



Tshiamiso
TRUST

Money Matters

Made Easy

PERSONAL FINANCIAL LITERACY



Welcome to money matters made easy.

This booklet is about managing your money no matter how much you have or don't have. We all know something about money, maybe more than we think. We are going to go through many areas of financial literacy and make a plan to use our money wisely.

When you receive the compensation that was agreed to with the mines, because of the illnesses caused through mining, you need to be very wise about what you decide to do with the money. It will seem like a lot of money, but it won't last long if you do not manage it well.

Remember that many people have won the lottery and because of bad decisions have lost it all. Many famous sports people earned a lot of money when they had contracts to play but ended up doing things like handing out pamphlets to survive.

You need to think about saving and investing, to get your money to make more money before you start spending. When you have money, it can be difficult because so many people around you also have needs. If you just start spending without planning, you may end up with nothing. Let's rather stop and really take some time to think about what to do, and then decide.

STOP!... Count to 10... think again... *be money-wise!*



Understanding the challenges



Good friends, Frank M, Mandla R and Themba X were employed by the same mine in the Carletonville area and worked together for over 30 years.



Mandla

Mandla used to live in the mine hostel but since retiring he has returned to his home in the Eastern Cape where his wife Refiloe and his children, now adults, are living. He has always been a wise and kind man and has tried to manage his money well. He decided to make a trip to see his long-time friends, Frank and Themba.

Frank was born in Vosloorus but moved to Carletonville when he was very young because his father got a job at the mine. He followed his father into mining and he moved with his wife, Lebo. His 3 children have moved away from Carletonville to get work in the cities. Frank has a great sense of humour. He always tries to do the right thing but often doesn't get it right. His money management has always been a big problem and Mandla has been a great friend and guide for him. Sometimes he listens and sometimes he doesn't. He is always juggling things to balance his income.



Frank



Themba

Themba was a migrant worker from Umzimkulu, in KwaZulu-Natal. He married Nobuhle and they had 4 children. Before he went on pension, he had been off work for a long period of time due to illness, but they have all stayed in touch. He is waiting for a compensation payout for his Asbestosis and is delighted to hear that both of his friends are coming to visit.

Mandla and Frank were travelling in the taxi together from Pietermaritzburg to Umzimkulu, on their way to see **Themba** and his family. They were concerned about his health and just wanted to see them. On their journey, they were catching up on what they had been doing and how they had been managing.



"I don't know where all of my pension goes, and I am being worried by Refiloe because she says that she needs more now that the prices of everything are going up. Transport, food, paraffin and so many other things. Even though I have been doing my budget there still doesn't seem to be enough to go round," said Mandla. "When I spoke to Themba on the phone a little while ago he was saying how much the compensation payout will help because they are also having to stretch what they are getting. Then I started thinking about all of our co-workers who have already got, or are waiting for their compensation money.

We all have to be careful. I was listening to a radio programme yesterday about how many rich superstars are completely broke now, after starting with so much money, because they could not manage their money and wanted a big image. A guy who played for Bafana Bafana in 2010 said, 'We have spent so much money on cars, shoes and parties. We must change the story and not focus on the nice life and then retire really poor'. Also, the amazing Maradona did the same."

Frank responded, "Yes and the same with a South African, world champion boxing superstar, who was penniless when he died and couldn't pay his medical bills without help. He thought his money would last forever. It didn't.

Seems that regardless of our financial situation we have to understand money matters, make a plan, and stick to the plan."

Debt & Credit

Good and bad decision-making

When we think about managing our money well, so much of it depends on the decisions we make. Often we make decisions based on what we want rather than what we need. Sometimes it is to impress other people or just because we have always done it. Good decisions and thinking about all of the other choices can be the way that we can manage our money really well.

If we don't have much extra money it may cause debt and having to borrow, maybe from a mashonisa. If we do have money, we need to ask, "Do I really need this now"? Remember, if you have money in your account, it is better to put it into a savings account and let your money work for you, making interest every month. Then you can buy what you want with the interest without using any of the money you have invested. When your money is making money you can spend it much more freely because the money saved just keeps creating money for you. Frank had never done this.

