FOR PROFESSIONALS
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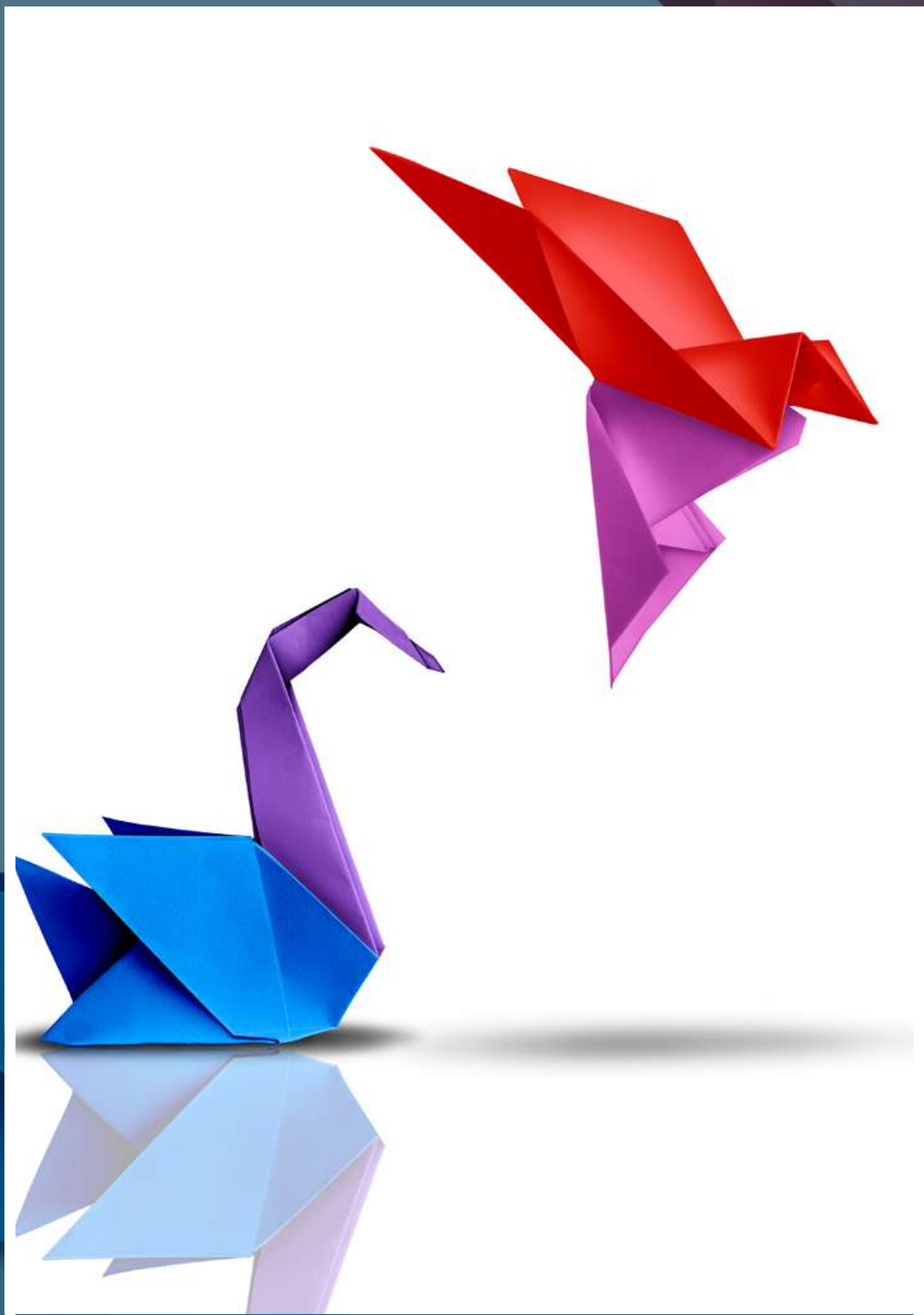

PPS MEMBER MAGAZINE

THE PROFESSIONAL

NOVEMBER 2023
EDITION TEN

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IN THIS ISSUE

LIFESTYLE

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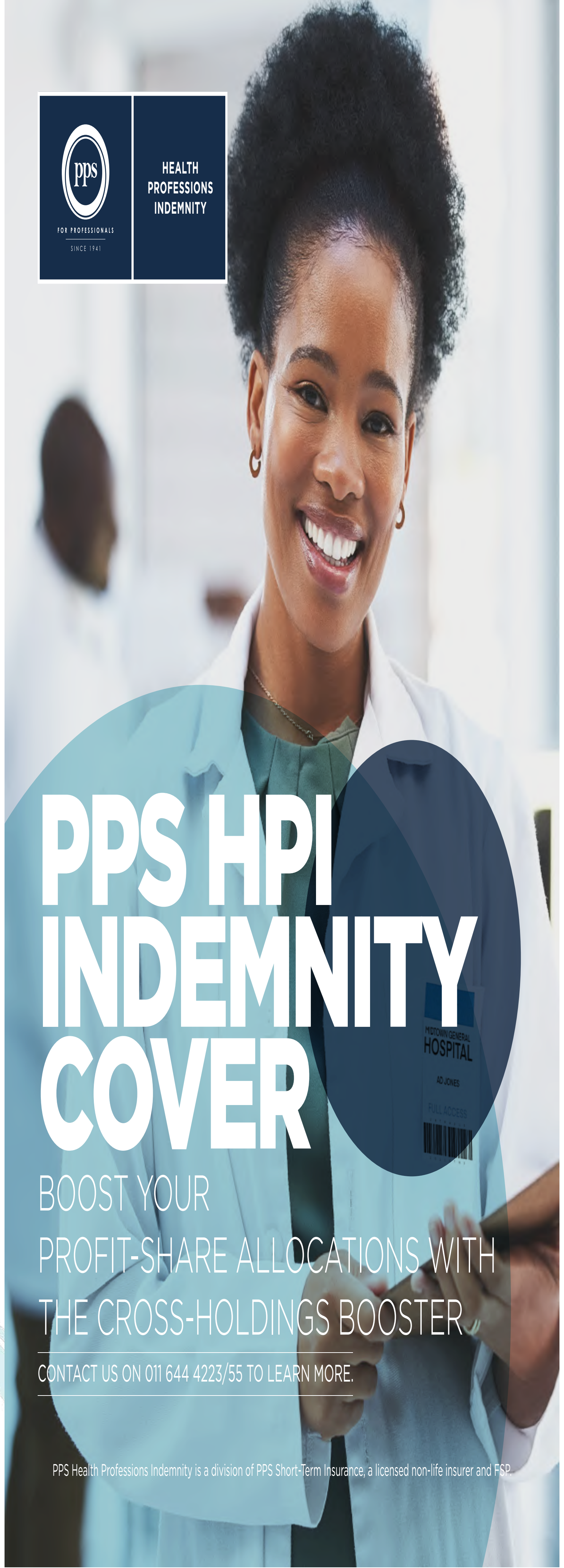

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Editorial

In a constantly evolving world, reinventing oneself has become an invaluable skill. As we navigate the twists and turns of life, we often find ourselves at a crossroads, presented with the opportunity to transform our lives for the better. Reinvention is not limited to any specific area; it extends to various aspects of our lives, from personal growth to professional development and even societal progress. In this edition of *The Professional*, we explore the theme of reinvention from various angles, delving into how individuals, organisations and technologies adapt and redefine themselves to meet the challenges and opportunities of an ever-changing world.

Recently, *The Professional* also reinvented itself. If you visit the PPS website's media page, you will find a handy virtual bookshelf with links to all the previous editions of this, our member magazine. Feel free to browse as these magazines serve as a rich archive of valuable insights and information, showcasing the evolution of our content and our commitment to providing you with relevant knowledge and inspiration over the years.

On page 8, Izak Smit, PPS Group CEO, in his article *Lessons learned from an ancient catastrophe*, draws inspiration from history to uncover the power of resilience and adaptability, demonstrating that just as civilizations have risen from adversity, individuals can learn valuable lessons from ancient catastrophes to reinvent themselves.

On page 11, we explore how individuals, regardless of their financial provider, benefit from the empowerment provided by Global Financial Planning Standards.

Louis Fourie, our regular contributor and founding partner of the Regarding My Life programme, explains on page 14 how butterflies can be your muse, inspiring a path of constant evolution and rejuvenation, ensuring continuous growth.

In this edition, we feature two remarkable individuals. On page 18, meet Prof. Frikkie Booysen, PPS Chair in Health Economics, as he discusses his career journey and the impact of health economics, while on page 31, PPS member De Villiers Gouws shares his remarkable journey from a cancer diagnosis to completing the Comrades Marathon.

In the article *AI vs human advisers: The ultimate financial showdown?* on page 21, we delve into the debate surrounding artificial intelligence and human financial advisers. Discover how technology reshapes the financial advisory landscape and what it means for your financial reinvention journey.

The introduction of new technology, however, sometimes poses new challenges. Read on page 24 as we explore the evolving landscape of short-term insurance in an age of technological advancement and reinvention. Learn how keyless vehicle entry and digital security impact short-term insurance and how to adapt to these changes.

The article *From likes to legacy: Navigating your digital estate* on page 26 delves into the modern dilemma of managing one's digital presence and assets in an era where our online lives are integral to our identity. It sheds light on the evolving landscape of digital estate planning and how individuals can navigate the complexities of preserving their online legacy.

In *Reinvent, redesign, reshape: Your journey to a better you* on page 35, we explore the steps and mindset needed for your personal reinvention journey. This article provides a roadmap to becoming the best version of yourself.

