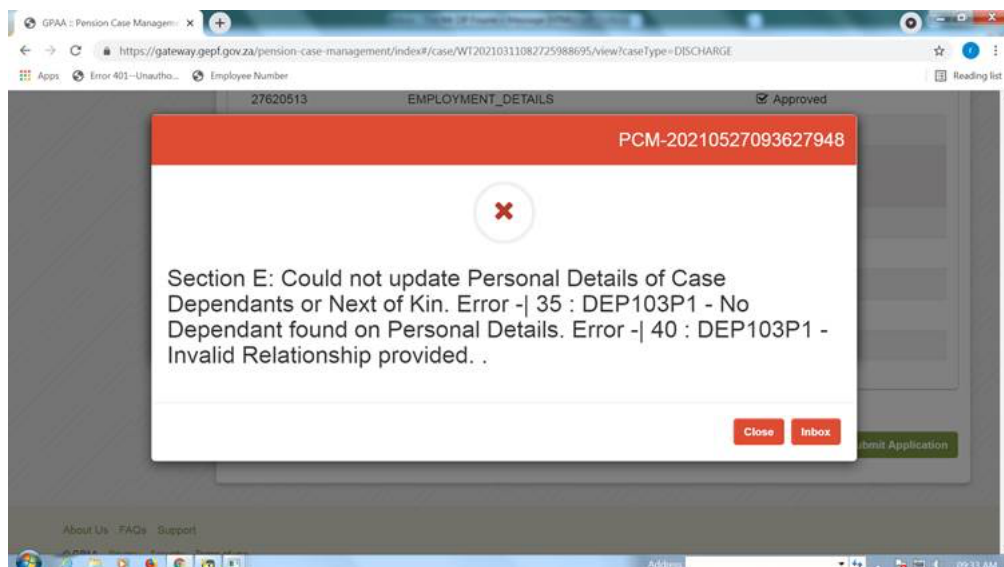


We are aware of the slow response and data errors on PCM and it is currently receiving attention by our technical team.

- **Data errors**

We are also aware that there has been an increase in data errors due to the enhancement of the system (as per below figure); Users are advised to take cognisance of the error message pop up and try to fix the reported data error. Should the user not understand the message, they are requested to send the error message to PCM online and move on to the next case.



- **System or performance error**

Where the error might be a performance or a real system error. The below error message will pop up; users are advised to send the error message to PCMonline and move on to the next case; should the below error persist it would have reached PCMonline for further investigation.

Browser window: GMAA - Pension Case M | URL: https://gmaap.perf.gov.za/... | Title: GMAA - Pension Case M

Message Box: PCM-20210528083946419

Server is temporarily unavailable. Please send reference number to your system administrator.

Buttons: Close, Refresh

Results Table:

Case Reference	Case Type	ID Number	Member No.	Pension Number	Bar Code	State	
WT30210328135726423513	RETIREMENT	6100285029200	3166594	9732801	9258725069	in_processing	The case you are trying to reject is in in_processing state. SELECT

Windows Taskbar: 09:38 20/05/2021