Frank should have discussed the purchase of the car with Lebo so that they could consider all of the benefits and problems. It is important to discuss these things with anyone who is involved or could be affected by your decision. Asking all of the questions about why you should buy something or if you can wait, is very important.

Frank got his license many years ago. After he retired, 16 months ago, it seemed that they were doing okay financially and when he saw a really nice car at a bargain price, he decided to buy it, to make life easier, but hadn't thought it through. Then, just a week before he left for the trip, he was at the shebeen when Lebo called and asked him to meet her so they could discuss how bad things were getting. Frank could hear how serious Lebo sounded so, rather than taking a chance of making her more upset, he agreed to meet at the Carletonville Wimpy.

Through her tears Lebo she said that she had just spoken to Themba's wife that morning and he was getting worse and that her brother was also back in hospital with pneumonia.

Then before she could get out the house a Sheriff of the Court had knocked on the door saying Frank hadn't paid the instalments on the car for three months, and he wanted to take their possessions away until he paid. "How could you not tell me you were behind in payments?" she sobbed.

Shocked, Frank tried to explain to her that when he bought the car it was a real bargain, but he hadn't thought about the cost of petrol, tyres and repairs – or how he would pay if they were short of money. That night, Frank was feeling guilty as he thought that he had gotten away with not paying the instalment on the car for the past 3 months. Lebo started to think about her brother. Apart from the worries for his health they would also be responsible for his latest medical costs.

He had no medical aid or insurance.

Lebo thought about the fact that they didn't have any spare cash and it appeared that they were going to need extra, quite soon. Where would they get the money, if they were not even able to pay off the car?! They may even lose all the money already paid for the car. In addition, Frank was going away for a week which was also going to cost quite a lot.



Think Again be money wise!

Here are some questions Frank should have maybe thought about before he bought the car with a loan:

- How much interest will I have to pay on the money I borrow?
Maybe it makes the cost of the car almost as much as the price of a second car?
- Can I wait until I can pay in cash and negotiate?
- Is it necessary to have my car immediately?
- What about the maintenance of the car?
- I can take my family out at weekends. Is that very important?
- I am getting older and I still do not have a car. I feel like a failure. Is that a good enough reason?
- How important is it that all my friends will be impressed, and I will feel successful?
- Will I have to insure the car for the full value of the money I owe the bank? Can I afford that expense?
- If I can't pay for insurance, does it become a risk to lose the car and the money already paid, and to have to pay for anyone else's damages?

Here is a saying that should be followed every time you need or choose to spend any money outside of your budget – especially when there is only a little extra money available.

STOP!... Count to 10... think again... be money-wise!

- **"COUNT TO 10"** means that you give yourself time to think slowly and carefully.
- **BEFORE SPENDING MONEY** think about **3 reasons** why you should spend, then 3 reasons why you shouldn't, then decide.

The dangers of getting into debt



Never rush into borrowing before thinking about repayments.



Only take out a loan on something you need rather than want.



Make sure the thing you wish to buy, with the money you borrowed, is a good bargain price.

You need to understand the dangers of spending more than you earn, especially when buying expensive items on hire purchase through an instalment sale agreement.

The danger of buying something on credit is that the repayment amount may look small, but you need to ask for or calculate the full amount including the interest, so that you can make a money-wise decision. If you buy goods on credit you will have to pay large sums of money in interest. We are going to look at that next.

Interest is a great thing when you are earning it but not when you have to pay it.

When you borrow money to pay for something or buy something on hire purchase you end up paying other people a lot of money to borrow their money. You end up paying interest to them with money you could have saved or used for something else that you needed. You should save and pay in cash whenever you can. Then you would be able to save more and never have a bad credit report. Sometimes there is no other choice, and you have to borrow, but always consider all of the other possibilities.

Understanding interest

Being able to understand interest is one of the best tools you can have to allow you to save large amounts of money, make better decisions about where to borrow money from, and where to buy from. For people who have not understood this, it is an amazing discovery. It can make you feel cheated. You should feel that you have the power and ability to make really good decisions in future.



Two months after their visit, Themba's wife, Nobuhle, called to tell them that he had sadly died. They were all devastated. He had asked her to tell them how grateful he had been for their visit, for the chance to talk about some of their great experiences, and for all of the laughs.

