



.....*The latest news from NMG*

December 2009

NMG wins PMR Golden Arrow Award !

NMG has won several of the highly acclaimed PMR (Professional Management Review) Awards over the past few years and has again won **top honours** in its category in the



2009 National Survey on Pension Fund Administrators, Consultants, Product Providers and Insurers in South Africa by being awarded the **PMR Golden Arrow Award!**



NMG started administration services in 1999 and initially administered funds under an insurance license in partnership with a major insurer. Between 2004 and 2006, as a result of a takeover by another insurer and their not continuing with fund administration, we had to undertake 4 major projects:

- Convert all our insured funds to privately administered
- Terminate our Funds and shutdown the old legacy admin system
- Source a new system and install all the funds
- Train staff on new processes as opposed to insured fund processes.

This was not an easy task and we had a 60% staff turnover in 2004. However, we were extremely fortunate in that we had some key individuals that were committed and who had stood up to the task. Their dedication and spirit of commitment was what made us succeed and since 2005, Administration has had a 5% staff turnover, a phenomenal achievement when one compares it to the rest of our industry.

Today, that same spirit of commitment is what drives us forward and the rewards and client accolades we receive bear testament to our focus on excellence.

With the administration platform well bedded down for several years now and our staff fully trained on its functionalities, all our fund reconciliations are up to date in the current month! The industry norm is currently three months in arrears and in some companies up to six!

Our industry is changing...

Economic pressure and a major focus on good governance, disclosure and the eradication of illegal practices, are making many employers re-think their current service provider appointments.

Many companies, however feel caught up in the web and are often found saying “better the devil you know, than the one you don’t”. This attitude, ignores good governance principles as hiding your proverbial head in the sand, does not do your fund members any favors. Trustees and fund principals should continuously investigate better alternatives in fulfilling their fiduciary role.

Is changing fund administrators such a difficult task as one thinks?

No it's not

As long as you...

- follow the right steps and protocols
- work with a proper transfer and implementation plan
- managed by a dedicated and experienced implementation team



So go on....give us a call, and see what great administration can be all about

We have the right people

We have the right systems

We have the experience

But above all – we have the right **ATTITUDE**

For more information, call:

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***“It is only by standing on the shoulders of GIANTS that I have seen further”
Isaac Newton***