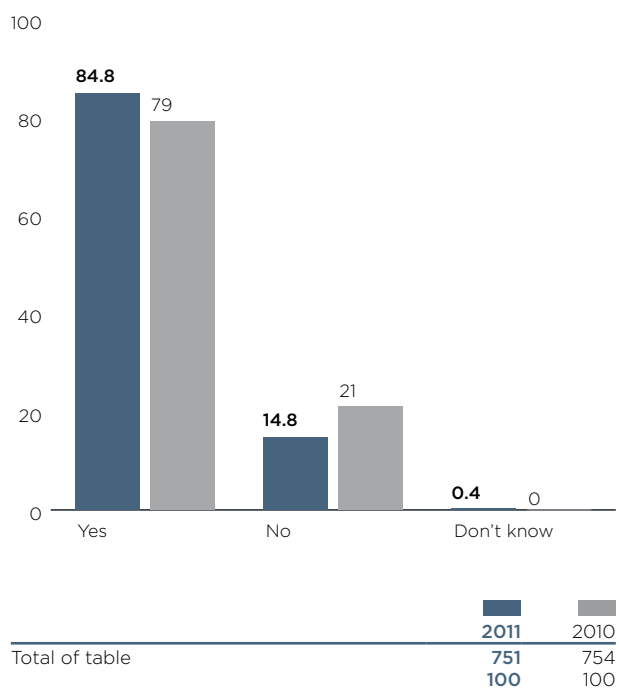
QH.1c What did you spend the cash on?

	2011 TOTAL	2010 TOTAL
BASE: ALL RESPONDENTS	121	115
	100	100
Settled or reduced mortgage bond	35	32
	28.9	27.8
Made home improvements	31	23
	25.6	20
Education	9	8
	7.4	7
Travel	5	6
	4.1	5.2
Reduced short term debt (e.g. car, credit cards, loans etc.)	44	52
	36.4	45.2
Started own business	27	11
	22.3	9.6
Invested in other 'non-retirement' savings or investment products	10	7
	8.3	6.1
Living expenses	29	30
	24	26.1
Other	4	6
	3.3	5.2
SUMMARY		
Any invested	40	30
	33.1	26.1
Any reduced debt	72	76
	59.5	66.1
Total of table	194	175
	160.3	152.2

QH.2a Do you know that if you withdraw retirement benefits before your normal retirement date that you will incur higher tax penalties?



QH.2b And, if you withdraw several years' contribution from your fund on resignation / retrenchment, it may not be possible to achieve your retirement goals. Were you aware of that?



