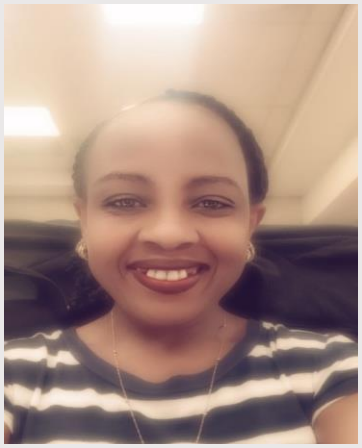

SENIOR SECTION 14 ADMINISTRATOR

PROFILE

Ms. Mpho Magopa

CONTACT

PHONE:
071-095-4822

WEBSITE:
https://www.linkedin.com/in/mpho-m-100061102

EMAIL:
mphmgp836@gmail.com

EDUCATION

Financial Planning Institute of Southern Africa
2015
Regulatory Examination Certificate (RE5)

University of South Africa
2012
Pension Funds Law Certificate

Academy of Learning Computer and Business Career College
2010
R-CoP – Basics of Retirement Funds (Distinction)

University of Johannesburg
2001
Bachelor of Commerce

Knowledge Is Virtue Academy
1997
Matric (Exemption)

SKILLS, COMPETENCIES AND ATTRIBUTES

- Analytical Thinking
- Assertive
- Attention to Detail
- Benefit Assessment and Administration
- Client Relations Management
- Computer and Technical Literacy
- Employee Benefits Experience
- Perseverance
- Problem Solving Skills
- Research Skills
- Resilient
- Solution Focused
- Stress Management
- Teamwork
- Time Management

WORK EXPERIENCE

ALEXANDER FORBES FINANCIAL SERVICES (PTY) LTD
01 June 2023 – Current

Section 14 Transfers

- Process Section 14 transfer in allocations for AFRF, AF Access, Finsolnet, AF Unclaimed Benefit Preservation Funds and AF Coreplan portfolio of pension and provident funds.
- Process Section 14 transfer outs for AFRF, AF Access, Finsolnet, AF Unclaimed Benefit Preservation Funds and AF Coreplan portfolio of pension and/or provident funds
- Confirm active membership for transfers in prior to application of Section 14.
- Prepare Section 14 transfer out data.
- Receiving Fund bank details to be provided to the Transferor funds with 2 working days of having received the FSCA approval.
- Manage and maintain team mailboxes and folders within the mailboxes. Attend to daily queries within turnaround time of 24 or 48hours, as per the agreed SLA.
- Daily identification of unprocessed deposits, providing accurate comments and timeous feedback.
- Perform General administrative duties that may arise from time to time e.g. faxing and filing.
- Ensure transfer values and schedule is received within 60 days after approval has been received and follow up with transferor fund regarding outstanding information and assets weekly.
- Ensure transfer values and schedule is provided within 60 days after approval has been received in respect of transfers out. The final schedule must be provided to the Transferee Fund within 3 days after the payment has been finalised.
- Update transfer in and internal transfer out control ongoing.
- Update the workflow system-Tracker ongoing accurately.
- Allocate transfer values within the service level agreement of 5 days agreed standard, ensuring that the correct values have been allocated to the respective members for whom the benefits are due, and that the correct investment portfolios have been used.
- Prepare Transfer Statements and send to the Consultant or Client within 7 working days of the transfer being processed.
- Preparation of year end transfer controls by the agreed audit dates, and attending to audit queries timeously.
- Checking of Transfers and Statements in accordance with relevant procedures and current business practice, within the agreed SLA.
- Ensure that timeous and accurate updates on the Closing down funds controls.
- Funds are to be closed as a priority, with the necessary follow ups and accurate stats provided to management.
- Provide feedback to individuals and management to identify root causes of errors.
- Error rates are closely monitored and the relevant action will be taken where necessary.
- Clearly communication via emails and in discussions with management and clients.
- Professional telephone communication, effectively attending to queries raised.
- Assist Team Leader to compile and distribute daily /weekly / monthly management reports / control tools.
- Managing and controlling central e mail inboxes.
- Training and development of colleagues.

