Voter Eligibility and Records Update
Instructions and Guide

This guide explains how to inspect and confirm your current contact details as they appear on the GEPF database for election communication purposes. The purpose of this form is to ensure that your email address and mobile number are correct so that you are not disadvantaged during the 2026 Board of Trustees Election process.

STEP 1: Enter Your GEPF Pension Number

1. Locate your GEPF Pension Number.
   Enter the number carefully into the field provided on the form.
2. Click "**Verify**" and the system will validate your Pension Number against the GEPF database.
3. If your Pension Number cannot be verified, you will receive an error message. Please recheck your entry before attempting again.
4. If you still cannot be verified contact the Election Helpdesk.

STEP 2: View Your Current Contact Details

Once your Pension Number is successfully verified:

1. Your registered email address will be displayed in partially masked format
2. Your registered mobile number will be displayed in partially masked format

Masking is applied for security and POPIA compliance purposes. For example:

- Email: jo******@gmail.com
- Mobile: 27****1234

This allows you to recognise your details without exposing the full information.

STEP 3: Confirm Whether Your Details Are Correct

Next, you will be asked:

1. Are the above contact details correct and up to date?
2. You must select one of the following:

If You Select "YES"

- No further action is required
- You may submit the form
- A confirmation message will appear
- Your details remain unchanged

This confirms that GEPF may use the displayed email address and mobile number for election communication.

If You Select "NO"

If your details are incorrect, outdated, or missing:

- Select "NO"
- A Records Update Section will automatically appear
- Follow the instructions provided in that section

The Records Update Section will:

- Guide you on the correct update channel
- Provide the official GEPF self-service link
- Explain the required authentication process
- Inform you that identity verification is mandatory

Please note:

- Contact details cannot be changed directly on this verification form.
- All official updates must be processed through the approved GEPF records management system in line with security and validation requirements.

Data Protection and Security

Your personal information is:

- Used solely for election administration purposes
- Processed in accordance with applicable data protection legislation
- Protected through secure authentication and system controls
- Logged for audit and compliance purposes

Need Assistance?

If you are unable to verify your Pension Number or access your details please contact the GEPF HelpDesk for assistance.

- Email: gepfvote@kdbs.co.za
- Toll-Free (Landline Only): 0800 061 052
- WhatsApp (Text/Call): 061 452 4499 or 067 733 1353
- Election Website: www.gepfvote.co.za

Support is available during business hours (Monday to Friday, 08:00 – 17:00).