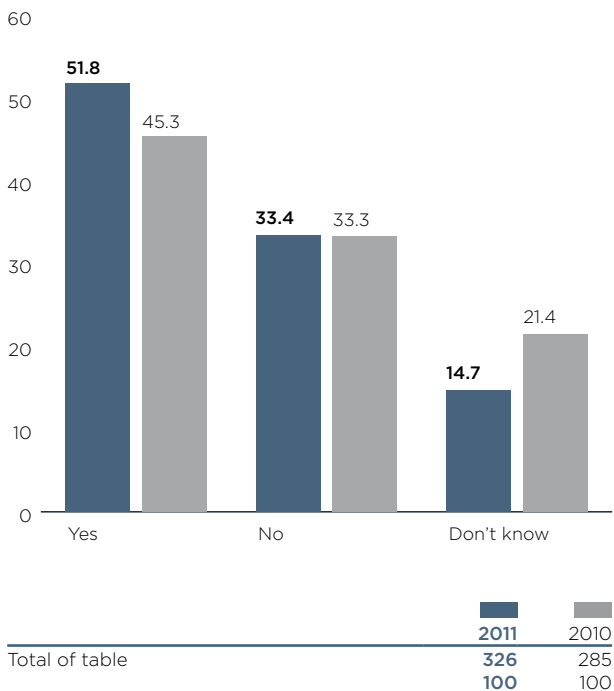
SECTION I

Post retirement medical aid

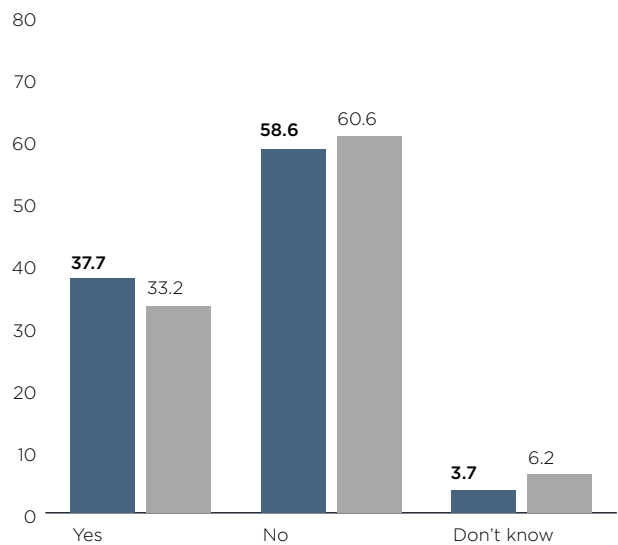
Q1.1 Do you contribute to a medical aid scheme, either in your private capacity or through your employer?

	2011 TOTAL	2010 TOTAL
BASE: ALL RESPONDENTS	751	754
	100	100
Yes, in my private capacity	224	203
	29.8	26.9
Yes, through my employer	326	299
	43.4	39.7
No	199	252
	26.5	33.4
Don't know	2	0
	0.3	0
Total of table	751	754
	100	100

Q1.2 Does your employer currently make contributions to its employees' medical aid scheme after retirement?



Q1.3 Do you include your medical aid contribution in your retirement planning?



	2011	2010
Total of table	751	754
	100	100

Q1.4 Are you personally contributing to a savings vehicle to make provision for your medical contributions after retirement?

	2011 TOTAL	2010 TOTAL
BASE: ALL RESPONDENTS	751	481
	100	100
Yes, as part of the RA investment. That annuity at retirement will be used to fund the medical aid contributions	85	8
	11.3	1.6
Yes, through separate investments	41	10
	5.5	2
Yes, through an insurance policy	60	6
	8	1.2
Yes, through an insurance hospital plan	58	9
	7.7	1.8
No	498	412
	66.3	85.7
Yes, in some other way	6	1
	0.8	0.2
Don't know	33	55
	4.4	10.9
Total of table	781	511
	104	101.4

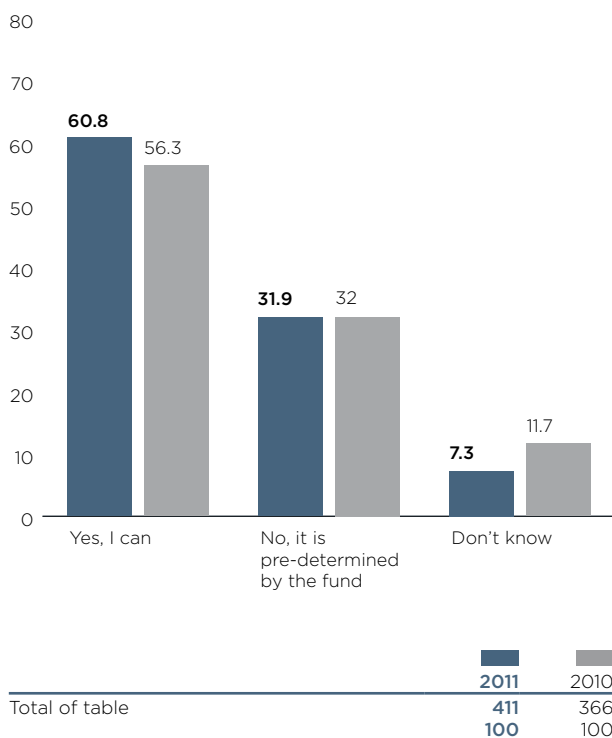
SECTION J

Insured benefits & risk profile

QJ.1 Which of the following risk benefits you have in place?