In addition to these thought-provoking articles, our magazine also features topics ranging from healthy recipes that reinvent classic dishes to travel destinations that allow you to escape and reinvent your perspective. We delve into the world of literature with a book review and explore the ever-important realm of cybersecurity.

Embracing reinvention opens the door to endless possibilities for growth and personal fulfilment. As you read through these articles, we hope you find the inspiration and guidance you need to embark on your own journey of transformation. Reinvention is the key to unlocking a brighter and more promising future, whether in your finances, business ventures or personal life.

Enjoy the read

Elvira

Editor

Elvira Wood is the Positioning Manager at PPS. She holds a PhD in Communication Studies from North West University and has previously worked as a financial journalist for some of South Africa's leading daily newspapers.

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PPS is a licensed insurer conducting life insurance business, a licensed controlling company and an FSP.

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PPS 2022/23
Student Confidence Index

ECONOMY

*Worrying factors about living in South Africa

78% Corruption/Crime

66% Failing infrastructure

65% Unemployment

52% Cost of living/ poverty/economy

Students' view on the future of South Africa's *economy

10% It will grow

24% It will stagnate

54% It will decline

12% I don't know

* Multiple response question.

LIFE AFTER GRADUATION

I'M LEAVING | I'M STAYING | NOT SURE

90% | 2% | 8%

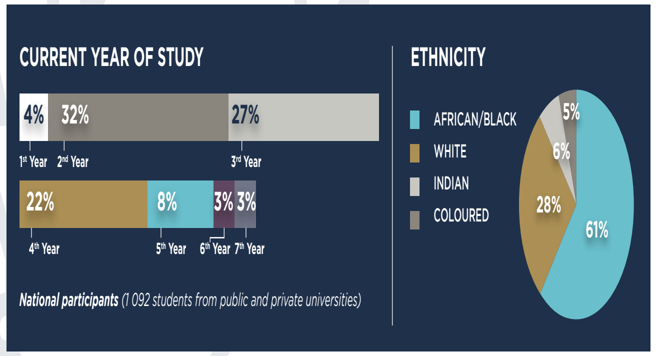
*Reasons for moving abroad

92% Lack of local opportunities

65% Gain experience

36% No faith in SA

SURVEY DEMOGRAPHICS



FROM THE
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In this milestone (tenth) edition of *The Professional*, we explore the theme of reinvention, a concept deeply resonating with both professionals and businesses in our ever-evolving world.

Reinvention manifests in various facets of our professional lives. One such avenue worth contemplating is the renewal of our physical well-being. At PPS, our primary mission revolves around securing the financial futures of our professional members, especially in the face of health and life-related uncertainties. While our services have diversified to encompass a wide array of financial solutions, from investments to short-term insurance, it is sobering to note that a significant number of claims we receive are related to health events that might have been preventable through better physical care. Our bodies serve as vessels through which we experience life, and this aspect can indeed be reinvented.

That is why we run the PPS Healthy Weigh Challenge twice a year for our members. The feedback from members who have been on this journey is truly inspirational. It is also fun and informative. I would encourage our members to participate when this challenge comes around.

The need for reinvention extends beyond the personal realm; it is a vital principle for professional and business sustainability. Failure to adapt leaves professionals and businesses at risk of becoming outdated with skills, business models or services that no longer resonate with the evolving landscape.

This Charles Darwin wisdom rings true: "It is not the most intellectual of the species that survives; it is not the strongest that survives; but the species that survives is the one that is able best to adapt and adjust to the changing environment in which it finds itself." In *The Origin of the Species*, he also wrote, "Whilst this planet has gone cycling on according to the fixed law of gravity, from so simple a beginning endless forms most beautiful and most wonderful have been, and are being, evolved."

I understand that our readership encompasses diverse viewpoints on evolution, ranging from staunch Darwinian evolutionists to committed creationists. Nevertheless, I invite you to accompany me as we embark on a brief exploration of reinvention, commencing on page 8, with a notable event that transpired approximately 65.5 million years ago.

May you again find this edition enjoyable, educational and value-adding. And may you enjoy a blessed festive season.

Regards,

Izak

PPS Group Executive


Izak Smit

PPS 2022/23
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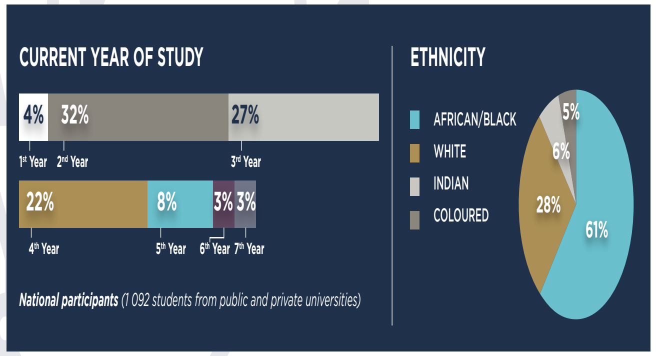

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Spotlight

Reinvention:

Lessons learned from an ancient catastrophe

By Izak Smit, PPS Group CEO

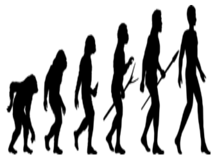
If that asteroid had not hit the earth, we would not have been here today...

Reinventing means change, something old must give way for something new to emerge. Josef Schumpeter, the economist and one-time Austrian Minister of Finance, coined the term **"creative destruction"**. Innovation and reinvention are usually messy and often associated with a degree of suffering. Think about the millions of jobs lost or those that totally disappeared during the previous century as industries were reinvented: horse carriage and harness makers, blacksmiths, telegraph operators, railroad employees, switchboard operators, farm workers... On the flipside, think about the millions of new jobs created: pilots, computer programmers, car mechanics, medical technicians, professional athletes, TV announcers, optometrists, electricians, truck drivers, engineers...

And **destruction is not bigger** than when that asteroid hit the earth 65.5 million years ago. The impact and the dreadful blackout that followed finished off the dinosaurs. Once the dust had settled (literally), mammals could finally enjoy the sunshine without the threat of being eaten by reptilian monsters. It must have felt as though the doors to a grim and forbidding prison had at last swung open, ending a curfew far more extensive than that imposed during the COVID-19 pandemic.

When the dinosaurs were still in charge, mammals barely survived, clinging on at the edge of extinction. Back then, mammals were mostly small and squirrel-like. They could only emerge at night. Many developed evolutionary tricks to help survive the terrifying dinosaurs. Most gave live birth to their offspring, so their eggs did not become something else's breakfast. And since they could not leave their hiding places, they developed their own personal soup kitchens in the form of breastmilk. They also grew fur to help them keep warm. And warm-bloodedness helped them to hunt in the cold and dark. So, when disaster struck, these small furry animals were **well-placed to survive**.

Given the age of the earth (4.5 billion years), the 65 million years that followed were only 20 minutes on the 24-hour clock. Since then, those humble, mice-like creatures have been transformed into elephants, lions, whales, dolphins, seals, bats, giraffes, kangaroos, cattle, dogs and ... us.



The split from our closest cousins in the animal world, the chimpanzees, was only about seven million years ago (just over two minutes on that 24-hour clock). Homo Sapiens developed as a species during the last ten seconds or so, and we emigrated out of Africa to spread across the world some 70 000 years ago (which is little more than one second on that 24-hour clock!). What helped humans to cross continents was the Ice Age, another example of macro-change in nature. Earth was certainly "reinvented" when the dinosaurs abruptly disappeared!

One of the last places on earth that Homo Sapiens got to and inhabited was New Zealand (about 800 years ago), and these humans were the first mammals that reached that country (where PPS is about to start a new business in 2024).

But back to our modern age and the topic at hand.

At PPS, we are driven by three values. Our first value is about **doing the right thing**, emphasising ethics and integrity rather than mere action or perfectionism. Then, we **take extreme ownership**. This value is about leadership at all levels in the organisation. But it is the third one I want to get to.

At PPS, we are **eternally curious**. This value talks about striving to do things better to innovate. We challenge each other to **never stop learning** and to never be satisfied with the status quo. It really is about continuously reinventing, both at a business and a personal level.

As we grow older and settle in our professional careers, we often relinquish certain interests and hobbies. The result can be boredom and even depression. Keeping a sense of adventure and curiosity lends our lives a sense of interest, challenge and excitement. It ensures that our personal growth does not grind to a halt.

In a previous edition of *The Professional*, I wrote that a definition of "becoming old" could be to stop learning. Want to stay young? Then, always invite new learning and different perspectives and experiences into your life. **Do not stop reinventing!**

There are many ways in which most of us can combine some of our passions, interests and hobbies with our professional jobs. In fact, much business innovation happens when people start linking seemingly different environments. Innovation experts at business schools call this "boundary spanning".

> **"Some of the biggest inventions and innovations that have changed the world were the result of when somebody looked at a problem through a different lens, coming from a different environment."**

It is about paradigms, and staying curious allows us to question existing paradigms.

And just as we (as individuals) can reinvent ourselves, organisations can and must do so as well.

Why do so many great companies fail to reinvent themselves in the face of disruptive technologies? The work of Harvard Professor Clayton Christensen (and his classic, *The Innovator's Dilemma*, is a must-read for managers who need to make strategic decisions) provides some answers. He points out that consistent, sound decisions by good managers could actually lead to failure if they do stay close and listen to their customers! Because improving product features

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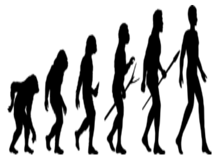

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and efficiencies is useless if the products are losing their relevance in customers' eyes. This is when **reinvention becomes imperative** for a business to stay competitive.

There are many great examples of businesses that have reinvented themselves with a new purpose, a new business model and new products. Two from the IT world stand out for me: Microsoft and Apple.

