



tourism,
hospitality
& catering
pension fund



A life of service
deserves a service for life

ANNUAL REPORT

For the year ending 2020



CHAIRPERSON'S REVIEW – 2020

PREPARED BY ANDY NOLD

What a year it has been. When I wrote the last review in June 2020, we were starting to see some loosening of lockdown regulations. However, in the interim, we have experienced a second wave of infections that led to an almost total shutdown of beaches and other recreational facilities over the traditional busy December holiday period.

There has been economic and human devastation across the hospitality and tourism sector with thousands of businesses closed – some permanently, people furloughed or retrenched, and the threat of a third wave of infection hangs in the air.

The emergence of new variants of the Covid-19 virus have adversely affected vaccination plans around the world, as the efficacy of various vaccines differ across the new strains of pathogen. We have not been immune to this holdup as our own vaccination programme was placed on hold before it even started.

According to a report from the credible Financial Times analysing our key foreign tourist markets of Germany, United Kingdom, France, Netherlands, and the United States, it is only Germany that has an infection rate lower than ours.

But all is not lost. While still at record low levels, there has been a positive uptick in domestic tourism. Local air travel is subdued but light vehicles recorded at toll gates around the country since September 2020 are only 10-20% lower than for the similar period in 2019.

As to be expected, the pandemic had a marked effect on the Tourism, Hospitality and Catering Pension Fund. New members for 2020 were half of the 2019 number, while retrenchments and withdrawals totaled 1 250. The real tragedy in the number of withdrawals was that only 28 – that's around 2% – of members preserved their withdrawal benefits. I know that it is a difficult choice when the short-term need can be to pay rent and put food on the table, but it is critical that pension and retirement savings are preserved for the day when you do retire.

One development that we were proud of, was that Thacsa was among the first pension funds to enable the temporary suspension of contributions. This allowed employers and members to stop pension

contributions but committed employers to continue paying the risk benefit premiums and administration costs. In other words, members would still be able to claim death, funeral, and disability benefits if the need arose.

For those unfortunate members who may have been retrenched during this time, it is important to remember that the death and funeral benefits continue for six months from the date of your last contribution.

Another positive has been the financial performance of the Fund's investments. At the outset of the pandemic global financial markets were in turmoil with unprecedented losses as no-one knew or understood the impact of the virus. However, thanks to the prudent work of our Trustees and investment advisors, losses incurred in the first half of 2020 were recovered in the second half.

The annual returns for the 1-, 5-, and 10-year periods of the Growth Portfolio have exceeded inflation as well as those of the average South African balanced fund. This is good news for members.

Another positive development of the pandemic has been the move to electronic or online communications with employers and members. If you have a cell phone or email address, please ensure that your employer records these details when submitting returns. You can also check that your records with the Fund contain this information by registering on the member portal, as shown on page 11 of this report. This is an excellent way of you keeping track of your Fund Value and all other information related to your pension fund.

The Fund relies on several specialist service providers, and I would like to extend my, and the Board's, sincere thanks for their input over the past year. We value their contributions in making Thacsa one of the best and most resilient pension funds in the country.

... thanks to the prudent work of our trustees and investment advisors, losses incurred in the first half of 2020 were recovered in the second half.

One of the unique features of this Fund is that, aside from one Independent Trustee, all the Trustees originate from our industry – equally represented by employers and members. I would like to extend a personal note of thanks to all the Trustees for their valuable input and extraordinary work over the year. It has been a testing period, but I believe the Trustees have helped steer the Fund in a responsible and effective manner. Thank you!

We remain in uncharted territory but there are positive developments around us. While we wait for the broad rollout of the vaccine – the science shows that we should encourage all of us to be vaccinated – the basic preventative measures are still the best: wear a mask; wash your hands with soap or disinfectant frequently; social distance from others; avoid large crowds; and sanitise surfaces.

South Africans are a resilient people. We have been tested before and are likely to be tested again in the future. Let us pull together now, we understand the pandemic better than we did a year ago and know what we must do. Let us take the precautions and get on with the job of restoring our industry to its former glory.

Stay safe and best wishes to you and your family.

