

INTERACTIVE GUIDE

CCNPF Funeral Plan

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How to Contact Us



Claims Submission

Call Centre: **0861 22 22 71**
Email: **claimsccf@affinityfuneral.co.za**

Employer Queries

Call Centre: **0861 22 24 43**
Email: **employerccf@affinityfuneral.co.za**

Member Queries

Call Centre: **0861 22 22 71**
Email: **infoccf@affinityfuneral.co.za**

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Funeral Benefit

Below are the categories of benefits available to you:

Main Member/Spouse
R40 000

Children
(14 - 24 years)
R31 000

Children
(6 - 13 years)
R15 500

Children
(Stillborn - 5 years)
R7 750



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Additional Benefits

Memorial Benefit

R10 000 memorial benefit is available for the Main Member only.

Benefit will be paid out in conjunction with the R40 000 funeral benefit.

Repatriation

Affinity Funeral will provide repatriation of mortal remains within the borders of South Africa.

Benefits Applicable per member: Main Member | Spouse

Trauma Support

Telephonic trauma support and counselling will be provided by dedicated professionals for incidents such as sexual assault, crime, gender-based violence, suicide, domestic abuse and other traumatic events.

Benefits Applicable per member: Main Member | Spouse

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Emergency Care Benefits

One of South Africa's most comprehensive emergency response service centres.

iER is a free-to-download mobile app that connects you to a national network of emergency and security personnel that can assist in ANY emergency, directly at your location, 24 hours a day, 7 days a week.

Access These Services on iER

Firefighters | Electricians | Ambulance | Road Side Assist | SAPS, Metro Police | Plumbers

Click to Download Brochure

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Funeral Plus
Benefit



Sourced Service Provider for all your Funeral Needs

Affinity Funeral has identified a Service Provider which Beneficiaries can choose to utilise should they wish to. Funeral Plus is Africa's first online funeral platform for planners. Everything that you need, related to the funeral service, is available to you. Professionally trained consultants who have years of experience and expertise within the funeral planning industry.

Funeral Plus offers a comprehensive range of services including the largest network of licensed funeral service providers throughout South Africa, assisting beneficiaries with the registration of death, embalming services, storage with backup power systems for load shedding, sourcing of gravesites in collaboration with local authorities and chiefs, digging services, burial service providers (funeral parlors), and tombstone or memorial stones.

Beneficiaries will be liable to pay the provider directly for any services utilised.

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HOW TO
REGISTER YOUR DEPENDANTS

Complete the Amendment Form and ensure that the supporting Documents listed below are included.

Click here to download form

Spouse
- Marriage Certificate or Lobola Letter

NOTE: Up to 2 Spouses

This is the primary document required to verify the marital status of the spouse.

Children
- Birth Certificate

For children up to 18 years old, a birth certificate is required to establish their legal parentage.

NOTE: Up to 8 children

Eligible Children are covered until the age of 24 (twenty four). To continue coverage, Eligible Children from the age of 18 (eighteen) up to 24 (twenty four) must provide proof of studies at a tertiary or a college institution registered in terms of the Higher Education Act 101 of 1997.

Adopted Children
- Adoption Letter

Adopted children require an adoption letter to be submitted, confirming their legal status within the family.

Surname Discrepancy
- Affidavit

If children do not share the same surname as the main member, an affidavit from both parents may be necessary to clarify the relationship.

Email the completed form and supporting documentation to: **infoccf@affinityfuneral.co.za**

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HOW TO
SUBMIT A CLAIM

Ensure that the following documents are prepared and certified before submitting claim

- Certified copy of the Deceased's ID
- Certified copy of the Death Certificate
- Certified copy of the Beneficiary's ID
- Certified proof of relationship*
- BI1663 Document from from Department of Home Affairs / DHA 1680
- A Bank stamped statement of the Beneficiary's bank account.

*Marriage Certificate signed by Commissioner of Oaths

Claims can either be submitted via email or WhatsApp

066 449 6365

claimsccf@affinityfuneral.co.za

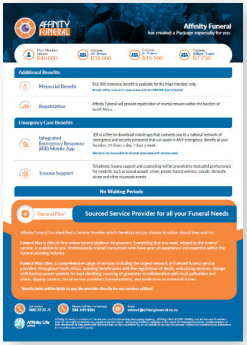
Once claim has been submitted you will receive a ticket number confirming receipt.