She said that he had recently applied to get the compensation for his condition, but it was still being processed. He did not have a funeral policy, but they would receive money to cover some of the funeral costs from the employer. The amount that they needed for the funeral, at the weekend, would be about R12 000.00. Just as she expected, she had to get money urgently because the costs had to be paid within a week. The other family members had agreed to contribute but would only be able to repay her within the following 2 months. Where was she going to get the money? Nobuhle said that she was in shock but still had so much to do. She would stay in touch.

Always ask what the interest is on the money you are borrowing, whether that is from a mashonisa, a registered lender, or a bank. Ask the person that you are borrowing from and get them to write it down. You have to trust that they are being honest.

- Always shop around and get printouts from at least 3 lenders, but more if possible.
- Ask first if you need it, then decide which would be the best choice for you.
- Ask many questions. Ask yourself why. Know what questions you need to ask the lender.

Nobuhle asked her family member to go and get some quotes to borrow R12 000.00, agreeing to pay it back in 3 months. This is the information that they received from 4 lenders:



	THE XYZ BANK	PATRIC'S PAWN BROKERS	COMPANY SUBSIDISED LOAN	IMMEDIATE CASH LOANS
Amount to borrow	R12 000.00	R12 000.00	R12 000.00	R12 000.00
Interest Rate	20.75% per year	40% per month	21% per year	30% per month
Interest over 3 months	R622.50	R14 400.00	R630.00	R10 800.00
TOTAL REPAYMENT	R12 622.50	R26 400.00	R12 630.00	R22 800.00

Ask yourself, which lender would you borrow from, and WHY?

Buying things on hire purchase or instalments



It is scary to realize how much interest we are paying when we borrow money, but have you considered how much interest you are paying when you buy something on hire purchase? Sometimes that interest is much higher than borrowing the money to buy it. It is shocking to compare the hire purchase price with the cash price. We are going to do some comparisons to show why we need to work out the final price of a product before signing the hire purchase agreement.

Mandla was in town getting some seeds for his vegetable garden. He called Nobuhle to find out how the family was doing. He and Refiloe were very sad and worried about Themba's family and unfortunately could not be at the funeral. As he was about to get into the taxi to go home, Refiloe called with an urgent request.



"I can't believe our bad luck. I was just going to set a reminder for my favourite show and discovered that the TV is broken. It has been switching on and off for a few weeks but now it isn't doing anything."

Mandla's promised her that he would try to sort something out while he was in town and do some research for a new one, or a least look through the adverts in the newspapers. With all of the problems in the past few weeks, even the neighbours were complaining because they used to pop in to watch Generations, which they have watched together forever.

If we are considering buying something on hire purchase, we need to:

STOP!... Count to 10... think again... be money-wise!

If we have considered all of the questions and need to buy it:

- Shop around and get printouts from at least 3 to 5 shops.
- Ask for the full amount that we will need to repay.
- Get a printout of all of the costs.
- Carefully read the agreement or contract, or get someone in the family to explain it. You have a right to ask for it in your own language and in simple terms.
- Take time to decide.
- Choose the best place to buy from.

Here are the amounts that Mandla got for buying a flat-screen TV from 5 shops that most of you would know – all on the same street and on the same day.

The prices for the television for cash purchase or over 12 and 24 months:



	SHOP 1	SHOP 2	SHOP 3	SHOP 4	SHOP 5
Cash	R2 999.00	R1 999.00	R2 299.00	R1 999.95	R1 999.00
12 Months	R5 701.00	R2 530.44	R4 500.00	R2 803.31	R2 520.00
24 Months	R7 594.99	R3 123.26	R5 916.00	R3 584.60	R3 108.00

Look at the remarkable difference between the cheapest cost of the TV, being R1 999.00 for cash, and the most expensive being R7 594.99 over 24 months. This is a difference of R5 595.99! You could actually buy almost 4 TVs for that amount.

When Mandla looked at the quotes, some things that were added he didn't even understand, like CPI and stamps. If we don't get a quote, we don't know what we are paying for. Also, it included a delivery charge, but he would be taking it home himself. We need to ask about anything we do not understand or agree with.

Which TV do you think Mandla and Refiloe should buy?



What are your rights & how do consumers get assistance?

South Africa has some of the best laws in the world to protect you as a customer. Here are things you need to know about your rights, which are in the National Credit Act and the Consumer Protection Act.