Microsoft pioneered the personal computer revolution in the 1980s and grew to dominate the software industry by the turn of the century. However, it lost its momentum and sense of purpose over time, leaving its employees feeling fatigued and disillusioned. In 2014, a turning point occurred with the appointment of Satya Nadella as Group CEO.

Nadella, an empathetic leader, breathed new life into the organisation by instilling fresh values and a clear sense of purpose. He articulated his commitment to removing barriers to innovation and refocusing on Microsoft's mission to positively impact the world. Nadella's transformative journey over the past decade, marked by a revival of purpose, empathy and innovation in a company that had lost its way, is eloquently chronicled in his autobiography, *Hit Refresh*.

The other example is, of course, Apple's turnaround in the late 1990s. When Steve Jobs returned to it in 1996, the company was teetering on the edge of bankruptcy. Since then, it radically reinvented the computer, music, telecommunications, retail and many related industries.

Remaking one business in a career is rare, but reinventing more than four is unheard of. Apple's fortunes really took off after the radical innovation of the iTunes Music Store in 2003 (and not from its introduction of the iPod in 2001). The iPod was impressive, but an incremental form of innovation. The Music Store sparked a revolution.

And then it "reinvented the phone" in 2007. Of course, it was not a phone anymore. It was a platform. Interestingly, we still call these hand-held devices "mobile phones" when the phone part has become a small part of the overall functionality. And then, Apple filled a gap customers did not even know they had with the iPad in 2010. And there were also the iStores, the iWatches...

> "Good businesses reinvent themselves."

At PPS, we are also "re-founding" ourselves after 82 years. We are reimagining mutuality – it can be much more than Profit-Share (and sharing our returns with members is already brilliant!). We are talking about broader mutuality, such as a personal financial roadmap for every member and holistic financial services covering various needs.

Every member with a PPS Life insurance solution also has investment needs, and all our members with investment products also need a Life solution to "house" their Profit-Share.

We are **exporting mutuality** to the world (with new associate businesses in Australia and New Zealand). And we are re-imagining digital interfaces. We are excited about the future as we approach 2024, when we will launch new businesses and solutions for our members.

At PPS, we do not place a strong emphasis on titles. This aligns with **our core value of embracing extreme ownership** across all levels, fostering an environment where anyone can step up as a leader. As CEO, I try to set an example. I love being introduced to outside guests as "This is Izak, and he also has a job here!" When I introduce myself, I often say: "I am the chief herder of cats around here", or "I am the chief urgency officer; my job is to inject urgency into the system". Because a big part of most managerial roles is to get things done, quickly. But the one that is probably closest to the mark is "Hi, I am Izak, and I am the chief curator of culture here at PPS". Because it all comes down to people.

For PPS to deliver on its purpose to enrich professional lives, it is about the thousands of daily decisions that our people make. And if an 82-year-old business can continue to re-found and reinvent itself, then a culture where everybody takes extreme ownership and stays curious is important as we strive to do the right things better.

The Big Think

Achieving financial resilience

The multi-manager advantage

Explore how individuals, regardless of their financial provider, benefit from the empowerment provided by Global Financial Planning Standards. Gain valuable insights into the shift toward a holistic, coaching-oriented approach in modern financial planning through the perspective of Raziq Christians, Executive: Retail Distribution at PPS.

The ongoing professionalisation of the financial services industry represents a significant step forward for individuals worldwide. At its core, this evolution is guided by the Global Financial Planning Standards, which set the stage for best practices in financial planning. Understanding these principles **can empower individuals** to make informed financial decisions.

Historically, financial planning has often relied on the expertise of financial professionals who guided clients toward their goals. However, the new standards emphasise a different approach – one that centres on **emotional intelligence**, self-awareness and the empowerment of clients to take charge of their financial destinies. Instead of being all-knowing guides, financial planners are becoming supportive coaches, helping clients navigate the intricacies of their financial futures.

While these standards cover a wide array of topics, their central focus is not on pushing products or chasing past investment performances. Instead, they underscore the importance of **prioritising the client's interests** above all else. Financial planners are now entrusted with the crucial responsibility of assisting clients in defining and adhering to their financial goals. Although expertise and ethical advice in investments remain essential, the standards highlight the significance of diversification and appropriate risk profiling over flashy fund selection or market-timing skills.

In this era where financial decisions have far-reaching consequences, the question arises: how can clients ensure that their financial

and efficiencies is useless if the products are losing their relevance in customers' eyes. This is when **reinvention becomes imperative** for a business to stay competitive.

There are many great examples of businesses that have reinvented themselves with a new purpose, a new business model and new products. Two from the IT world stand out for me: Microsoft and Apple.

Microsoft pioneered the personal computer revolution in the 1980s and grew to dominate the software industry by the turn of the century. However, it lost its momentum and sense of purpose over time, leaving its employees feeling fatigued and disillusioned. In 2014, a turning point occurred with the appointment of Satya Nadella as Group CEO.

Nadella, an empathetic leader, breathed new life into the organisation by instilling fresh values and a clear sense of purpose. He articulated his commitment to removing barriers to innovation and refocusing on Microsoft's mission to positively impact the world. Nadella's transformative journey over the past decade, marked by a revival of purpose, empathy and innovation in a company that had lost its way, is eloquently chronicled in his autobiography, *Hit Refresh*.

The other example is, of course, Apple's turnaround in the late 1990s. When Steve Jobs returned to it in 1996, the company was teetering on the edge of bankruptcy. Since then, it radically reinvented the computer, music, telecommunications, retail and many related industries.

Remaking one business in a career is rare, but reinventing more than four is unheard of. Apple's fortunes really took off after the radical innovation of the iTunes Music Store in 2003 (and not from its introduction of the iPod in 2001). The iPod was impressive, but an incremental form of innovation. The Music Store sparked a revolution.

And then it "reinvented the phone" in 2007. Of course, it was not a phone anymore. It was a platform. Interestingly, we still call these hand-held devices "mobile phones" when the phone part has become a small part of the overall functionality. And then, Apple filled a gap customers did not even know they had with the iPad in 2010. And there were also the iStores, the iWatches...

> "Good businesses reinvent themselves."

At PPS, we are also "re-founding" ourselves after 82 years. We are reimagining mutuality – it can be much more than Profit-Share (and sharing our returns with members is already brilliant!). We are talking about broader mutuality, such as a personal financial roadmap for every member and holistic financial services covering various needs.

Every member with a PPS Life insurance solution also has investment needs, and all our members with investment products also need a Life solution to "house" their Profit-Share.

We are **exporting mutuality** to the world (with new associate businesses in Australia and New Zealand). And we are re-imagining digital interfaces. We are excited about the future as we approach 2024, when we will launch new businesses and solutions for our members.

At PPS, we do not place a strong emphasis on titles. This aligns with **our core value of embracing extreme ownership** across all levels, fostering an environment where anyone can step up as a leader. As CEO, I try to set an example. I love being introduced to outside guests as "This is Izak, and he also has a job here!" When I introduce myself, I often say: "I am the chief herder of cats around here", or "I am the chief urgency officer; my job is to inject urgency into the system". Because a big part of most managerial roles is to get things done, quickly. But the one that is probably closest to the mark is "Hi, I am Izak, and I am the chief curator of culture here at PPS". Because it all comes down to people.

For PPS to deliver on its purpose to enrich professional lives, it is about the thousands of daily decisions that our people make. And if an 82-year-old business can continue to re-found and reinvent itself, then a culture where everybody takes extreme ownership and stays curious is important as we strive to do the right things better.

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The Big Think

Achieving financial resilience

The multi-manager advantage

Explore how individuals, regardless of their financial provider, benefit from the empowerment provided by Global Financial Planning Standards. Gain valuable insights into the shift toward a holistic, coaching-oriented approach in modern financial planning through the perspective of Raziq Christians, Executive: Retail Distribution at PPS.

The ongoing professionalisation of the financial services industry represents a significant step forward for individuals worldwide. At its core, this evolution is guided by the Global Financial Planning Standards, which set the stage for best practices in financial planning. Understanding these principles **can empower individuals** to make informed financial decisions.

Historically, financial planning has often relied on the expertise of financial professionals who guided clients toward their goals. However, the new standards emphasise a different approach – one that centres on **emotional intelligence**, self-awareness and the empowerment of clients to take charge of their financial destinies. Instead of being all-knowing guides, financial planners are becoming supportive coaches, helping clients navigate the intricacies of their financial futures.

While these standards cover a wide array of topics, their central focus is not on pushing products or chasing past investment performances. Instead, they underscore the importance of **prioritising the client's interests** above all else. Financial planners are now entrusted with the crucial responsibility of assisting clients in defining and adhering to their financial goals. Although expertise and ethical advice in investments remain essential, the standards highlight the significance of diversification and appropriate risk profiling over flashy fund selection or market-timing skills.

In this era where financial decisions have far-reaching consequences, the question arises: how can clients ensure that their financial

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adviser genuinely has **their best interests at heart** and is not merely pushing products or boasting about past performance?

The deliberate de-emphasis on sales skills and excessive investment expertise sets a high bar for best practices in the financial planning industry. Regardless of their provider, individuals should know these standards to understand what to expect from their financial planners.

> **"This is an empowering shift that encourages them to be active participants in their financial journeys."**

Furthermore, organisations across the financial services industry increasingly recognise the importance of aligning their interests with their clients. Regardless of an individual's financial services provider, this alignment is pivotal in ensuring their financial goals are at the forefront of their adviser's mission.