	2011 TOTAL	2010 TOTAL
BASE: ALL RESPONDENTS	751	754
	100	100
Funeral benefits	623	619
	83	82.1
Critical illness benefits	208	194
	27.7	25.7
Lump sum death benefit	411	366
	54.7	48.5
Spouse's / children's pension	158	176
	21	23.3
Lump sum disability benefit	245	277
	32.6	36.7
Income continuation benefit on disability	184	157
	24.5	20.8
Life cover for spouse or other dependants	361	356
	48.1	47.2
Other	3	8
	0.4	1.1
Not applicable	8	5
	1.1	0.7
Don't know	19	33
	2.5	4.4
SUMMARY		
Any disability cover	321	346
	42.7	45.9
Any life assurance	546	525
	72.7	69.6
Total of table	2 220	2 191
	296	291

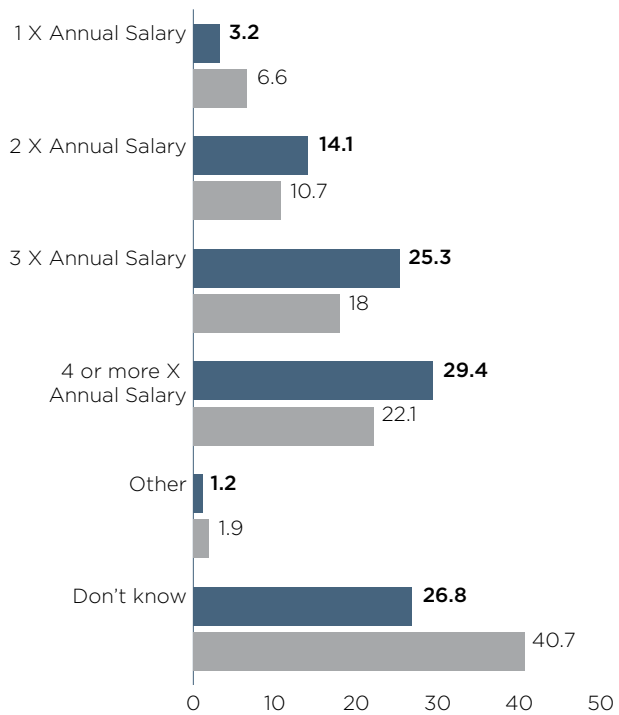
QJ.2a Can you choose your level of life cover?



QJ.2b Did you choose the level of life cover recommended by the fund (i.e. the default life cover) or did you choose a different level of cover better to suit your needs?

	2011 TOTAL	2010 TOTAL
BASE: ALL RESPONDENTS	250	206
	100	100
Chose the level of cover recommended by the fund	138	89
	55	43.2
Chose a different level of life cover	109	106
	43.4	51.5
Don't know	4	11
	1.6	5.3
Total of table	250	206
	100	100

QJ.3 What is your current level of death benefit?

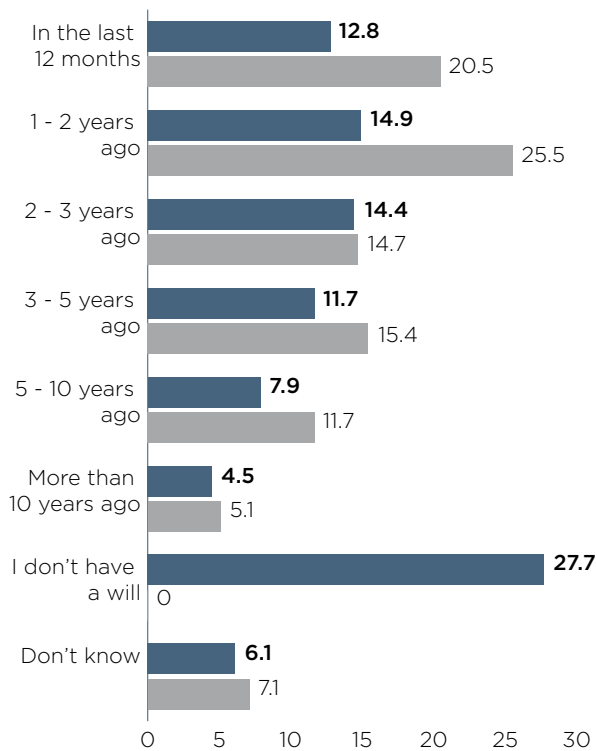


	2011	2010
Mean	3.13	2.97
Total of table	411	366
	100	100

SECTION K

Wills & estate planning

QK.1 When did you last update your Will?



	2011	2010
Mean	3.4	3.18
Total of table	751	435
	100	100

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