

Adviser Notice 89

August 2023

Dear Adviser

Closure of our SARS Recognition of Transfer (ROT) inbox

When SARS first started sending out outstanding ROT notices to policyholders and administrators, we assigned a dedicated internal team and mailbox to optimise efficiency in attending to these notices and queries.

We have subsequently equipped our client service teams to attend to these queries, eliminating the need for a dedicated team. From 9 August 2023, all queries relating to ROT notices can be sent to your dedicated client service team, and our ROT mailbox (SARS.ROT@psg.co.za) will also be closed with effect from this date.

Eliminating unnecessary mailboxes also reduces confusion and streamlines our operational processes, resulting in faster turnaround times and a reduced risk of errors.

Need more information?

If you have any queries, please contact your investment specialist or your dedicated client service team.

Kind regards



Cindy Tshabalala

Head of Client Service