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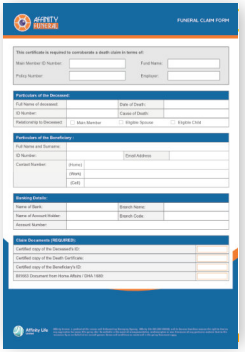
RESOURCES

Below, you will find your essential forms readily accessible for your convenience.



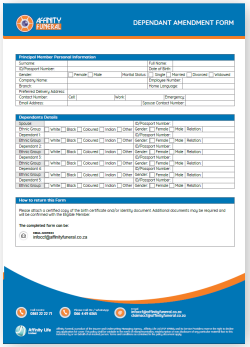
Product Brochure

Click here to download



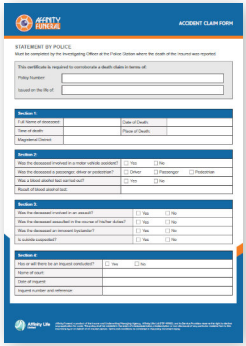
Funeral Claim Form

Click here to download



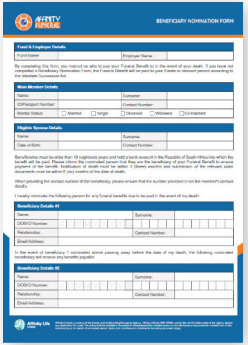
Dependant Amendment Form

Click here to download



Accident Claim Form

Click here to download



Beneficiary Nomination Form

Click here to download

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Affinity Funeral Offices

Province	Town	Address
Eastern Cape	Bizana	22 Main Street, Bam Center
	Butterworth	36 Bell Street, CJ Complex
	East London	123 Western Avenue, Vincent
	Mthatha	64 Owen Street, Building, Ground Floor
	Port Elizabeth	444 Govan Mbeki Street, Shop No 222C, 2nd Floor, North End
	Queenstown	11 Robinson road, First floor, Status Centre
Western Cape	Khayelitsha	160 Ntlazane Road, Ilitha Park, Khayelitsha, 7784
Kwazulu-Natal	Durban	351 Umgeni Road, City View Shopping Centre, Shop U18
	Harding	Shop 27 at 13 Hawkins Street
	Kokstad	66 Main Street, Office No. 08
	New Castle	76 Harding Street, Office No. 3
	Pietermaritzburg	16 Buchanan Street
	Pinetown	79 Crompton Street, Unit C36
North West	Potchefstroom	43 James Moroka Avenue, Shop No 1
	Rustenburg	Cnr Oliver Tambo & Boom Street, Drosty Gebou, Office No 18

Province	Town	Address
Gauteng	Alexandra	London Road, Alex Mall, Shop 83A
	Atteridgeville	Saulsville Station and Square, Marievette Street, Saulsville, Pretoria
	Hammanskraal	359 Temba, Unit 1, Kudube, Hammanskraal
	Mamelodi	1115 Maphalla Street, Mamelodi, Pretoria, 0122
	Orange Farm	5656 Link Road, Orange Farm (Opposite Eyethu Mall)
	Sebokeng	65564 Moshoeshoe Road Zone 14 Sebokeng
	Soshanguve	286 Morula Street, Soshanguve Block FF (Spar, Morula Plaza)
	Dobsonville	441 Elias Motsoaledi Rd Mmesi Park.
	Soweto	Stand 24462, Blackchain Centre
	Moletsane	2229 Cnr Maredi and Moliwa street, Moletsane, Soweto, 1868 (Tsele's Centre)
	Kilptown	3rd St & Union Ave Soweto Kliptown
	Vosloorus	1658 MC Botha Drive, Vosloorus (Naledi Mall)
Free State	Bethlehem	Cnr Roux and Naude Street, No. 12 Crown Mall, 9701
	Bloemfontein	Lemo Mall, Shop 21A, Cnr Dr Belcher & M10 Bloemfontein, Ring Road, Heidedal

AFFINITY FUNERAL

CALL CENTRE
0861 22 22 71

PLEASE CALL ME/WHATSAPP
066 449 6365

EMAIL ADDRESS FOR GENERAL ENQUIRIES
infoccf@affinityfuneral.co.za

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Affinity Life Limited

Affinity Funeral is a product of the Insurer, Affinity Life Limited (Registration Number 1952/001635/06), a registered Life Insurer and authorised Financial Services Provider (FSP 49986). This policy shall be voidable in the event of misrepresentation, misdescription or non-disclosure of any particular material fact to this insurance by or on behalf of an insured person. Terms and conditions as contained in the policy document shall apply.