Harnessing the strength of multi-manager strategies

Consider the advantages of multi-manager strategies when it comes to investment:

In the realm of financial planning, the landscape has evolved to prioritise long-term alignment with clients' interests as a core differentiator. This shift emphasises the power of multi-manager strategies, which have gained prominence for their ability to **optimise investment outcomes**.

Many financial planners worldwide have adopted **goal-based investing** as a cornerstone of their approach. Within this framework, the alignment between the financial adviser, the client and the selected investment strategy finds its optimal expression through multi-manager solutions. These solutions tap into the expertise of professional portfolio managers, ensuring that portfolio rebalancing and manager selection align seamlessly with the objectives of each fund. The result is a strategy that **effectively mitigates risks** for both the financial adviser and the client by harnessing the specialised skills of these experts.

For many clients, the appeal of multi-management lies in its long-term sensibility. Various providers have invested significantly in resources and technology, enabling a consistent and prudent method for identifying capable managers and diversifying strategy and manager risk. The goal is to provide **unwavering support** to managers throughout their investment cycles rather than engaging in the risky endeavour of market timing or manager selection.

This approach has demonstrated its effectiveness as the most reliable means of delivering sustained long-term performance and resilience.

Clients and financial planners who embrace this approach acknowledge the inherent challenges of timing the market and consistently selecting the right funds. The standards in place serve as a valuable reminder to advisers that their core skill set need not revolve around fund selection. Entrusting this aspect to a multi-manager whose long-term interests align harmoniously with those of the client has proven to be an essential component of holistic financial advice.

> **"At the heart of the relationship between financial planners and clients lies trust."**

Trust: The cornerstone of financial planning

The standards provide a framework for clients to understand what to expect from financial planners and formalise the value financial planners should add. This framework encourages consistent behaviour from financial planners and fosters **realistic expectations** from clients.

Crucially, a financial planner need not possess clairvoyant abilities to predict the future better than the client. Instead, they serve as guides, illuminating the path toward an investment strategy that need not be excessively risky but should safely lead the client to their financial destination.

In conclusion, embracing the advantages of multi-manager strategies in the realm of financial planning can be a **game-changer** for clients and financial advisers alike. It offers a path to long-term alignment with clients' goals and a strategy that harnesses the expertise of professional portfolio managers. At PPS Investments, we understand the true value of mutuality, where **success is better shared**, we are committed to aligning our interests with those of our members, ensuring that their financial goals remain at the forefront of their financial planning experience.

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Raziq Christians

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Flapping those wings

Butterflies often fascinate us. Discover how to bridge the divide between your current state and your potential, preventing stagnation. In this piece, Louis Fourie, founding partner of the Regarding my Life programme, explains how butterflies can be your muse, inspiring a path of constant evolution and rejuvenation, ensuring a life of continuous growth.

As your garden basks in the grand African sun at this time of year, you may occasionally find yourself pausing to marvel at those "flying flowers" around you as they flutter with elegance from blossom to blossom. We all delight in the beauty of a butterfly.

While treating us to their splendour, we tend to forget that every butterfly symbolises renewal. We rarely acknowledge the changes it has undergone to achieve such poise and beauty.

Their path to your garden was preceded by a process called metamorphosis, as our natural science teacher once explained. This is a Greek word that means "transformation". Slightly more than a month before, every butterfly in your garden was an egg the size of the full stop at the end of this sentence, laid on the underside of certain leaves.

From this egg emerged a caterpillar, which quickly began feasting and grew from barely noticeable to a six-centimetre-long worm in just two weeks, shedding its skin several times along the way. This little worm then turned into a green, nut-like pupa, inside of which astonishing changes occurred over the span of a couple of weeks. Special cells that were present in the caterpillar miraculously produced a colourful butterfly, fit for flying, whose main job will be to hang around for a few days and initiate the next cycle of renewal. The butterflies you gaze at barely live longer than two weeks.

Right through my life, I have found so much symbolic inspiration in this illustration of eloquent transformation in nature. It always felt as if the universe wanted to remind me of potential, leaving me a regular note that **we should never stop rekindling our capacity** and that it is our duty to turn more visions into reality and shape more intentions into creations.

If you ask me to translate the word "metamorphosis" into a fit-for-purpose description for our own personal growth journeys, it would be **"constant invigoration"**. It is a term that carries the message of "what does not grow, declines". It signals that whichever area of our lives we do not cyclically re-assess and update will dwindle by a simple lack of timely consideration.

Are you **intentional about your own growth?** Do you intelligently oppose stagnation or decay in the important areas of your life? Are you open enough to revisions of your practice of living in ways that will compliment your potential, where you are now in your life?

Fresh starts are essential for a fulfilling life and do not always have to be grand or dramatic. Instead, they can be a continuous, intentional effort to bridge the divide between our current state and our potential, disrupting unhealthy habits before they become deeply ingrained. The most effective revitalisation occurs when it becomes a steady, **evolutionary strategy** rather than a sudden crash-and-recovery mission.

Take special notice of the butterflies this season. Allow them to remind you of the magnificence of **sensible rejuvenation**. Let them inspire you to forever evolve, revive what becomes stale, and repair what is worn out. And may they stand as a symbol of your commitment to the act of growth.

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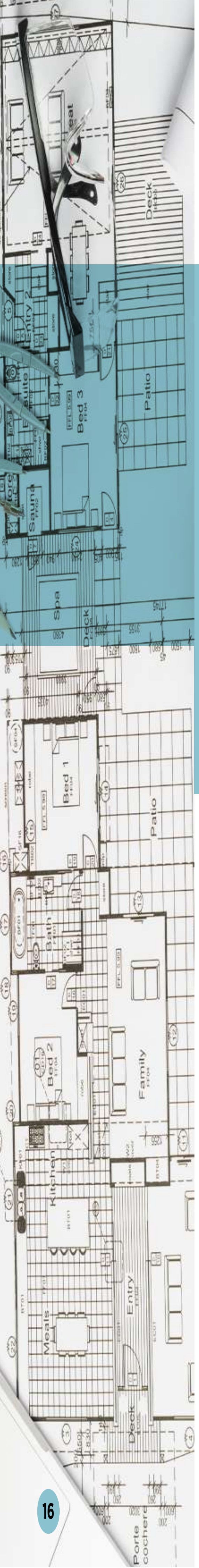


From novice to expert:

Unravelling the effects of 'life inflation'

By Elvira Wood

In this article, we explore "life inflation" and its impact on financial progress from novice to expert. Uncover its hidden effects at every stage of your financial journey, shedding light on the path to financial mastery.

Inflation is a well-known economic phenomenon where the general price level of goods and services increases over time, leading to a decrease in the purchasing power of money. While inflation is often associated with the rising cost of living and financial challenges, another intriguing aspect to consider is "life inflation".

> **Life inflation can be described as the gradual process that unfolds as one progresses through their career or professional journey.**

Meet Sarah, a recent architecture graduate filled with passion and creativity. As she enters the workforce, she realises that her academic knowledge, while essential, must be complemented by real-world experience and practical skills.

As Sarah takes on her first projects, she encounters various challenges posed by the need for sustainability and cost-effectiveness in designs. Sarah **embraces continuous learning** to meet the evolving needs of clients and stay ahead in a competitive market. She attends workshops, gains expertise in green building techniques and keeps herself updated with the latest advancements in technology and software for architectural design.

Sarah also recognises the importance of **integrating new technologies** into her designs. She embraces building information modelling and parametric design, optimising her efficiency and enabling her to produce cutting-edge designs within budget constraints. By staying at the forefront of technological advancements, Sarah **increases the value of her skills** and becomes an asset to her firm and clients.

Sarah also understands that successful architectural projects require seamless collaboration with engineers, contractors and other stakeholders. She hones her communication and project management skills, realising that being a skilled architect extends beyond the realms of design. Her ability to collaborate effectively **elevates her professional value** and fosters long-term relationships with clients and industry partners.

Sarah encounters economic fluctuations throughout her career that impact construction budgets and client demands. Instead of being deterred by such challenges, she views them **as opportunities for growth**. Sarah learns to balance creativity with cost-effectiveness, offering clients innovative yet budget-friendly design solutions that cater to their changing needs.

Personal impact

As Sarah's architectural career evolves and she navigates the challenges and opportunities presented by life inflation, her personal and financial growth transforms as well. For example, her value as an architect grows as she enhances her skills, embraces new technologies and builds a reputation for delivering innovative designs. With a diverse and robust portfolio of successful projects, she becomes sought-after in the industry, leading to higher demand for her services. As a result, Sarah can ask for a higher fee and her salary increases.

The financial impact of Sarah's continuous professional development is not limited to her income alone. As her expertise and reputation in the architectural field flourish, she gains access to lucrative partnership opportunities and ownership stakes in architectural firms. These opportunities contribute to her **growing net worth**, solidifying her financial stability and providing a platform for her to make long-term financial decisions.

Protecting her future

Long-term insurance policies play a vital role in **safeguarding** Sarah's financial future. As her income grows, so do her financial responsibilities, such as mortgage payments, family expenses and potential business investments.

By maintaining insurance policies that align with her evolving circumstances, Sarah ensures that her dependents and beneficiaries are provided for, even if something unexpected occurs.