July 2021



Thacsa's investments bounce back after global financial turmoil in early 2020

After unprecedented losses in the first quarter of 2020, investment markets just as quickly recovered these losses, and continued to rise to end the year off with positive returns overall.

As at 31 December 2020, the 10-year performance of the Growth Portfolio has not only exceeded inflation but also the average South African pension fund.

If you are younger than 50, there are some important points for you to know:



Time is on your side.



The long-term history of investment markets shows that these recover over time and more than make-up any negative returns.



The best guidance to this group is not make any reactive changes to your retirement fund strategy based on short-term market movements.



The Trustees are working closely with Thacsa's highly qualified and experienced investment advisors and will keep you abreast of any changes that are deemed necessary to protect your retirement savings.



The Covid-19 pandemic has reinforced lessons for long-term investing:

Don't put all your investment eggs in one basket.

Don't make investment decisions based on your emotions.

Stay invested through the ups and downs.



73 employers made use of the temporary suspension of payment of contributions



25 members claimed funeral benefits



593 unclaimed members traced



Funeral benefits among highest in the industry – R30 000 for member, spouse and children 14-years and older



7 members made use of the default annuity product with cost benefits on retirement



1 member claimed disability benefit



6 members made use of the housing loan



Retirement benefit counselling to members prior to Retirement



10-year average growth returns

- 10.7% Growth Portfolio
- 9.5% Capital Protection Portfolio



8 minor children benefited from the investment of R740 000 in beneficiary funds

FROM THE PRINCIPAL OFFICER'S DESK

PREPARED BY KEVIN BARNES

The Board of Trustees was in the second year of the three-year term of office in 2020. There were no changes to the Employer and Member appointed Trustees. Christopher Bösenberg was reappointed to serve as the Independent Trustee for another one-year term of office.

Fedhasa Employers' Association Trustees	•	Non-Fedhasa employer Trustee	•	Fedcrow member Trustees	•	Saccawu member Trustees
Andy Nold – Chairperson	•	Susanne Faussner-Ringer	•	Kolisang Thabata	•	Balisile Booi
Christopher Godenir	•		•	Enoch Hibana	•	Holomisa Nqoro (alternate)
Barry Ross	•	Independent Trustee	•	Feziwe Halam	•	Wallace Adams
Juan Duvenhage	•	Chris Bösenberg	•		•	Mary Mageqa
Michele de Witt	•		•		•	Zulfaa McWhite
Karin Augustyn	•		•		•	

Despite the declaration of the state of disaster relating to the emergence of the Covid-19 virus, and the lockdowns of various levels which followed, the Board of Trustees and the Pension Fund continued to operate smoothly.

The Board of Trustees met four times in 2020. Three of these were virtual meetings which were held either via Zoom Cloud or Microsoft Teams. The Sub-Committees met a further 17 times.

The attendance at the meetings of the Board of Trustees and Sub Committee meetings was 85.8%. This represents the tremendous commitment which the Trustees have to the Fund, especially as they are not employed by the Fund or the Administrator and have numerous other business commitments.

As a direct consequence of the national lockdown, the Board of Trustees approved a Rule amendment to enable it to grant temporary suspension of payment of contributions on application by the employers provided that the premiums in respect of the insured benefits and the administration fee were paid.

This proved to be most useful to employers and members alike. It enabled members to be covered for death, funeral, and disability in the prevailing high-risk

environment, while working part time or not at all, and not earning the full pensionable remuneration. By the end of 2020, 73 employers had made use of the scheme.

The Covid 19 pandemic did affect the Thacsa Open Day which was cancelled. The pandemic also resulted in the number of benefit statements issued in 2020 being reduced to one per member per annum. These were distributed in December 2020 when many of the establishments had reopened and were able to accept delivery and distribute the statements to members.

The Financial Sector Conduct Authority (FSCA) informed the Fund that it was due to conduct a thematic onsite inspection in September 2020. But due to the pandemic, it had decided to undertake a thematic desk-top review of the overall management, processes, procedures, and controls in respect of Unclaimed Benefits. On conclusion of the review, the FSCA informed the Fund that the administration of the unclaimed benefits was in line with the Rules of the Fund and applicable legislation.