PLEASE BE AWARE

- You have so many rights. Believe in your rights and ask questions.
- If you feel frustrated or annoyed about something you have bought, there is something YOU can do.
- If you need help call one of the numbers listed.
- If you have to negotiate, if you can't pay, or something is wrong, take 2 or more friends with you to give yourself confidence and power.
- You are usually right and if you end up sorting it out you will be able to help so many others in your community to do the same.

You can contact the following institutions, who will freely help you with any questions you may have:

AGENCY	CONTACT NUMBER	FOR WHAT
The Legal Aid Board	0800 110 110 / Please Call Me 079 835 7179	Any legal advice on any matter
The Consumer Council	0860 266 786	Questions about things you have bought
National Credit Regulator	0860 627 627	They will give advice if you are in debt
Credit Info Ombudsman	0861 662 837	If you have a problem with your credit rating
Debt Collectors Council	012 804 9808	If you want to check if a lender is registered
Consumer Affairs	011 355 8008 (look up your region)	Questions about things you have bought
Ombud for Banking Services	0860 800 900	Problems with any bank



Savings and investments

If we use all the money we receive we struggle to survive,
but if we live remembering tomorrow, we can have more peace of mind.

Farmers sell some of their mealies, they eat some of their mealies, and they keep some of their mealies to plant for next year. We need to do the same with our income. When we are earning a salary or living off the interest of our invested money, we need to always think about the years ahead when we may only have a small income¹.

Why Save?

Saving is keeping money for tomorrow. So saving is keeping money to help with future needs. The needs can be expected (e.g. school fees) or unexpected needs or emergencies (e.g. replacing things that were stolen).

Seven Steps for Saving:

Here is a list of the seven steps for saving that we will be looking at together. If you learn these 7 steps and use them in your life, you will have learned something that is not only useful but very important in giving you a chance to make choices you may never have had before.



¹ Money Management Handbook Series - Old Mutual & Peoples Bank

We need to put some of our money to work by saving it and earning interest. This way it grows steadily. Start with just putting away a small amount every month and watch it grow. This money should not be used unless there is an emergency.

If you receive a lot of money, like the payment from the compensation fund or a Lotto win, you should not spend any of it straight away, even if there is family and community pressure. If you invest it all then your money starts to earn money for you.

Here's an example for someone who gets R100 000.00. This is pretty unusual, but if you put that into a special bank savings account at 10% interest, your money will start to make over R830.00 a month, and every month the interest gets bigger because your interest is earning interest. So at the end of the year, if you have not withdrawn any money, will earn you over R10 000.00 in the first year. It just gets bigger and bigger. If you need to withdraw from the account you can, but remember that will affect the amount of money your money is making for you, because of the interest.

Being careful with money is a very important personal skill and helps us maintain control over whether we go into debt or not. Without some kind of 'nest egg' – some money put away – we will end up having to borrow for the unexpected. Without this saving, we often end up having to get money for an emergency from wherever it is easiest and quickest, which means that the interest will be very high.

- As soon as you put money into your savings account it starts to earn interest for you, and each month you earn interest on the total amount from the month before. This is called compound interest.
- Deposits are possible at retailers, branches, and ATMs, and with some banks, cell phone updates are free.
- With some special savings accounts, you can get bonus interest as an extra perk if you reach your three-month savings target. Remember that different savings accounts have different conditions on how much notice you have to give before you make a withdrawal.
- There are many ways of investing rather than in a bank, like life insurance policies, Unit Trusts and Government Bonds, but it is best to do this with the advice of someone who really knows and understands the risks and responsibilities.



Here is a simple example of saving R100.00 regularly, every month, with an interest rate of 10%:

No of Years	Payment per Month	Amount Saved Per Year	Total with No Interest	Total with 10% Interest
1	100.00	1 200.00	1 200.00	1 267.03
2	100.00	1 200.00	1 200.00	2 667.46
3	100.00	1 200.00	3 600.00	4 213.00
4	100.00	1 200.00	4 800.00	5 921.18
5	100.00	1 200.00	6 000.00	7 808.24
6	100.00	1 200.00	7 200.00	9 892.89
7	100.00	1 200.00	8 400.00	12 195.83
8	100.00	1 200.00	9 600.00	14 739.93
9	100.00	1 200.00	10 800.00	17 550.42
10	100.00	1 200.00	12 000.00	20 655.20
20	100.00	1 200.00	24 000.00	76 569.69
30	100.00	1 200.00	36 000.00	227 932.53

Always remember to

STOP!... Count to 10... think again... do your research... be money-wise!

