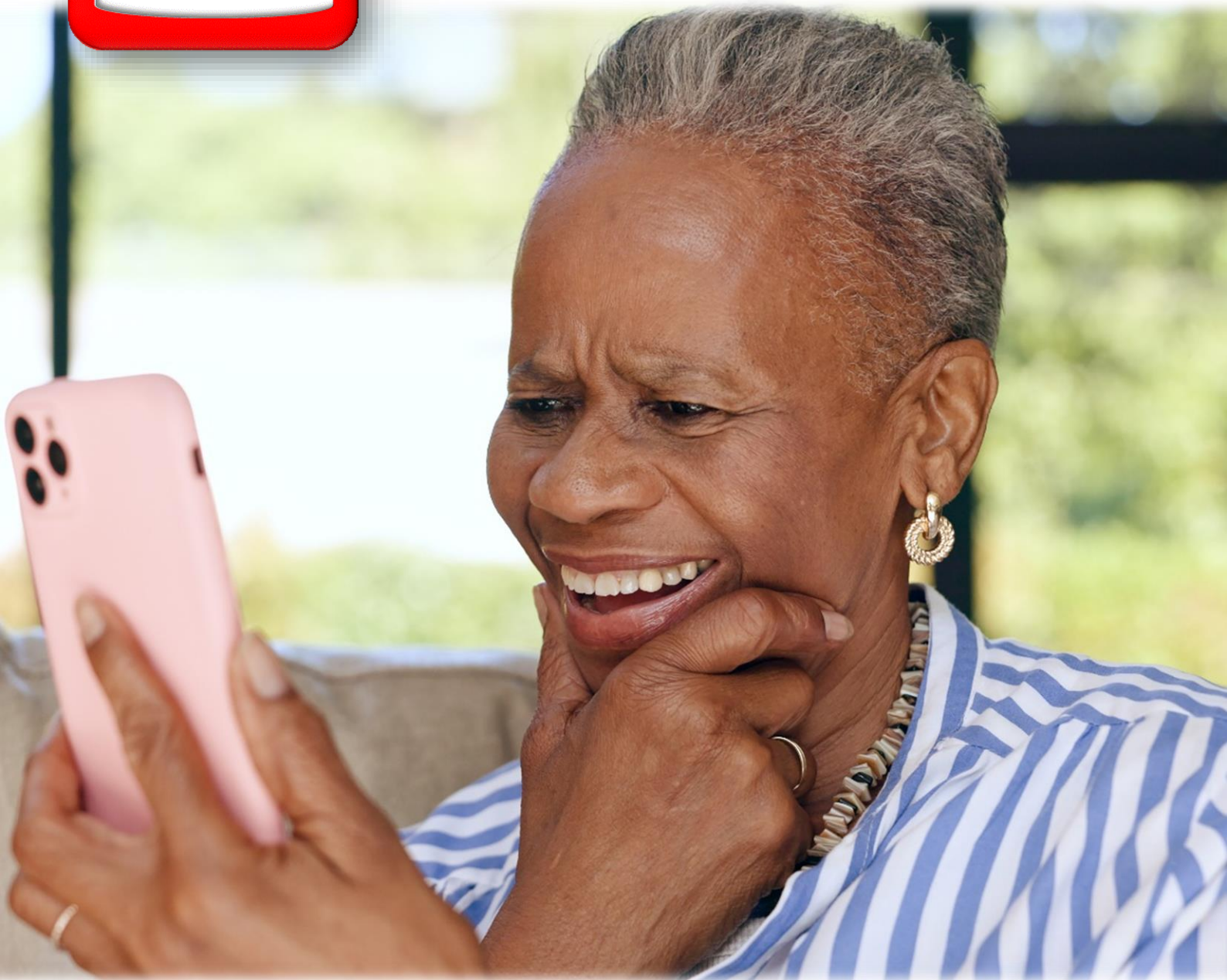




Unstructured  
Supplementary  
Service  
Data



## USSD MEMBER GUIDE





TSDBF is excited to tell you about another way for members to connect with the Fund and get information about their pension. We have a special phone service called USSD (commonly known as Codes), which is a user-friendly and free to use service. While you are required to have a small amount of airtime to login, anyone can use it, regardless of your background or how much you know about technology. Even if you don't have a costly smartphone, you can still benefit from this service.

To get started, just dial **\*120\*559#** on your basic mobile phone. It's an easy way to sign up and connect with the Fund. We want all our members to be able to stay in touch with us.

### WHAT INFORMATION CAN I GET FROM THE USSD PLATFORM?

1. You can ask for a copy of your payslip to be emailed to you.
2. You can check if the Fund received your certificate of existence (COE).
3. You can ask for a copy of your COE to be emailed to you.
4. You can update your email address.

We will be adding more features based on your requests and suggestions, so start using the service and let us know what additional features you would like.

### WHAT TECHNOLOGY DO I NEED?

1. You will need a basic feature cell phone – no need for an expensive smart cell phone.
2. Make sure we have your **cell number** on our records. You can email us at [USSD@TSDBF.Net](mailto:USSD@TSDBF.Net) with your Pension number, ID number, email address, cell phone number, and your postal and residential address. This helps us keep your contact information up to date. Alternatively, you can provide your cell phone number when you sign up.

### HOW DO I REGISTER FOR THE USSD PLATFORM?

1. To start, dial **\*120\*559#**. You will get a screen that looks like the one below. However different cell phones may have slightly different wording, unfortunately we have no control over that. For example "Cancel" maybe replaced with "Dismiss" or "Send" with "Reply" etc.

#### Menu Options

1. Register
2. Provide Cell Number
0. Exit

Cancel

Send

2. If you have not already provided us with your cell phone number, press 2 and follow the prompts to provide your cell phone number.
3. Press 1 to register. Enter your South African ID number. After that, set and confirm a 5-digit PIN. You'll need this PIN for future logins so please store it somewhere safe. If your cell number has changed, tell Verso. They will call you on the given number to make sure it's you.

That is all that is needed to register, you are now good to go.



Once you log in, you will see all the different things that you can do by yourself:

**Menu Options**

1. Send my payslip to my email address.
2. COE Received?
3. Update email address.
4. Send my COE to my email address.
0. Exit

Cancel

Send

- **Send my Payslip to my email address,** If we have your email, you can ask us to send your payslip to it.
- **COE Received?** Check if we got your completed and signed Certificate of Existence (COE) or if it's still due.
- **Update email address** or provide your registered email address. Here you can enter your email address. For security purposes, we may contact you via phone to confirm these details.
- **Send my COE to my email address.** Ask for a copy of your COE to be sent to your registered email address.

We have introduced this service to simplify things for you. Share your thoughts and suggestions with us to help us improve. Your feedback matters! Spread the word! Inform fellow TSDBF pensioners about this service, its benefits, and encourage them to use it. Sharing is caring!