The premiums payable for the insured benefits were reviewed by the Underwriters. The Underwriters advised that the premium for the Funeral Benefit and Disability Benefit premiums would remain at R22.53 and 0.713% of pensionable remuneration respectively. Unfortunately, due to high claims experience, the premium for the Death Benefit had to be increased to 1.750% of pensionable remuneration. The Board undertook a market survey

but was unable to obtain a better rate from the market. However, the Board was able to negotiate a postponement of the implementation date of the increase from 1 November 2020 to 1 January 2021.

In terms of the Funeral Benefit the member, the members' spouse, and children under the age of 21 are covered. In 2020 benefits were paid out to cover the costs of 25 funerals. The Fund also assisted one member in successfully claiming the disability benefit in 2020.

The Fund offers a pension-backed lending housing loan in conjunction with Standard Bank. In terms of the facility members may borrow money from Standard Bank to buy or upgrade their fixed property using their Fund Value as collateral. There are six members using the facility at the end of 2020. The value of the loans was R159 978. Standard Bank, on application from the employer, assisted members who were either not at work or who had their pensionable remuneration reduced during the lockdown by allowing them to take a payment holiday.

The Board of Trustees has to determine the distribution of death benefits in terms of S37C of the Pension Funds Act. During the year, the Fund invested R741 701.15 in beneficiary funds for the benefit of eight minor children of deceased members.

The Fund continued its efforts to trace members who had left employment and not claimed their benefits. The Board had appointed Extreme Confirmation in 2019 to trace 1 845 members, by the end of

COMMUNICATIONS

PREPARED BY IMBONGI COMMUNICATIONS

On behalf of the Fund, I would like to thank all the service providers for the quality of service provided. The Fund's service providers in 2020 were:

Administration:	MRA
Actuarial Services:	Arch Actuarial
Death Benefit:	Sanlam
Funeral Benefit:	Sanlam
Investment Consultant:	Willis Towers Watson
Bankers:	Nedbank
Benefit Consulting:	Momentum Consultants & Actuaries
Beneficiary Funds	Absa
Communication:	Imbongi Communications
Disability Benefit:	Sanlam
Auditors:	Price Waterhouse Coopers
Housing Loans:	Standard Bank
Tracing Services:	Extreme Confirmation
Default Annuity:	Momentum

The arrival of the Covid-19 pandemic has taken priority in most people's minds and issues relating to retirement mostly taken the back seat. And the thousands of people in the hospitality sector have probably been affected more than most other business sectors. While difficult, it is important to remain focused on preserving retirement savings wherever possible.

Thacsa members enjoy some of the best risk benefits of any pension fund in the country. But it is important that they fully understand what is available and how the claim process works. To help members several information tutorials have been produced and these are available online from the website.

The videos include:

- General overview of the Fund
- Details about the insured benefits – death, disability and funeral claims
- Using the member portal.

The pandemic has accelerated the move to online and electronic communications. This is extremely important to members for the reasons below:

- It allows the Fund to communicate directly with the member. For example, this ensures that information does not get stuck in an administration office because the person is on night shift. It is important that members ensure the Fund has their cellphone number and email address if they have.
- You will have received several SMSs over the past year – it is an effective and fast way of communicating with members.
- Members can access their Fund information through the member portal. This can be done through the internet on a computer or, even easier, via a smartphone app.

While we move to electronic communications there are still several important hard copy items. The information posters at your place of work and this annual report are two of them. Take the time to read the annual report, it contains relevant information from the service providers and a good snapshot of the state of your Fund at the end of 2020. It is also accompanied by your benefit statement.

If you have any questions about the Fund, the website is a good place to start. If you are unable to find the answers you seek you can email the Help Desk on info@thacsa.co.za or call them 0860 22 22 88, alternatively visit the walk-in centre at 1 Adderley Street, Paul Sauer Building Cape Town.

2020, 593 members had been traced.

The Board of Trustees had adopted the Momentum Golden Income with Profits Annuity as its default on retirement. By the end of 2020, seven members had made use of the default option investing just over R2 328 000.