There are many bank accounts for saving and investing if you live in an area where there are banks. But there are also very good savings schemes like BURIAL SOCIETIES and STOKVELS which are community based. Wherever you save, you have to make a plan to keep your money safe. If your money is in a bank and you live far from the bank, it could be safer to leave it there and then use some of the interest, for transport.



Budgeting - don't just dream it, plan it.

"There are so many good stories of people who had so little, grew up in poverty, but have a wonderful story now. This will remind you of a motto: Don't just dream it, plan it!"

Budgeting is the routine and skill of writing down our income and expenses and planning how we are going to use our money. A budget gives us a picture of how we are spending our money and is a tool that we can use to help change the way we spend our money.

We should do it regularly before we receive our income and include everyone who may need money from us over the period of the budget. Always be HONEST otherwise it won't really help. No one else has to see it.

Understanding the different types of EXPENSES can give us a better picture of where all our money is going and where we can cut down. This is a very important tool to change the way that we use and understand our money. It can help us make much better choices, assist us if we are in debt, or get our money to make more money. All of the TYPES OF EXPENSES are listed below. We need to remember that this is a very useful way to give us the power to decide.

It is important to list all your income and expenses each month. Once you have recorded all your expenses, decide what type of expense each one is, and then put the TYPE in the right-hand column on the budget that you should complete on the next page.

Managing our money starts with a few small steps

Decide if the expense is more than one type. When we find the luxuries, we find the easiest way to save and control our budgets, for example:

F

FIXED

Expenses that you have planned and know about in advance. They are for the same amount every month, over a period of time.

R

REGULAR
VARYING

Expenses that must be paid monthly but the amount is different every month.

U

UNPLANNED /
UNEXPECTED

Expenses that are unplanned, that you weren't expecting to have to pay.

L

LUXURY

Expenses for extra things that you may want but don't need.

	TYPE	CONSIDER THIS?
Groceries	R L	Are there luxuries e.g. biscuits or cold drinks in the basket?
Clothing	R L	Do you need it, or can you buy it at a cheaper shop?
Entertainment	L	Sometimes we do need to spoil ourselves but not all the time.
Loan repayment	U L F	What did you have to take the loan for in the first place, even though it is paid back as a Fixed Expense?
Cell Phone	R F L	Could you rather send an SMS?
Medical Expenses	R	Medical Aid doesn't always cover everything.
Rent / Bond	F	Rent / Bond
Electricity & Water	R L	Could you go onto prepaid and set an amount that you are willing to spend each month? This will remind you to switch off lights and geysers.
Transport	R L	Could you rather walk?



MONTHLY BUDGET

MONTHLY INCOME	A	B	C
Description	Amount Out	Amount In	Type
Salary			
Salary of partner			
Rent from property			
Income from investments			
Pension			
Other			
MONTHLY EXPENSES			
Rent			
Electricity / gas & water			
Insurance policies			
Groceries			
Clothes			
Transport			
Education / school fees			
Entertainment			
Telephone / cell phone			
Garnishees			
Bank loans			
Mashonisa loans			
Hire purchase agreements			
Clothing accounts			
Credit card			
Rental costs			
Medical aid / medical expenses			
TOTALS			
DIFFERENCE IN INCOME AND EXPENSES			
Column A – Column B			



We need to understand what kind of expense it is and then turn as many expenses as possible into **FIXED EXPENSES** - expenses that don't change. The more our expenses become **FIXED**, the more we can start to control our expenses rather than letting them control us.

An example: If you only have R100 to spend on your cell phone, then make a promise to yourself, stating that you will only spend this amount. The first month may go very wrong and you may run out of airtime in the second week. But you'll soon learn how to stretch it, like buying R25 a week. Think of what you might save.

