



## REQUEST FOR PROPOSAL (“RFP”): TRACING OF UNCLAIMED BENEFITS

### ELECTRICAL CONTRACTING INDUSTRY PENSION AND PROVIDENT FUNDS (the “Funds”)

#### INTRODUCTION

This Request for Proposal invites qualified and experienced service providers to submit proposals for tracing members, former members, beneficiaries, and dependants linked to unclaimed benefits. The aim of this RFP is to appoint a service provider, or panel of service providers, to deliver professional tracing services that will help the Fund reduce unclaimed benefits, improve member outcomes, and strengthen governance and record integrity.

#### OBJECTIVE OF THE RFP

The objective of this RFP is to appoint a service provider that can trace unclaimed benefit claimants efficiently, lawfully, and cost-effectively. The successful provider must be able to verify identities, locate individuals through multiple tracing channels, assist with compliant and certified document collection where needed, and provide the Fund with reliable reports on tracing progress, outcomes, and unresolved cases.

The provider must also be able to operate in line with the Fund's governance, risk, compliance, and data protection requirements, including all applicable Financial Sector Authority Sector (“FSCA”) standards

#### SCOPE OF SERVICES

- Trace members, former members, beneficiaries and dependents linked to unclaimed benefits.
- Quote your fixed fee structure relative to specific benefit thresholds, explicitly stating if a "no-fee" rule applies to low-value claims (e.g., benefit values under R1, 000 and R2, 000.)
- Indicate whether you offer comprehensive Section 37C investigative tracing services that is (limited to gathering objective factual dependency data to support, but not replace, the Board of Trustees' fiduciary distribution duties), in instances where this is specifically requested by the Fund.
- Use a combination of desktop, telephonic, digital, investigative and, where necessary, physical tracing methods.
- Verify identity and other claimant information using lawful and appropriate verification mechanisms, including the use of independent third party verification
- Assist with the confirmation and updating of contact details, addresses, next of kin details and banking information where applicable.

#### TRUSTEES: BOARD OF FUNDS

- Support the collection and electronic submission of lawfully certified and fraud-validated claim documentation to the fund administrator.
- required claim documentation to the fund administrator.
- Maintain complete unalterable audit trails of tracing actions undertaken for each case.
- Provide regular progress reports, service level agreement tracking and exception reporting to the Fund.
- Escalate duplicate claims, disputed claims or any suspicious information promptly to the Fund, within 24 hours of detection.
- Comply with all applicable legal, regulatory and confidentiality obligations.
- Work collaboratively with the Fund, administrator and other authorised stakeholders during the tracing process.

### **MINIMUM REQUIREMENTS**

- Demonstrated experience in tracing unclaimed benefits, retirement fund members, beneficiaries or comparable claimant populations.
- Appropriate operational systems, staffing and quality controls to deliver the required services.
- Proven framework and explicit willingness to execute a formal POPIA Section 21, including documented information security, confidentiality controls, and clear protocols for secure data destruction/return regarding un-traced records.)
- Ability to provide references for similar assignments completed successfully.
- Valid statutory registrations
- Declare any conflict of interest.
- Ability to operate on a transparent pricing basis conforming strictly to the Fund's standardized pricing template.

### **PROPOSAL SUBMISSION REQUIREMENTS**

- Company profile and ownership information.
- Description of relevant experience and details of similar assignments.
- Proposed methodology, tracing approach and escalation process, including clear rules for defining an exhausted/unresolvable case.
- Description of tracing tools, databases, channels and verification methods to be used.
- Project plan, turnaround times and service levels.
- Details of the proposed project team and key personnel.
- Sample reporting format and management information capability.
- Data protection, confidentiality and information security framework.
- Business continuity and fraud prevention measures.
- Pricing schedule, including rate card, success fees, fixed fees or any hybrid pricing model.
- At least two client references.

## **SUBMISSION AND APPLICATION**

All enquiries regarding this RFP and all proposal submissions must be provided via email to [principalofficer@nbcei.co.za](mailto:principalofficer@nbcei.co.za) by no later than 17h00 on 23 June 2026.

Proposals must be submitted by the closing date specified in this document. Late submissions may be disqualified from further consideration.

The Fund looks forward to receiving proposals from competent service providers with the experience, capability and commitment required to support the tracing and resolution of unclaimed benefits.