The Fund's Help Desk, situated at No.1 Adderley Street Cape Town, was closed during the hard lock down in March 2020. It did reopen during 2020 but is once again closed as at the time of writing. Members should check the website www.thacsa.co.za to establish whether the Help Desk is open before visiting.

Members may also use the Fund's toll free telephone number 0860 22 22 88 to make enquiries or to follow up on their claims. Claims can be submitted by email to Thacsahelpdesk@momentum.co.za.

ADMINISTRATOR'S OVERVIEW

PREPARED BY SYLVIA PIETERSEN
(MOMENTUM RETIREMENT ADMINISTRATORS)

Fund Membership

The membership of the Fund decreased due to an increase in retrenchments and withdrawals caused by the impact of the COVID-19 virus as well as a reduction in the number of new members joining, compared to 2019. During 2020 461 new members joined the Fund during, compared to 860 new members in 2019. During 2020, Momentum Retirement Administrators endeavoured to pay as many claims as possible within the required service level agreement. Below, are some statistics regarding claim payments.

7	MEMBER DEATHS
51	RETIREMENTS
675	WITHDRAWAL
575	RETRENCHMENT

Annual Benefit Statements

Benefit statements were delayed because of the initial Covid-19 lockdown. The first statements for the extended period, 01/07/2019 to 01/10/2020 were distributed during December 2020. Please contact your employer or the Thacsa helpdesk if you have not yet received your benefit statement. The next benefit statement for 2021 will cover the period, 1/10/2020 to 1/4/2021 and distribution will commence during June 2021.

Saving for retirement

Members are encouraged to preserve their withdrawal or retrenchment benefit to keep their retirement savings intact when leaving service. Of the 675 withdrawal claims and 575 retrenchments paid during 2020, 28 members preserved their withdrawal benefit. The balance of 1 222 members took their full withdrawal benefit in cash after tax was deducted.

Some of the most common mistakes made by members of pension and provident funds when it comes to retirement planning, are that people start saving too late, spending their retirement benefits when changing jobs or not getting expert advice. Preparing in advance for retirement is vital. While it is never too early to start saving and planning, this becomes even more critical as you near your retirement date.

LEGAL AND TECHNICAL

PREPARED BY SYLVIA PIETERSEN
(MOMENTUM RETIREMENT ADMINISTRATORS)

RULE AMENDMENTS

Rule Amendment 6 - To provide the Board of Trustees with the power to approve the temporary suspension of contributions, per participating employer and on written application, where majority of the members in a participating employer's employment will likely face retrenchment due to the state of the economy and the financial impact of the COVID-19 virus; and

Rule Amendment 7 - To provide for an extra lower contribution category of 4% employer and 4% member for new employers who are initially unable to pay one of the higher rates due to the employer and its members joining a Pension Fund for the first time and;

Allow any shortfall in risk benefit costs to be deducted from the member's share.

SUMMARY OF RISK BENEFITS

Description	Benefit	Costs
Group Life Assurance (Death Benefit)	Four (4) times annual pensionable remuneration plus share of fund	The rate remained unchanged at 1.459% of pensionable salaries.
Income Protection (Disability Benefit)	75% of your monthly pensionable remuneration	The rate remained unchanged at 0.713% of pensionable salaries.
Funeral Benefits	Member	R30 000
	Spouse	R30 000
	Children	
	14 to 21 years	R30 000
	6 to 13 years	R15 000
	0 to 5 years	R7 500
	Stillborn	R7 500
		This rate remained unchanged at R22.53 per member per month.

RETIREMENT LUMP SUM BENEFITS

Tax relief on retirement lump sum benefits is allocated once in a lifetime in other words if it has been used up you cannot claim it again. For example, if a person used R300 000 of the R500 000 with the first lump sum, the balance left is R200 000 and once this is used up this relief is not available again.