BUDGETING TIPS to think about when you are doing your budget every month:

- What are my current incomes and expenditures? This current budget will show if your expenses are more than your income.
- What can I change?
- If our expenditure does exceed our income, we need to decide where we can make changes and cut down on our expenses. If we are managing to live on our income it may highlight areas that we might like to look at as opportunities for saving wisely or using cash to buy something that is necessary.
- Arrange to have a regular time every week or month to draw up a budget. Turn it into a nice family event where you all have discussions about your needs and how life is going in general.
- Make sure that the whole family takes part. Getting your children, if you have any, to understand the idea of managing money wisely will give them the skills for their own future. You don't have to share all of the details but let them learn.
- Remember to keep copies of all documents. Keeping copies of all of the paperwork relating to your finances is very important so that there are no surprises. Keeping control of the number of payments and when the payments end is important, because sometimes the shop keeps deducting. It also helps you remember the values of policies and your rights and obligations. A tidy filing system, in a divided and marked binder or a file, makes these documents much more accessible. There is a list of things you should keep on the next page.



- Get a savings tin and put all your loose change in it.
- Plan your shopping trips. Don't simply go to the shops. Have a shopping list and this should keep you from buying items that you don't need.
- Speak honestly to your creditors if you can't pay. They will probably listen to you if you have a money plan in place.
- Avoid any kind of credit card unless you really need it for something specific, like tolls.
- With a credit card, always pay off the required monthly instalment, and if you are not using it rather close the account.
- Needs are things that we cannot do without. They are necessary for our day-to-day living. Wants are things that we would like to have but that we can live without. They are not needed for day-to-day survival.

A filing system

Remember to keep copies of all of your important documents. If we do not keep a copy of these documents, it is much more difficult to keep track of our expenses or to prove our rights if we need to.

Here are some documents we should consider filing:

- Receipts.
- A list of all the people we owe money to.
- Bank statements, deposit slips, credit card slips.
- Insurance policies and all correspondence received with updated information, including long and short-term policies.
- Employment contract, pay slips, UIF number.
- PAYE number, copies of tax returns, all of the documents required for tax return.
- Guarantees. If the item breaks you can get it replaced with the slip.
- A list of all important numbers e.g. family IDs, passports, hire purchase accounts, bank accounts.
- Budgets.
- Title deed of property, accounts for rates and taxes, lights and water, telephone
- Proof of investments.
- Any contracts for loans or hire purchase. Make sure of the date of final payment and record that date on your annual calendar. Then you can check if they are still deducting money from your account.
- Wills.

It does not have to be a file, you could use a box, but keep it in a safe place that you can easily find.

Things to remember to be *Money-Wise*

**This is a way of life, not something that you do once.
You have to keep it in mind every day.**

- Don't spend more than you can afford.
- Budget regularly.
- Avoid choices that will put you in debt.
- Be disciplined about your spending and filing your documents.
- Understand all of the different services offered by a bank and a financial advisor.
- Invest or save some of your money if you have any money left at the end of the month.
- Always give yourself and your family a small treat. You deserve it.

Two of the most important things that you need to remember are:



1.

STOP, THINK, and then DECIDE ...

STOP!

Count to 10
Think again

Be money-wise!



2.

ONE WAY TO FINANCIAL SUCCESS IS TO

Spend less
than you earn

Save regularly!

Where to find more information

There are many places to get information and a guide on how to manage your finances well. You can search for them on the Internet. You may have to get someone to help you with this if you are not comfortable doing this, but they could find the answer for you. That way they are also learning.

Here are some resources that might help you:

Maya on Money

www.mayaonmoney.co.za

She makes things simple, even investments if that is what you are interested in. You can ask her to send you an update every week on your phone. She has articles that cover almost everything that you may be interested in. There are articles, videos, chats, and questions and answers.

Assupol Life has a new radio drama series, aimed at increasing financial literacy among South Africans through a different perspective on how to tackle the many barriers to financial wellness. Download the series from the website www.assupol.co.za/financialliteracydramaserie or listen on www.assupol.co.za/consumer-education/thick-and-thin/

The Sanlam Moola-Money Family Game Show

helps families become financially confident with financial knowledge about good money habits. _

www.moolamoney.co.za/episodes-season-1/

For more information on financial planning contact the

South African Insurance Association

on 011 726 5381 or visit www.saia.co.za