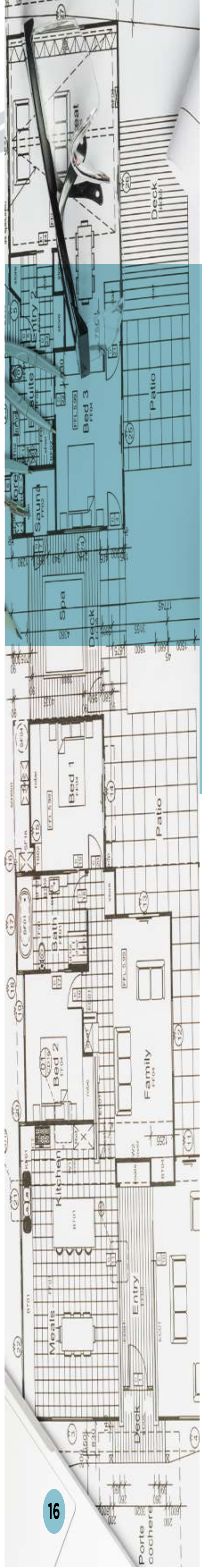
Sarah's career growth and financial journey are unique, demanding insurance solutions tailored to her specific needs. Working with insurance professionals, she can explore options like key person insurance or buy-sell agreements that protect her business interests and partners, securing her investments in the architectural field.

Adjusting benefits

At PPS, we are very aware of the impact a scenario such as the above could have on our members if they ever need to claim. While policyholders are entitled to receive the payout for a valid claim, the amount they actually receive might not match their expectations or, more importantly, their genuine needs. In some cases, the payout may fall significantly short of what they anticipated or the amount required to cover their essential expenses adequately.

Regularly reviewing long-term insurance coverage is, therefore, a crucial aspect of financial planning, ensuring that policies remain aligned with changing financial responsibilities and the impact of not only inflation in terms of the prices of goods and services, but also in terms of life inflation. Neglecting to **reassess insurance needs** could lead to inadequate coverage when it is most needed.

However, PPS members are fortunate to benefit from the Declared Annual Benefit Adjustment, a unique feature that automatically increases their insurance coverage without the need for underwriting. The significance of this feature becomes evident as individuals progress through their careers and encounter various life milestones. With the Declared Annual Benefit Adjustment PPS members can rest assured that their coverage keeps up with their changing circumstances, safeguarding their financial well-being and that of their loved ones.



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In conversation with...

Prof. Frikkie Booysen

Prof. Frikkie Booysen is a professor of economics at the University of the Witwatersrand. He holds the PPS Chair in Health Economics and co-founded the Lelapa Consortium for research on Family Health and Development, a collaboration with the Institute for Global Health at University College London.

What sparked your interest in health economics and how did it become a career focus?

I was first introduced to health economics when I joined the University of the Free State (UFS) in 1999. At a faculty retreat, I met a health sociologist, Prof Van Rensburg, who at the time was the Director of the Centre for Health Systems Research and Development at UFS. He was the one who invited me to collaborate on the centre's health research and bring an economic lens to their work. If I had not met him, I would not be where I am today.

What does the PPS Chair in Health Economics at Wits University entail? How does it contribute to both academic research and practical applications in the field of health economics?

In this Chair, I aim to conduct cutting-edge research with a view to informing policy and practice that will improve the health and well-being of all, not only in South Africa but also in other countries.

What are recent trends or emerging topics in health economics research?

Behavioural health economics and experimental economics have become very prominent. Behavioural health economics is where psychology is integrated into economics in studying health and healthcare. Experimental economics focuses on employing laboratory and field experiments to explain and understand health-related human behaviour. Apart from these, the economic evaluation of programmes and, of course, looking at the bigger picture, examining the role of healthcare financing in achieving universal health coverage, remain focus areas.

How do you see the role of the Chair's research in informing local and global healthcare policies and decision-making, especially considering the proposed NHI?

Our research on local and global healthcare policies, especially regarding the proposed national health insurance or NHI, is guided by four key principles: relevance, being evidence-based, independence and public engagement. These principles underpin our approach to the NHI debate and other healthcare policy issues.

Can you tell me about a challenging period in your career or a project that presented significant obstacles, how you overcame these and what you learned from the experience?

In 2011, I received a diagnosis of bipolar disorder that led to hospitalisation for treatment. This experience taught me a valuable lesson: self-care is a prerequisite for caring for others effectively. It also heightened my awareness of mental health matters, particularly among young individuals. It is distressingly common to witness the repercussions of mental health challenges among students and young professionals, occasionally resulting in devastating consequences. Therefore, it is crucial to emphasise the importance of reaching out for help and support.

What aspects of health economics do you find most interesting and why? Are there specific research areas or questions that personally drive your work and keep you engaged in the field?

I am currently researching family health and development, focusing on the broader aspects of social and societal well-being, not just economic factors. My passion lies in studying "deaths of despair" which includes alcohol and drug disorders, and suicide and suicide ideation. These are all firmly rooted in mental health concerns. Specifically, my study focuses on young adult men aged 18 – 29, including those transitioning from education to work, aiming to understand their lived experiences of despair and poor mental health.

Maintaining a balance between a leadership role, academic research and a personal life can be challenging. How do you manage to find such a balance?

You have to try to make time for other people. One must also make time to unwind. It helps to have someone to keep you on track – not necessarily a life partner but friends or family. Seek support and use it, but be willing to support others, it is also good for your health.

Collaboration often plays a significant role in academia. How do you build and maintain relationships with colleagues, students, and staff?

Over time, I have learned that people are very different and have different perspectives on things – not just in academia but at all levels in life. Understanding and respecting those perspectives helps you gain respect for others. I often have to put a "leash" on my mouth, wait and listen and not just respond. Also, learn from other people. Keep learning throughout your life.

What are your aspirations for the future, both regarding your personal career and the Chair's growth?

My goal in this research chair is to expand capacity in health economics and to develop individuals in health economics and related fields to ensure that our work is impactful. Having a vision is crucial for this task. And, it is a significant accomplishment even if you achieve parts of this vision.

If you were to look back on your career, what advice would you give to your younger self, students and people in general?

If I were to look back to when I was a student at university 30 years ago, I must admit that my worldview was narrow. I was in South Africa and I did not really think bigger and broader, whereas young people today are in a privileged position where they can think and do "big". As the saying goes: "Go big or go home". And, always strive to make a difference. To inspire me, I often look at the screensaver on my computer. I slightly changed Mahatma Gandhi's famous quote from "Be the change you want to see" to "Be the magic you want to see".

In conversation with...
Prof. Frikkie Booysen
Prof. Frikkie Booysen is a professor of economics at the University of the Witwatersrand. He holds the PPS Chair in Health Economics and co-founded the Lelapa Consortium for research on Family Health and Development, a collaboration with the Institute for Global Health at University College London.
What sparked your interest in health economics and how did it become a career focus?
I was first introduced to health economics when I joined the University of the Free State (UFS) in 1999. At a faculty retreat, I met a health sociologist, Prof Van Rensburg, who at the time was the Director of the Centre for Health Systems Research and Development at UFS. He was the one who invited me to collaborate on the centre's health research and bring an economic lens to their work. If I had not met him, I would not be where I am today.
What does the PPS Chair in Health Economics at Wits University entail? How does it contribute to both academic research and practical applications in the field of health economics?
In this Chair, I aim to conduct cutting-edge research with a view to informing policy and practice that will improve the health and well-being of all, not only in South Africa but also in other countries.
What are recent trends or emerging topics in health economics research?
Behavioural health economics and experimental economics have become very prominent. Behavioural health economics is where psychology is integrated into economics in studying health and healthcare. Experimental economics focuses on employing laboratory and field experiments to explain and understand health-related human behaviour. Apart from these, the economic evaluation of programmes and, of course, looking at the bigger picture, examining the role of healthcare financing in achieving universal health coverage, remain focus areas.
How do you see the role of the Chair's research in informing local and global healthcare policies and decision-making, especially considering the proposed NHI?
Our research on local and global healthcare policies, especially regarding the proposed national health insurance or NHI, is guided by four key principles: relevance, being evidence-based, independence and public engagement. These principles underpin our approach to the NHI debate and other healthcare policy issues.
Can you tell me about a challenging period in your career or a project that presented significant obstacles, how you overcame these and what you learned from the experience?
In 2011, I received a diagnosis of bipolar disorder that led to hospitalisation for treatment. This experience taught me a valuable lesson: self-care is a prerequisite for caring for others effectively. It also heightened my awareness of mental health matters, particularly among young individuals. It is distressingly common to witness the repercussions of mental health challenges among students and young professionals, occasionally resulting in devastating consequences. Therefore, it is crucial to emphasise the importance of reaching out for help and support.
What aspects of health economics do you find most interesting and why? Are there specific research areas or questions that personally drive your work and keep you engaged in the field?
I am currently researching family health and development, focusing on the broader aspects of social and societal well-being, not just economic factors. My passion lies in studying "deaths of despair" which includes alcohol and drug disorders, and suicide and suicide ideation. These are all firmly rooted in mental health concerns. Specifically, my study focuses on young adult men aged 18 – 29, including those transitioning from education to work, aiming to understand their lived experiences of despair and poor mental health.
Maintaining a balance between a leadership role, academic research and a personal life can be challenging. How do you manage to find such a balance?
You have to try to make time for other people. One must also make time to unwind. It helps to have someone to keep you on track – not necessarily a life partner but friends or family. Seek support and use it, but be willing to support others, it is also good for your health.
Collaboration often plays a significant role in academia. How do you build and maintain relationships with colleagues, students, and staff?
Over time, I have learned that people are very different and have different perspectives on things – not just in academia but at all levels in life. Understanding and respecting those perspectives helps you gain respect for others. I often have to put a "leash" on my mouth, wait and listen and not just respond. Also, learn from other people. Keep learning throughout your life.
What are your aspirations for the future, both regarding your personal career and the Chair's growth?
My goal in this research chair is to expand capacity in health economics and to develop individuals in health economics and related fields to ensure that our work is impactful. Having a vision is crucial for this task. And, it is a significant accomplishment even if you achieve parts of this vision.
If you were to look back on your career, what advice would you give to your younger self, students and people in general?
If I were to look back to when I was a student at university 30 years ago, I must admit that my worldview was narrow. I was in South Africa and I did not really think bigger and broader, whereas young people today are in a privileged position where they can think and do "big". As the saying goes: "Go big or go home". And, always strive to make a difference. To inspire me, I often look at the screensaver on my computer. I slightly changed Mahatma Gandhi's famous quote from "Be the change you want to see" to "Be the magic you want to see".
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AI vs human advisers:

The ultimate financial showdown?