Tax tables - 2021 tax year (1 March 2021 - 28 February 2022)

Withdrawal Benefit	
Taxable income (R)	Rate of tax (R)
0 - 25 000	0%
25 001 - 660 000	18% of taxable income above 25 000
660 001 - 990 000	114 300 + 27% of taxable income above 660 000
990 001 and above	203 400 + 36% of taxable income above 990 000

Retirement & Death Benefits or Severance Benefits	
Taxable income (R)	Rate of tax (R)
0 - 500 000	0% of taxable income
500 001 - 700 000	18% of taxable income above 500 000
700 001 - 1 050 000	36 000 + 27% of taxable income above 700 000
1 050 001 and above	130 500 + 36% of taxable income above 1 050 000

ACTUARIAL FEEDBACK

HIGHLIGHTS FROM THE ACTUARIAL REVIEW AS AT 31 DECEMBER 2019 SUMMARISED BY
MOMENTUM RETIREMENT ADMINISTRATORS BASED ON THE INTERIM VALUATION REPORT
PREPARED BY THE VALUATOR TO THE FUND, CHANAN WEISS (BSC FASSA), ARCH ACTUARIAL CONSULTING

THE FUND IS A DEFINED CONTRIBUTION PENSION FUND, WHICH MAINTAINS RESERVE ACCOUNTS AND IS REQUIRED TO SUBMIT TRIENNIAL STATUTORY ACTUARIAL VALUATION REPORTS TO THE FINANCIAL SECTOR CONDUCT AUTHORITY.

The previous triennial statutory report was dated 31 December 2017, hence the report as at 31 December 2019 is an interim valuation report. The primary objective of a valuation is to investigate and report on the financial soundness of a fund, by comparing the value of assets to the value of liabilities and making appropriate recommendations where necessary.

This financial review summarises the valuation of the Fund's finances over the twelve months ending 31 December 2019.

The Fund's membership and benefits have changed over the year as set out below.

Membership statistics	31/12/2018	31/12/2019
Active service members	4 365	4 119
Annual pensionable salaries (millions)	R394.1	R412.6
Average annual pensionable salary	R90 289	R100 172
Average age (years)	37.1	37.6
Average member share (Fund Value)	R62 819	R62 940
Dormant members ¹	43 932	43 924
Average age	59.0	59.9
Average Member Share	R6 989	R9 088

Note 1: Dormant members are those who elected to preserve their Member's Share in the Fund, or those to whom an unclaimed benefit accrued, prior to 1 October 2003.

The comparisons show that the Fund's membership is contracting. There are 246 fewer active members and eight fewer dormant members since last year. Average Member Shares have remained stable.



There are no pensioners. Pensions are purchased at retirement.

The Fund was 100.0% funded and thus in a sound financial position at the review date as summarised below in Rand millions:

Financial condition	31/12/2018	31/12/2019
	Interim	Interim
Total Net Assets (millions)	R576 235	R569 827
Funds and Liabilities		
Members' Shares (millions)	R274 204	R259 248
Amounts to be allocated (millions)	R10 481	R8 812
Cost Account	R409 000	R3 000
Dormant members' contingency reserve account (millions)	R291 140	R310 770
Total Liabilities (millions)	R576 235	R569 827
Excess/shortfall	(0)	(0)
Total Fund (net assets) Funding Level	100%	100%
Fund Account Funding Level	100%	100%

The actuary confirmed the financial position of the Tourism, Hospitality and Catering Pension Fund as at 31 December 2019 has been investigated and found it to be sound.

The fair value of the assets is R569.827 million, which is equal to the accrued liabilities and reserves. The Fund is therefore 100% funded.

Members receive their Member's Share on exit from the Fund. This represents the accumulated sum of their and their employer's net contributions together with actual investment returns net of investment expenses. This complies with the definition of the minimum benefit in terms of the Act. Unallocated amounts at year end, if any, further enhance or reduce members' Fund Value.

The Cost Account held was effectively cleared (R3,200 overdrawn) at the review date, implying that charges accurately matched expenses. Contributions to this account are reviewed annually in advance, based on projected expenses for the ensuing year.

A Dormant Members Contingency Reserve Account of R301.770 million is recommended to meet the claims of Dormant Members. This represent just over three-quarters of actual benefits, were everyone to claim. I believe that some of this may be released.

Under this arrangement the Fund will continue to remain in a sound financial position. The next review is the statutory valuation which will be conducted as at 31 December 2020.

