



TRACING SERVICES

TEBA provides a range of Tracing and Document collation solutions to clients throughout Southern Africa. With our 100-year history, TEBA has developed excellent community and government relations, as well as an understanding of the dynamics within these areas. These relationships, in combination with our footprint and tireless dedication to quality assurance, make us a trusted partner of many funds.

UNLOCKING
HUMAN
POTENTIAL

TEBA



Willem Beeby
Manager Customer Support
+27 (0)11 353 6152
WillemB@teba.co.za



**TRACING
SERVICES**



DESKTOP TRACING

An industry benchmarked call centre, with well-established links to third party data providers, enables us to provide cost effective desktop tracing to clients. Our call centre is resourced with multi-lingual consultants who are well trained in the specific requirements of all the tracing clients we service. Calls are recorded and monitored to maintain the same quality regardless of volumes, or the level of complexity.

Clients are provided with contact and residential information of all individuals whose details TEBA has obtained. If these individuals cannot be contacted within 30 days by the client, TEBA will retrace the individuals at no additional costs.

DOCUMENT COLLATION

We strongly recommend that all desktop tracing is followed up with an efficient and reliable document collation service. If traced by TEBA, individuals have the option to submit information by means of the postal service, Fax, E-mail or hand-delivered to any of our friendly consultants at one of our 60 tracing offices. Personal delivery ensures that individuals who do not fully comprehend the requirements have access to consultants that can advise them in their home language.

All TEBA tracing personnel are linked to a dedicated process and document management platform, which is supported by an independent, audit control department. Essentially, all documents received are audited no less than twice before they are submitted to our clients, which limits the number of rejections and the potential for fraud.

PHYSICAL TRACING AND SECTION 37 C INVESTIGATIONS

TEBA has extensive experience in the Physical and Investigative Tracing services. Using the 60 TEBA offices as their base, 180 Tracing consultants travel in both urban and rural communities to track and trace claimants, their beneficiaries and/or relations who may be able to provide insight into the whereabouts of particular individuals.

Where required for large projects, TEBA deploys additional agents with the necessary skills and capacity to trace. Investigations include interviews with the family, friends, colleagues and past employer of the claimant to provide information regarding the beneficiaries of a deceased fund member. After all parties have been interviewed, and the necessary claim documents received, TEBA compiles a report for clients to assist with benefit allocations.

ADMINISTRATION SERVICES

Apart from tracing services, we also support our clients with administrative processes in the communities where we operate. These services include;

- Communication to beneficiaries
- The administration of paper-based Certificate of Life Services
- The provision of Biometric-based Certificate of Life services where paper based records can be replaced
- The administration of withdrawals from trust and beneficiary funds
- Our document management system is geared to deal with large volumes of documents.

LOGISTICAL SUPPORT

TEBA provides logistical support to clients who undertake roadshows to the communities where former or current fund members reside. This includes engagement with the local community and government structures, to ensure the maximum turnout is achieved, and that the local customs are observed.