Durban Municipal Thrift Fund and Association

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12 June 2025

Dear Thrift Fund Member,

Termination of e-Mail Withdrawal Requests

In February 2025 the Durban Municipal Thrift Fund introduced an online application (App) to make transacting with the Fund more convenient for its members and to provide member account balances. The App has proven to be hugely successful and secure.

The number of withdrawal requests via e-mail has now reduced to less than 20% of monthly withdrawals. As a result of this reduction and bearing in mind the resources required to process withdrawal requests via e-mail a decision has been taken to no longer accept withdrawal requests via e-mail after 15 July 2025. Hand delivered withdrawal requests will continue to be accepted.

Furthermore, individual member account balances will no longer be provided telephonically as member account balances are available on the App.

Members are encouraged to register on the App and to use the App to make withdrawals and to check member account balances. To register, members will need their Council Service Number, National Identity Number and personal cell phone number. If available an email address should be given.

The link to register for the Thrift Fund App is: pwa.dmtf.co.za

Once you have accessed the link and to complete registration, select REGISTER and provide your personal details, create a password, read and accept the Terms and Conditions, and click REGISTER.

All the current Thrift Fund withdrawal rules and charges apply to all transactions processed via the App.

Secretary/Treasurer