By Russell Ho

Picture this: A world where cutting-edge artificial intelligence (AI) meets the wisdom of human financial gurus. You have probably caught wind of the hottest topic in finance – the rise of ChatGPT and AI. The big question on everyone's lips: Can these tech wonders really outshine your trusted human financial adviser? In this detailed look, we will uncover the collaboration between AI and human expertise in the finance industry, highlighting the essential role of the human touch in securing your financial well-being.

What is ChatGPT and AI?

ChatGPT is an AI-powered chatbot developed by OpenAI. It engages in human-like conversations and can discuss a wide range of topics, including financial matters. ChatGPT is continuously learning and adapting to become more efficient over time. It is easily accessible via the internet and has garnered significant attention since its release in November 2022. You can read more about this technology in our July 2023 edition of *The Professional* in the article *Embracing innovation: How chatbots transform the workplace.*

Why human financial advisers are essential

While ChatGPT and AI can provide general financial information and guidance, they cannot replace human financial advisers' expertise and personalised advice. Here is why:

Empathy and understanding: A cornerstone of human financial advisers' effectiveness lies in their ability to connect emotionally with their clients' financial realities. They possess the unique skill to empathise with a client's financial situation, comprehending the

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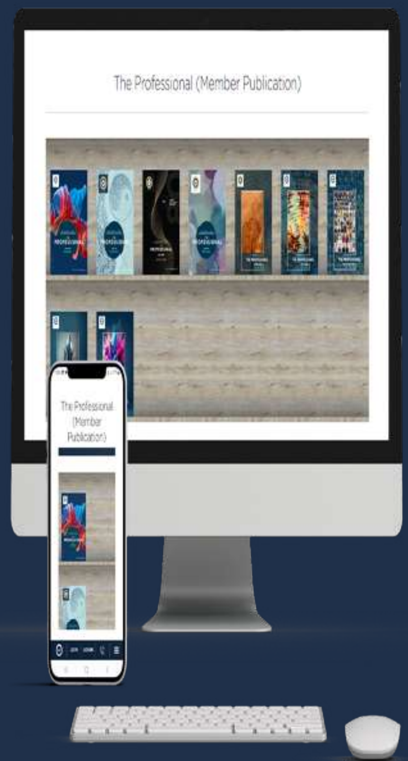

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raw data and the emotional nuances intertwined with their financial aspirations and challenges. This heightened level of emotional intelligence is pivotal in providing advice that resonates deeply and effectively addresses the client's holistic financial well-being.

Personalisation: The realm of financial landscapes is diverse and intricate, much like the individuals traversing them. This is where human advisers shine. Recognising that a universal approach falls short, they craft tailored strategies for each client. Human advisers ensure that their financial guidance is as unique as their clients by considering individual circumstances, life stages, risk thresholds and long-term objectives. This personalised touch adds a layer of authenticity and relevance that technology alone cannot replicate.

Real-world experience: Human advisers bring real-world experiences earned through years of navigating complex financial scenarios and market fluctuations. This firsthand experience equips them with a nuanced understanding of how financial decisions ripple through the ever-changing landscape. Drawing from this experience, they offer insights that AI may lack despite its analytical prowess. These insights go beyond data points, enriching the advice with practical wisdom from real-world challenges and successes.

Deep human connection: Beyond the numbers, financial advising is about trust, rapport and collaboration. Human advisers invest time and effort in building strong client-adviser relationships. They understand that successful financial planning involves understanding the numbers and individual dreams, fears and aspirations that shape the financial journey. By cultivating these deep connections, human advisers foster an environment of trust and confidence, enabling more effective and holistic financial guidance.

Complex problem solving: The financial landscape is often a labyrinth of intricate challenges beyond simple equations. Financial decisions can involve multi-faceted variables that intertwine in complex ways. Human advisers are adept problem solvers, leveraging their analytical acumen and contextual understanding to dissect intricate problems comprehensively. They possess the ability to grasp the entirety of a financial puzzle, considering its interwoven elements and offer solutions that address the complexity head-on. This skill in navigating intricate financial scenarios is an invaluable asset in the adviser-client partnership.

The limits of AI

When one works with ChatGPT and AI, it becomes evident that these technologies have limitations when it comes to addressing complex problems. When introduced to emotional or human

elements in financial inquiries, AI seems to struggle to deliver tailored responses. ChatGPT consistently suggests that individuals seek personalised guidance from professional financial advisers with the necessary experience and expertise for in-depth assistance.

An opportunity, not a threat

Rather than perceiving ChatGPT and AI as potential threats, clients and financial advisers can consider them valuable tools to enhance the financial advisory process. When integrated correctly, these technologies can bring substantial benefits to both parties. Here is how:

Operational efficiency: ChatGPT and AI can be powerful allies in streamlining various operational tasks. They excel at data gathering, market trend analysis and summarising complex documents. By delegating these tasks to AI, financial advisers can reclaim valuable time to be redirected towards providing high-quality advisory services.

Enhanced client engagement: AI technologies can help advisers forge stronger and more personalised connections with their clients. By handling routine tasks and data analysis, AI frees up advisers to invest more time understanding their client's unique financial situation, goals and aspirations. This deeper understanding enables advisers to provide tailored, more meaningful solutions, ultimately strengthening client relationships.

Continuous professional growth: Financial advisers must commit to ongoing learning and improvement as AI advances. This entails honing their problem-solving skills, deepening their understanding of human behaviour and constantly finding new ways to add value during client interactions. The evolving landscape of technology serves as a reminder that the most successful advisers adapt, innovate and continuously enhance their expertise.

What one can see from the above, while ChatGPT and AI bring valuable insights and efficiency to the table, they cannot replicate the empathy, personalisation, real-world experience and profound human connections that human advisers offer.

Human financial advisers embody emotional intelligence, personalised guidance, real-world wisdom, deep connections and adept problem-solving capabilities. These qualities collectively create a unique value proposition that surpasses the capabilities of AI. While AI has its merits, these human-centric attributes are irreplaceable in effective financial advising.

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SHORT-TERM INSURANCE

Keyless entry, keyless risks:
Safeguarding your vehicle in a digital world

In the ever-evolving landscape of automotive technology, one thing has become abundantly clear: convenience and security often walk hand in hand. But is it always safe?

Traditional car keys were our steadfast guardians in the not-so-distant past, providing a tangible sense of security. But as **technology advanced**, the advent of keyless entry systems promised an unprecedented level of ease and sophistication. However, a disconcerting revelation emerged in 2022 when the Insurance Crime Bureau reported a disturbing surge in the targeting and theft of vehicles equipped with keyless systems. This apparent paradox – where technology designed to enhance our lives inadvertently exposes us to new vulnerabilities – demands our attention and vigilance.

As we explore **keyless entry vulnerabilities** and protective measures, staying ahead of this threat is imperative.

There are several different types of keyless entry systems. The most common is a fob (a small handheld device that controls a remote keyless entry system) or a key card the driver carries. When the driver approaches the car, the fob – via a radio frequency with the car's computer system – unlocks the doors automatically. The driver will get into the vehicle, and because the key is within range, they simply have to push the start button to start the car. Some keyless entry systems also include a feature like remote start, allowing the driver to start the car from a distance or via a smartphone app.

Hugo du Preez, Technical Operations Manager of PPS Short-Term Insurance, says, "Keyless entry systems were developed to make it **more convenient and secure** to access and start a vehicle without needing a physical key. However, criminals now manipulate this technology or convenience to steal vehicles. They use a radio frequency enhancer device which amplifies the strength of the radio frequency signal. The vehicle will detect what it thinks is the frequency for the key that is within range. It will then automatically unlock and can be started with the push start button. The challenge with keyless entry is you need to be out of range for the vehicle to lock, creating a window of vulnerability as you are walking away from your vehicle that criminals can then exploit, and they do so within seconds.

> "Vehicle owners need to be vigilant and aware of the actions of individuals around them."

"Those proceeding without waiting are likely not a threat. However, if you notice someone loitering or hesitating, leave and go elsewhere for what you need. It is essential that you **not let your guard down**.

"An option for keyless vehicle system owners is to purchase a fob guard (alternatively known as a Faraday pouch) to store your key in. A Faraday pouch is effectively a metal mesh inside a fabric or leather pouch. The pouch's metal layers absorb the electrons sent out by the key, stopping or greatly reducing their broadcast and giving would-be criminals no signal to clone," adds Du Preez.

Du Preez points out that vehicle owners should also heed manufacturers' recalls or security updates, as they continuously update and enhance their vehicle systems. An example is Toyota, which recalled some of its vehicles for a security system update in December 2022.

"While this trend seems to be a growing concern for insurers, it does not detract from the continuing rise of vehicle crime in South Africa. Understanding this concerning statistic, most insurers have required customers to fit more than one tracking device in certain vehicles, potentially increasing the chances of recovery," explains Du Preez.

The Vehicle Crime Index released by Tracker in September 2022 showed a 12% increase in car theft of its customer base compared to the year before. The report also highlighted an increase in hijackings of 14% for the same period.

