



OCTOBER 2025 TSRF EMPLOYER NEWSFLASH



Physical address of Fund Members is important info to capture

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Why a physical address is very important

Acceptable types of Residential addresses

- Formal
- Informal
- Rural or Village descriptive

How Members can obtain Proof of Address

- Examples of formal Proof of address letters

The following are NOT accepted for a physical street address

In summary

Contact details

As an employer participating in the TSRF, you are required by law to provide minimum basic information for each of your employees (members). One of the compulsory requirements is a full physical residential address for every member. This requirement applies equally to all members, whether they live in a formal urban area, a township extension, a stand/plot, a rural village, or an informal settlement.

Why a physical address is important

The requirement of a physical address is not unique to retirement funds. Just as a bank requires proof of residential address when opening an account in line with the Financial Intelligence Centre Act (FICA), retirement funds must also have verified addresses for their members. Without this, the fund cannot remain compliant with national laws and regulations.

Acceptable types of Residential Addresses

1. Formal Residential address

- 25 Oak Street, Meadowlands, Soweto, Johannesburg, 1868
- Stand 1124, Extension 4, Tembisa, Gauteng, 1632
- Plot 56, Rietfontein Smallholdings, Pretoria North, Gauteng, 0182

2. Township or Informal Settlement address (with extensions/sections)

- House 457, Section C, Khayelitsha, Cape Town, 7784
- Stand 89, Extension 7, Orange Farm, Johannesburg, 1805

3. Descriptive address in Rural or Village areas

- House near Mbali Store, Ward 7, Kwanzimande Village, Mount Frere, Eastern Cape
- Next to the community hall, Msinga Village, under Ndlovu Tribal Authority, KwaZulu-Natal
- Homestead near the clinic, Ward 5, Ga-Mashabela, Limpopo

Please note: The address must be descriptive enough for someone unfamiliar with the area, such as a bank officer or fund representative, to reasonably identify the location.



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How Members can obtain Proof of Address

If members do not have a utility bill or official letter with their address, they may **obtain a confirmation letter from:**

1. Their **Ward Councillor**
2. Their **Local Tribal Authority** (Chief or Headman)

The letter must:

- Be on an official letterhead (if available)
- Include the member's full name and ID number
- State the member's residential location in descriptive form
- Be signed and stamped

The following are NOT accepted for a physical street address

- Work addresses
- Postal addresses (PO Boxes)
- Incomplete or vague descriptions (e.g., "near the shops" without specifying ward, section, or village)

Examples of formal Proof of Address letters

Ward Councillor Letter:

"This is to confirm that Mr. Sipho Dlamini (ID: 800101 5800 084) resides at Stand 1124, Extension 4, Tembisa, Gauteng, 1632."

Tribal Authority Letter:

"This letter confirms that Ms. Nomsa Khumalo (ID: 920512 0654 088) lives in Ndlovu Village, near the primary school, under the jurisdiction of the Ndlovu Tribal Authority, KwaZulu-Natal."

In Summary

Every member **MUST** have a residential address on record. Employers are encouraged to assist employees in obtaining the required documentation to ensure compliance with FSCA minimum standards and FICA obligations.

Your Fund's contact information



087 405 6377

for Member enquiries



087 405 6376

for Two-Pot System enquiries



members@tsrf.salteb.co.za



www.tsrf.co.za



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[transportsectorretirementfund](https://www.instagram.com/transportsectorretirementfund)



WhatsApp "Hi" to: 087 240 7004
TSRF Benefit Counselling Tool



TSRF Client Contact Centres:



Johannesburg

Samro Place, 8th Floor
20 De Korte Street, Braamfontein



Cape Town/Bellville

Suite 2, Edward building 1,
116 Edward Street, Oakdale, Belville



Durban

1 Dorothy Nyembe Street,
The Marine, Durban Central, Durban

Fund no: 12/8/37811

Disclaimer: In cases where communication and Fund rules differ, the TSRF rules will apply.