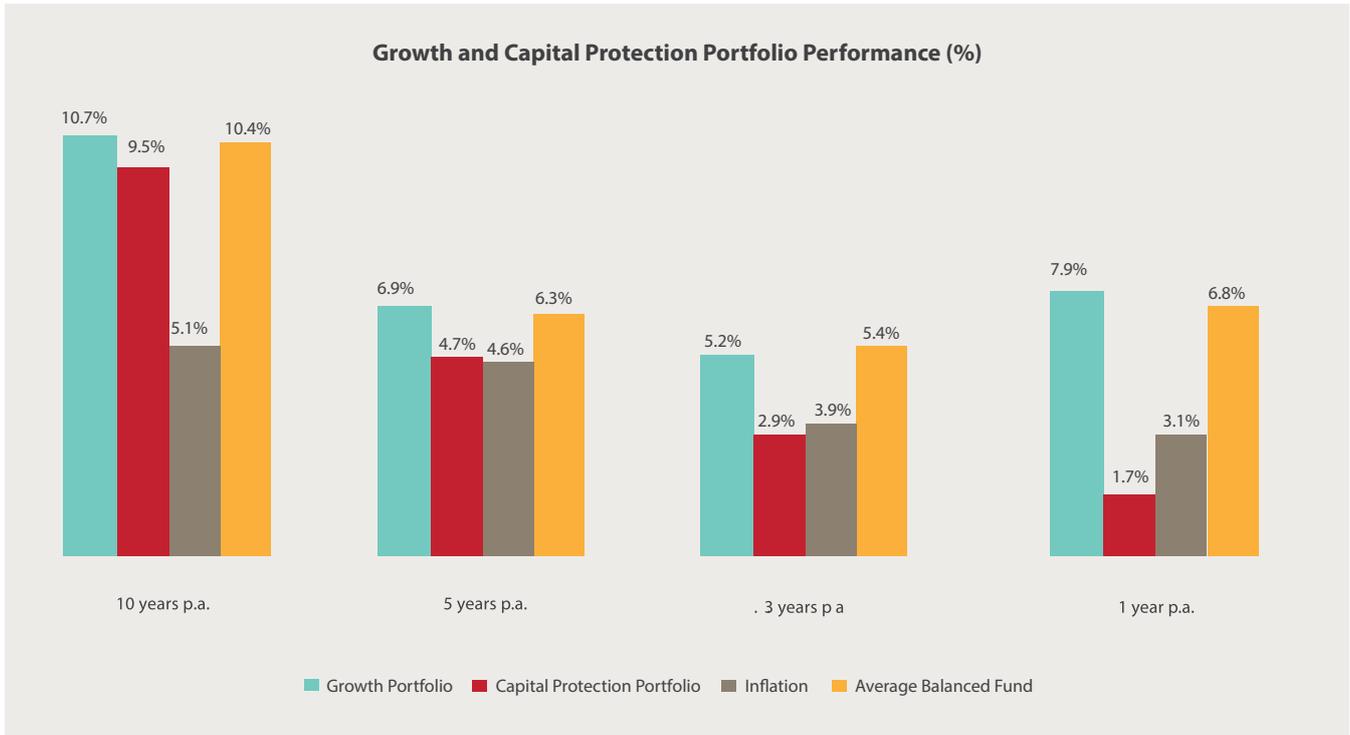
INVESTMENT OVERVIEW

FOR THE YEAR ENDED 31 DECEMBER 2020 | PREPARED BY WILLIS TOWER WATSON

The chart below shows the returns per year for the Fund's two main portfolios, the Growth and Capital Protection portfolios,

over different time periods, all ending on 31 December 2020. The Fund returns are compared to inflation and the return of

the average SA balanced fund, which is a good representation of the investment performance of the average SA pension fund.



The returns are compared to inflation because that is the main investment risk you face in saving for your retirement. If your retirement savings do not earn a return that is at least equal to inflation, the real value of your savings will be eroded over time.

In order for the Fund to deliver on its objective of enabling members to provide for their retirement, it targets investment returns that comfortably exceed inflation over the long term. The Fund does not aim to perform better than the overall market (or the average pension fund as represented in the chart) in each time period as this can prove to be a costly distraction from the crucial long-term focus. However, it is useful to see how the Fund has done over time compared to the average pension fund.