The key to mitigating crime risk is to be vigilant, understand how and when such crimes are most likely to happen and take proactive and preventative measures to mitigate them. For example, most hijackings occur in victims' driveways, so it is vital to stay alert and be on the lookout for suspicious people and vehicles. There are also "blue light hijackings". This is where criminals pretend to be police officers, pull you over and then take the vehicle. In cases like this, rather insist that these officers follow you to a SAPS station or a public place where there is CCTV or members of the public around you.

"Being vigilant has become a necessity. Be aware of your surroundings when approaching, driving or exiting your vehicle. Consider any potential situations that could arise as you make your way to your destination.

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Your vehicle is of no consequence and can be replaced, lives, however, cannot," concludes Du Preez.

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From likes to legacy:
Navigating your digital estate

By Rehana Cassiem

In our modern world, our digital lives have become inseparable from our physical existence. We use the internet for various purposes, including banking, shopping, investing in cryptocurrencies and staying connected with friends and family through social media, messaging and e-mails.

A unique characteristic of our digital presence that many might not consider, is that unless these assets are transferred (e.g., cryptocurrency) or closed (e.g., social media accounts), **they continue to "live"** even after we pass away. From cherished Facebook memories to Instagram posts, your digital legacy continues to exist.

The question, thus, is what becomes of our digital presence after we die? More significantly, how do we ensure our preferences for the fate of these assets and profiles are respected once we are no longer here? These pressing questions underscore the paramount importance of addressing **digital assets** comprehensively within the realm of estate planning.

Neglecting these assets can lead to complications, legal disputes and the inadvertent oversight of valuable digital possessions.

Our loved ones may not fully comprehend the extent of our online presence, which could result in the unintentional neglect of significant digital assets.

Failing to include these assets in your estate plan can burden your executor substantially, making it challenging to access or recover them and potentially incurring **unnecessary expenses**.

To understand the significance of digital assets, defining what they encompass is crucial. According to Investopedia, a digital asset is any item stored digitally that is identifiable, discoverable and holds intrinsic or economic value.

This category encompasses many elements, including e-mails, online accounts (like PayPal), and social media profiles (e.g., Facebook and LinkedIn), along with the content shared on these platforms, each governed by its unique terms and conditions.

Beyond the realms of e-mail and social media, digital assets may also encompass

- Cryptocurrencies like Bitcoin and Ether.
- Non-fungible tokens (NFTs).
- Digital photos and videos.
- Digital rights to literary, musical compositions, motion pictures or theatrical works.
- Blog content.

While many digital assets exist, this article focuses primarily on social media and e-mail and what should be considered regarding these assets during estate planning.

Given the diversity and significance of these digital assets, a comprehensive estate plan should consider physical possessions and the digital facets of our lives. This approach allows us to guide our loved ones in accessing and managing these assets according to our wishes.

When crafting an estate plan inclusive of digital assets, several key considerations come into play:

Identifying your digital assets: Begin by categorising your digital assets, which generally fall into four main categories:

- Communication: Includes e-mails, text messages and any other digital communications.
- Financial: Encompasses cryptocurrencies, online shopping and payment accounts.
- Social media: Pertains to profiles on platforms like Instagram, LinkedIn, Facebook, X (Twitter), TikTok, Pinterest, etc.
- Media: Involves photos, videos, online journals and blogs.

Creating a digital inventory: Create a comprehensive list of your digital assets and how to access them. While password management applications like 1Password can be helpful, it is essential to share the master password with a trusted individual. Some password managers offer emergency features for granting full access. Also, document any additional verification methods required for specific applications.

Hard copy backup: In the digital age, having physical copies, such as written passwords, can be invaluable. This is especially crucial if biometric methods like fingerprints or face scans are the sole access options.

Documentation in your Will: Clearly specify in your Will, or in a separate document alongside it, where your inventory of digital assets can be found, along with instructions for accessing them. For assets with intrinsic value, like cryptocurrencies or those generating posthumous income, consider bequeathing them to specific beneficiaries.

Letter of wishes: Create a letter of wishes for digital assets with sentimental rather than intrinsic value. This instructs the executor on how to handle these assets if they are not explicitly mentioned in your Will.

With these preparations in place, it is essential to consider practical examples of managing specific online profiles:

Instagram: An account can be converted into a memorial account with proof of death. It can also be deactivated.

Facebook: Like Instagram, Facebook allows memorialisation with proof of death or deactivation. Memorialised accounts enable friends to post on the deceased's page and tag them in photos.

X (Twitter): Accounts must be deactivated, as memorialisation is not an option. Deactivation necessitates a death certificate and the user ID of the deceased.

LinkedIn: Provides only a deactivation option. The process involves providing details like the deceased's name, the relationship of the person deactivating the account, the last company the deceased worked for, a URL link to the deceased's profile, the death certificate and the deceased's most recent e-mail address.

Cloud-stored photos and videos: Access typically requires the user's password.

In a world where technology plays an ever-expanding role and with digital assets gaining prominence, especially in the absence of comprehensive legislation, seeking expert guidance becomes crucial. Consulting a fiduciary specialist can help determine how to include digital assets in your will and identify who should oversee them after your passing, ensuring a smoother transition for your executor and loved ones.

***Disclaimer:** This article is provided for informational purposes only and should not be construed as legal or financial advice. It is essential to consult with a qualified fiduciary professional or legal expert for personalised guidance on estate planning and managing digital assets. The information presented here is general in nature and may not apply to individual circumstances. The author and publisher are not responsible for any actions taken based on the content of this article. Estate planning involves complex legal and financial considerations, and individuals are encouraged to seek professional advice tailored to their specific needs and objectives.*

Rehana Cassiem is a PPS Fiduciary Specialist

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- Social media: Pertains to profiles on platforms like Instagram, LinkedIn, Facebook, X (Twitter), TikTok, Pinterest, etc.
- Media: Involves photos, videos, online journals and blogs.

Creating a digital inventory: Create a comprehensive list of your digital assets and how to access them. While password management applications like 1Password can be helpful, it is essential to share the master password with a trusted individual. Some password managers offer emergency features for granting full access. Also, document any additional verification methods required for specific applications.

Hard copy backup: In the digital age, having physical copies, such as written passwords, can be invaluable. This is especially crucial if biometric methods like fingerprints or face scans are the sole access options.

Documentation in your Will: Clearly specify in your Will, or in a separate document alongside it, where your inventory of digital assets can be found, along with instructions for accessing them. For assets with intrinsic value, like cryptocurrencies or those generating posthumous income, consider bequeathing them to specific beneficiaries.

Letter of wishes: Create a letter of wishes for digital assets with sentimental rather than intrinsic value. This instructs the executor on how to handle these assets if they are not explicitly mentioned in your Will.

With these preparations in place, it is essential to consider practical examples of managing specific online profiles:

Instagram: An account can be converted into a memorial account with proof of death. It can also be deactivated.

Facebook: Like Instagram, Facebook allows memorialisation with proof of death or deactivation. Memorialised accounts enable friends to post on the deceased's page and tag them in photos.

X (Twitter): Accounts must be deactivated, as memorialisation is not an option. Deactivation necessitates a death certificate and the user ID of the deceased.

LinkedIn: Provides only a deactivation option. The process involves providing details like the deceased's name, the relationship of the person deactivating the account, the last company the deceased worked for, a URL link to the deceased's profile, the death certificate and the deceased's most recent e-mail address.

Cloud-stored photos and videos: Access typically requires the user's password.

In a world where technology plays an ever-expanding role and with digital assets gaining prominence, especially in the absence of comprehensive legislation, seeking expert guidance becomes crucial. Consulting a fiduciary specialist can help determine how to include digital assets in your will and identify who should oversee them after your passing, ensuring a smoother transition for your executor and loved ones.

***Disclaimer:** This article is provided for informational purposes only and should not be construed as legal or financial advice. It is essential to consult with a qualified fiduciary professional or legal expert for personalised guidance on estate planning and managing digital assets. The information presented here is general in nature and may not apply to individual circumstances. The author and publisher are not responsible for any actions taken based on the content of this article. Estate planning involves complex legal and financial considerations, and individuals are encouraged to seek professional advice tailored to their specific needs and objectives.*

Rehana Cassiem is a PPS Fiduciary Specialist

Rehana Cassiem

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Financial wisdom across generations:

Insights for a changing world

By Neil McConnell

Picture a world where financial security is at its zenith, even as the economy constantly shifts. This applies to all, regardless of location, financial status or generation. Today, financial security is vital for everyone, from Generation Z to Baby Boomers, each navigating distinct financial challenges and opportunities.

Reinventing one's financial future aims to provide us with actionable strategies and insights to empower oneself when building and maintaining one's financial freedom.

As leaders and organisations, we must adapt our strategies according to each generation to aid our colleagues and communities reach their financial goals.

With that in mind, here are financial tips that apply to every generation, helping them attain what we all seek: financial security.

Generation Z (born between 1997 and 2012):

Start saving and investing as early as possible.

As a young adult, you should take advantage of **compound interest** and how this positively affects you. The longer your money is in an investment vehicle, the more time it has to grow, therefore leaving your wealth **to accumulate** while you focus on other aspirations.

A tip that I always keep in mind is the Rule of 72, which is another way of estimating compound interest.

This rule simply states that if you divide 72 by your rates of return, you will be able to determine how long it takes for your money to double. For example, if you have R10 000 that was earning an 8% return, it will grow to R20 000 in nine years (72/8 = 9).

Secondly, you need to **focus on education.** This is where you invest in your skills and knowledge to increase your earning potential. In short, a person's education and skill level significantly impact their earning potential. Higher education levels often lead to more specialised and higher-paying career opportunities. Additionally, continuous learning and skill development throughout one's career can further boost earning potential, as employers typically reward adaptability and excellence.

Another tip is **avoiding debt traps.** Be cautious about student loans and credit card debt.

