

A large, detailed photograph of an elephant standing in a savanna landscape. The elephant is facing forward, with its trunk slightly curved. The background shows a dry, open plain under a clear sky.

# Member Newsflash

## Two Pot Withdrawal claims

### What to expect and what to look out for during your claim.

- **10 to 15 working days after submission of all documentation**
  - While some Funds allow 4 to 6 weeks for payments due to the high volume of applications following the start of the 2027 tax year, the CRF's official turnaround time is 10 to 15 workdays from the date you have successfully submitted your application
- **Ensure your documentation is submitted**
  - Incomplete supporting documents or outdated contact details can cause delays.
  - Please double check that you supply
    - Proof of your banking details
    - Certified copy of your ID document
    - Proof of your Tax number
- **Remember you will be taxed!**
  - If your tax affairs are not in order, the tax directive process can take longer. A directive is requested from SARS for every claim and depending on the tax status of the individual, the turnaround time can differ from person to person
  - You are taxed at your marginal tax rate. This is basically the rate that you pay on your salary
  - SARS might also request a random tax audit on a claim, which could impact the turnaround time

- **Section 37D Deductions**
  - Any claims against you, including Employer debt, divorce claims and Maintenance orders could delay your Two Pot claim as further investigation by the Fund might be required, which could impact the turnaround time.
  
- **Follow the status of your claim on the CRF App or the member portal on the website**
  - While submitting your claim and all the required documents the status will show **In-Progress**
  - **Pending** indicates that your claim is submitted successfully and that the documents are being checked.
  - After the checking process is successful your status will reflect as **Processing**
  - **Disinvestment/ Switch** means that the value of your withdrawal will now be disinvested from the Fund's investments. Allow for up to 3 working days.
  - When the Fund requests your unique tax directive from SARS, your status will reflect **Tax calculations**
  - **Ready for Payment** means that the fund received the tax directive and that your claim is being prepared for payment. Please allow up to 3 working days.
  - When your withdrawal from the savings component is complete your status will show **Paid**. Remember, depending on your bank it can take 2 to 3 business days to reflect in your account.
  
- **We will only communicate with you through the official CRF communication channels**
  - Information shared on social media groups by individuals is not official CRF communication. This can create confusion and often mislead our members.
  - The CRF will always communicate with our members through the official CRF channels.
  
- **Would you like to refresh your memory on how the Two Pot Retirement system works?**
  - Please read the following links.
    - [https://crfund.co.za/twopot\\_system/](https://crfund.co.za/twopot_system/)
    - **What is the claim process**
      - [CRF Official Video](#)
      - [CRF Two-Pot Brochure](#)

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