NBC HOLDINGS PROPRIETARY LIMITED Senior Operational Consultant
01 Oct 2012 – 31 May 2023

Section 14 Transfers

- Accurate filing, maintenance of records and adherence to the turn-around times.
- Assessment and submission of the final Section 14 documents to the Financial Sector Conduct Authority (FSCA).
- Assist Consultants with the Section 14 Process.
- Attend to the Section 14 queries – both written and telephone.
- Ensure adherence to relevant processes, procedures and legislation.
- Ensure confidentiality always of members data.
- Implement Legislative changes in terms of Section 14.
- Liaise with the Financial Sector Conduct Authority (FSCA), relevant Admin departments and Service Consultants.
- Manage the central Legal inbox and disseminate e-mails.
- Prepare monthly and quarterly reports on all queries for purposes of Fund board and Manco meetings.
- Submit extension requests in terms of Section 279 of the Financial Sector Regulation Act.
- Submit Agterskot Transfers in terms of Section 15E of the Pension Funds Act.
- Uploading applications on the Financial Sector Conduct Authority (FSCA) Retirement on-line system.

Fund Rules

- Assessment and submission of signed Rule Amendments, Special Rules, Revised Special Rules and Revised Rules to the Financial Sector Conduct Authority (FSCA) for registration and approval.
- Assisting with responses to any queries raised by the Financial Sector Conduct Authority (FSCA) for registration and approval.
- Updating of spreadsheets to record the status of Rules.
- Maintain and build Client Relationships with the Financial Sector Conduct Authority (FSCA), South African Revenue Service (SARS) and the Consultants.

Fund Terminations

- Assessment and submission of the final Fund Cancellation documents in terms of Section 27(1) of the Pension Funds Act.
- Submission of various documentation to the Financial Sector Conduct Authority (FSCA) to facilitate cancellation of registration of a Fund in terms of Section 27(1) and the termination of participation of employers in Umbrella Funds.
- Attend to all queries raised by the Financial Sector Conduct Authority (FSCA) during the de-registration process.
- Updating of spreadsheets to record the status of de-registration.
- Provide a notification to all parties once a Fund has been de-registered.

Fund Appointments

- Assessment and submission of Fund Exemptions in terms of Section 7B of the Pension Funds Act.
- Assessment and submission of S26 Board appointments.
- Submission of applications for the approval of a Fund Liquidator in terms of Section 28(2) of the Pension Funds Act.
- Submission of other various Fund appointments (Auditor, Monitoring Person, Principal Officer, Valuator etc.) with covering letter.

Office of the Pension Funds Adjudicator (OPFA) Complaints

- Liaised, drafted and submitted responses to complaints (2015-2016).
- Managed queries and Determinations issued by the OPFA.
- Maintained and updated a spreadsheet of all the complaints and responses.
- Requested extensions to provide responses to complaints.

General

- Assist in the coordination of Legal Seminars.
- Manage the central Legal inbox and disseminate e-mails to relevant departments.
- Draft and issue Legal Snippets and Updates for Publication on an ad-hoc basis.
- Finalising the Financial Sector Conduct Authority (FSCA) fee payments.

NBC HOLDINGS PROPRIETARY LIMITED Legal Administrative Specialist
01 May 2008 – 30 September 2012

- Coordinated Legal Seminars.
- Drafted Fund Rules (2008-2010).
- Managed the Fund Auditing process.
- Processed Agterskots and Section 14 Transfers.
- Submitted Fund Rules to the Financial Sector Conduct Authority (FSCA) and South African Revenue Service (SARS) for registration and approval.
- Submitted Fund appointments to the Financial Sector Conduct Authority (FSCA).

NBC HOLDINGS PROPRIETARY LIMITED Claims Administrator
02 Feb 2004 – 30 Apr 2008

- Assessed, checked and processed Credit Life, Death, Funeral, Permanent Health Insurance (PHI), Permanent Total Disability (PTD) and Temporary Total Disability (TTD).
- Loaded, checked, authorized and second released payments on the Standard Bank CAT Eft online system.
- Maintained a claims workflow system and generated monthly reports.
- Updated member contributions.

CAREER ACHIEVEMENTS

- 2010
  Historical Financial Sector Conduct Authority (FSCA) and South African Revenue Service (SARS) Query Project – Umbrella Funds.

- 2009
  Developed an electronic document saving procedure.

PROFESSIONAL REFERENCES

All professional references are available on request.