Over the long term (10 years), the Fund's investment performance continues to be good, meeting the relevant objectives.

Most members are invested in the Growth

Portfolio, which focuses on growing members' contributions by more than the rate of inflation over time. The closer you are to retirement, the more important it becomes to protect your savings, and this is the main focus of the Capital Protection Portfolio. Therefore, as members get closer to retirement age (from age 50 onwards), their accumulated retirement savings are moved into the Capital Protection portfolio, in stages. By the time a member is within one year of retirement, all of their accumulated retirement savings in the Thacsa Pension Fund should be in the Capital Protection Portfolio. Over the longer term this portfolio can be expected to earn lower returns than the Growth Portfolio, as it is more defensive. This means that it has lower risk exposures to protect capital.

Investment markets experienced unusually large shifts as a result of the impact of the COVID-19 pandemic. Any major global event tends to cause investors to become nervous (and in extreme cases to panic) as uncertainty

about the future increases. Seeking more certainty about the possible outcome of their investments, investors will sell those investments that they feel expose them to too much risk and buy into more "defensive" investment strategies, with seemingly lower risks. This is often referred to as a "sell off" or "de-risking" in investment markets. This happened to an unprecedented extent during the first months of the pandemic (January to March 2020), as investors began to process what the economic and investment impacts might be.

The second way in which the pandemic has, and continues to affect investment markets, is the impact that lockdowns, implemented by governments across the world, will have on economic activity and therefore on growth. This impact is felt worldwide and will reverberate for years to come. In South Africa, we were already grappling with a number of serious challenges to our economy before the pandemic, such as constrained electricity

In the long run, which is what matters to retirement fund investors, except those very close to retirement, the only sensible approach is to remember and stick to the most important principles of long-term investing:



Don't put all your eggs in one basket – or, to use the technical term, diversify. The Fund's investment strategy has been designed to do just this, investing across different types of investments in South Africa and globally.



Don't make decisions based on your emotions – Acting out of fear or exuberance, or trying to manage regret instead of risk, can cause us to make irrational decisions when it comes to our finances. The Fund makes use of professional, highly skilled advisors and investment managers, and follows a carefully thought-out strategy with the oversight and governance of the Board, in order to ensure that the investment decision-making avoids the pitfalls of emotions that individual investors are so prone to.



Time in the market rather than trying to time the market – or, to put it more plainly, stay invested through the ups and downs. As demonstrated by the very quick recovery of investment markets in 2020, it is important to stay invested – even when markets experience a downturn or crash, and things look really bad. Staying invested avoids locking in the short-term losses of a market crash, and the risks of having to buy the same investments back at higher prices after the likely recovery.

supply (we are all too familiar with load shedding and the impact it has on our daily lives and businesses!), very high unemployment and high debt levels for government as well as consumers. These pre-existing challenges have severely limited the ability of the South African government to cushion the impact of the pandemic on our economy and people. In the first quarter of 2020 the spread of the pandemic across the world led to unprecedented losses in investment markets, as investors panicked about the uncertainty created by the pandemic. However, in the second quarter of 2020, investment markets just as quickly recovered these losses, and continued to rise to end the year off with positive returns overall. Who would have thought, in the first months of 2020, when we were entering a hard lockdown and the world looked so bleak, that many equity markets would end the year on record highs! This is a very good illustration of how extremely difficult it is to predict the path

of investment returns in the short term (especially in as short a period as one year). It is also a very good demonstration of the dramatic effect that emotions (specifically fear and anxiety, and on the other hand, exuberance) can have on investment returns in the short term. It is why, when saving for retirement, it is essential to focus on the long term and not be distracted by the short-term swings. Of course, it can also be very tempting to want to try to profit from these extreme market moves. However, this would mean being able to predict the timing and direction of the cumulative emotionally driven decisions of the market decision makers. This is much easier said than done, as it requires perfect foresight into when exactly the market is going to change direction and by how much. Through luck it may be possible to get it right occasionally, but over the long term the costs of this approach outweigh the profits. There are many studies that have researched this and found this to be the case.

We are living through a historic period, and the experience of the investment markets in 2020 provides a great lesson in these basic principles of investing. It is in times of extreme uncertainty that we need to be reminded of them most.

Total Investment Charge from 1 January to 31 December 2020:

Growth Portfolio: 1.21%
Capital Protection Portfolio: 1.79%
Ninety One Money Market: 0.58%

The fees above are what is known as the "Total Investment Charge". This is the total investment fees you paid on your retirement savings for the year. It includes fees paid to the investment managers, as well as all expenses related to the investment of your savings such as transaction costs. It does not include fees paid to the Fund's administrators or other service providers (although these fees will be much lower than the above).

The Capital Protection Portfolio fee includes an insurance charge, known as the "Capital Charge". This is the cost you pay to receive a minimum investment return of zero (it is the fee paid to the insurance company to protect your funds from negative investment returns).

FINANCIAL STATEMENTS

AUDITED AS AT 31 DECEMBER 2020

The Fund can confirm that we received an unqualified audit report for the financial year ending 31 December 2020. The Financial Statements were audited by the Fund's auditors PriceWaterhouse Coopers, approved by the Board of Trustees and submitted to the Financial Sector Conduct Authority.

	31 December 2020	31 December 2019
	R	R
ASSETS		
Non-current assets		
Investments	614 973 565	645 412 512
Current assets		
	6 009 306	8 587 522
Transfers receivable	-	186 348
Accounts receivable	427 264	343 761
Arrear contributions	1 363 403	2 291 506
Cash at bank	4 218 639	5 765 907
Total assets	620 982 871	654 000 034
FUNDS AND LIABILITIES		
Members' funds		
	227 079 786	268 060 201
Members' individual accounts	221 566 044	259 248 499
Amounts to be allocated	5 513 742	8 811 702
Reserves		
Reserve accounts	307 810 568	301 766 750
Total funds and reserves	534 890 354	569 826 951
Non-current liabilities		
Unclaimed benefits	56 011 862	53 453 978
Current liabilities		
	30 080 655	30 719 105
Transfers payable	801 110	11 348 743
Benefits payable	24 819 434	15 734 523
Accounts payable	4 460 111	3 635 839
Total funds and liabilities	620 982 871	654 000 034

HOW TO REGISTER ON THE THACSA MEMBER PORTAL

This is the best way to access information on the Fund, here's what you can do from a smart phone or computer:



check your personal details



View various statements



update beneficiary and nominee details



manage investment portfolios



daily unit prices of your Fund Credit



1. Go to the website www.thacsa.co.za on your phone or on a computer.



2. On the home page is a black button "Log in and check your fund balance here", click on it.

If you struggle and are unable to proceed you can email MRAWebqueries@momentum.co.za or call 011 581 8105, alternatively contact the Thacsa Help Desk on 021 421 0190.

3. It will open another page with instructions and a red "Register" button, click on that, you will be directed to a Momentum page.

5. If your ID or passport is registered on the system, you will be directed to the "Personal details" where you can update and check the various fields. When complete select "Next".

7. Select your preferred method of communication – sms or email – read and accept the terms and conditions. Click on "Next".



4. If it's your first time click on the blue tab "Register / OTP", you will be asked for your RSA ID number or foreign passport if applicable.

6. The system will take you to "Login details", here you must enter a preferred user name that is at least seven characters long – this could be an email address, cell number or word.

8. If your employee number and employment date is verified on the system – this can take up to 48 hours – you will receive a One Time Pin (OTP) to be used within three hours. Enter the OTP in the space provided and verify.

9



9. You will be then asked to create a "Password" and a reminder to prompt you should you forget the password.

10



10. You will then be directed to the "Login" page.

PROTECT YOURSELF AGAINST COVID-19

Protect yourself and others around you by knowing the facts and taking appropriate precautions. Follow advice provided by your local health authority.



SYMPTOMS



COUGH



FEVER



SORE THROAT



RUNNY NOSE



SHORTNESS OF BREATH

STOP THE SPREAD



AVOID CROWDED PLACES



STAY AT HOME



WASH YOUR HANDS



CLEAN AND DISINFECT



KEEP YOUR DISTANCE

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tourism,
hospitality
& catering
pension fund



A life of service
deserves a service for life

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