It is easy for us to fall into the trap of wanting to maintain a particular lifestyle, even if we do not have

When your financial goals are aligned with your life goals, that's **Retirement Reinvented.**

The 2023 PPS Retirement Summit was as riveting as always. Our thought leaders shared some valuable insights on how fulfilling your post-career life can be when you plan with the vital aspects of health and wellness, lifelong learning, financial readiness, social connections and activities in mind.

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the means to do so. Stay away from unnecessary debt that will hinder your financial growth. This could include splurging on luxury goods, dining out frequently, making impulsive purchases, borrowing for non-urgent home renovations, financing an unsustainable lifestyle, and carrying high-interest credit card balances for everyday expenditures.

Millennials (born between 1981 and 1996):

It is crucial that you tackle **unwanted debt** (including student debt if you still have) and implement a payment plan that suits your monthly budget. Having a payment plan in place means that you can settle your debt more deliberately, allowing you to have more financial capacity.

Another tip is building an **emergency fund**. Life throws unexpected events our way and it is important that we are always prepared. Make a conscious decision to set aside three to six months' worth of living expenses in case the unforeseen decides to knock on your door.

Another tip that millennials should consider is **saving for retirement**. You will benefit from the compound interest if you contribute to a retirement annuity or pension fund.

You are never too young or old to start saving for retirement.

Generation X (born between 1965 and 1980):

Once you hit your late 30s, retirement savings become a prominent feature within your financial plan and should be an item you monitor annually.

Consider catching up on your retirement savings by maximising your retirement accounts, as you have less time to save. One's retirement income should be about 80% of their final pre-retirement annual earnings or ten times their annual income by age 67.

Another tip for this generation to consider is **diversifying their investments** across different asset classes to mitigate risk.

Lastly, review your insurance cover to ensure you are sufficiently covered from unexpected life events.

Baby Boomers (born between 1946 and 1964):

As you reach your "Golden years", otherwise known as retirement, the most important financial tip would be ensuring all your **affairs are in order**. A valid Will plays a vital role in ensuring your wishes are fulfilled.

In summary, navigating your financial journey comes with many ups and downs, but having a **holistic financial plan** in place helps us overcome these obstacles. Reinventing your financial future emphasises the importance of proactive financial planning, regardless of age.

By understanding the unique challenges and opportunities different generations face, individuals can adopt tailored strategies to achieve **financial security** and thrive in an ever-changing economic landscape.

Empowered with knowledge, discipline and adaptability, individuals can confidently navigate their financial journey and build a legacy of prosperity for generations to come.

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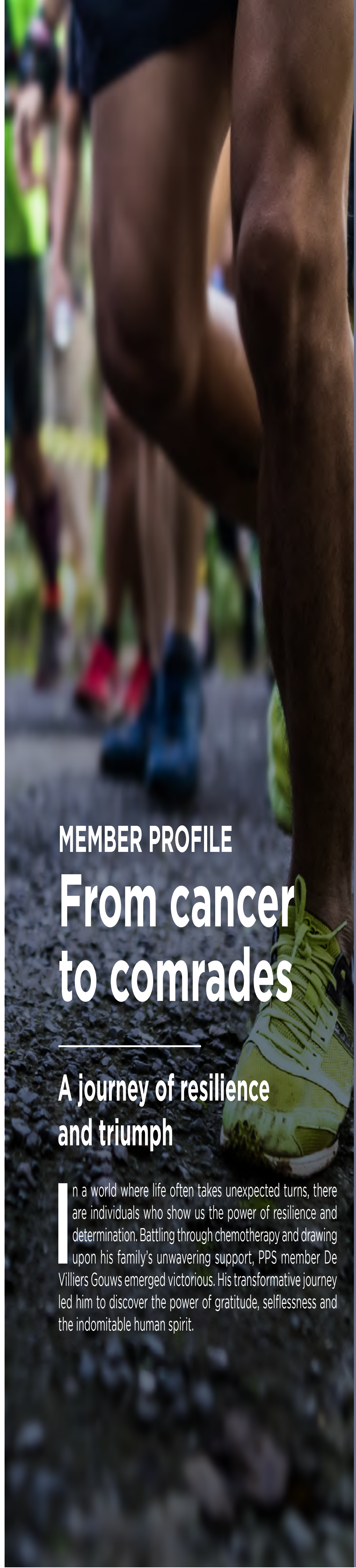

MEMBER PROFILE

From cancer to comrades

A journey of resilience and triumph

In a world where life often takes unexpected turns, there are individuals who show us the power of resilience and determination. Battling through chemotherapy and drawing upon his family's unwavering support, PPS member De Villiers Gouws emerged victorious. His transformative journey led him to discover the power of gratitude, selflessness and the indomitable human spirit.

Hailing from the Free State and educated at Grey College in Bloemfontein, De Villiers pursued a BCom and LLB at the University of Pretoria, where he met his wife, Francette. Their journey led them to Umhlanga after marrying in 2018.

De Villiers describes himself as someone who prefers not to plan too much but rather live life in "five-year intervals". However, as life often demonstrates, plans can be abruptly altered. In January 2022, his life took an unexpected turn when he was diagnosed with testicular cancer.

"I went to the doctor on a Tuesday after feeling a little lump on my testicle; from there, it is a blur. Everything happened so fast, going for second and third opinions, being told it might be cancerous, freezing sperm as a precaution and scheduling the operation," De Villiers recounts. Initially, De Villiers only shared his diagnosis with his wife and not with his family.

"You see, cancer (referred to in our family as 'the big C') is a very sensitive topic after losing my dad to this illness when I was 14 years old. On top of that, my wife was diagnosed with thyroid cancer just after 'varsity," he explains.

De Villiers sought second and third opinions, hoping against hope that his cancer could be treated without chemotherapy. Unfortunately, the cancer he faced was of an aggressive nature, defying his expectations.

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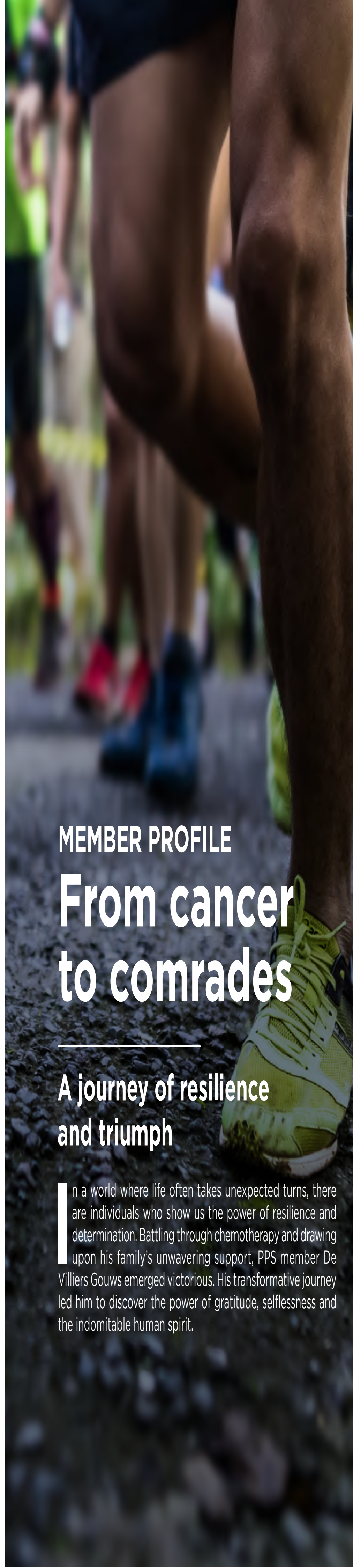

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> "I am able to do anything in life if the reason and the cause are good enough."

"For the first time, I was scared. Although I always knew it might come to this, I hoped I would be one of the lucky ones who would not need chemotherapy because I caught it early," he says.

The mere thought of chemotherapy awakened memories of his father's struggles during his own cancer treatment. De Villiers recalls the image of his typically strong and positive father reduced to tears, anger and despair after chemo sessions.

"So, I asked myself: If chemo broke my dad, what will it do to me, who is not half the man my dad was?"

De Villiers realised he had to share his diagnosis with his family, who were very supportive of him. However, despite having their support, he felt an overwhelming sense of isolation and fear. In the early hours of one morning, he reached out to the online support group Love Your Nuts in search of solace. Torsten, a cancer survivor, responded the next day, offering his support and a listening ear. This newfound connection would prove to be a source of immense emotional strength throughout De Villiers' treatment.

Chemotherapy took a toll on De Villiers, leaving him physically weakened and emotionally challenged. His exercise goals shrank to simply walking around the dining room table. Hair loss, a surprise emotional trigger, added to his struggle. Some weeks demanded daily chemo sessions, leading him to contemplate ways to skip treatment, albeit unsuccessfully.

In mid-2022, De Villiers received the coveted "all clear" from cancer. However, his emotional recovery lagged. He transitioned from a cheerful, life-loving individual with a five-year plan to feeling lost and trapped in depression.

His brother, Tabo, encouraged him to view his ordeal as an opportunity for self-reflection. To find answers, De Villiers embarked on a sabbatical until the end of 2022, breaking his goals into manageable steps.

During this time, he focused on his well-being, seeking therapy and joining a running group for structure and purpose.

"I found a purpose by running in a group - it was something that occupied my time and mind other than cancer," says De Villiers. Reflecting on the year that had challenged him to his core, De Villiers decided to reclaim the term "the big C", associating it with something positive. While "cake" initially crossed his mind, he ultimately settled on "Comrades".

For De Villiers, the Comrades Marathon offered more than a physical challenge; it became a profound journey of self-discovery.

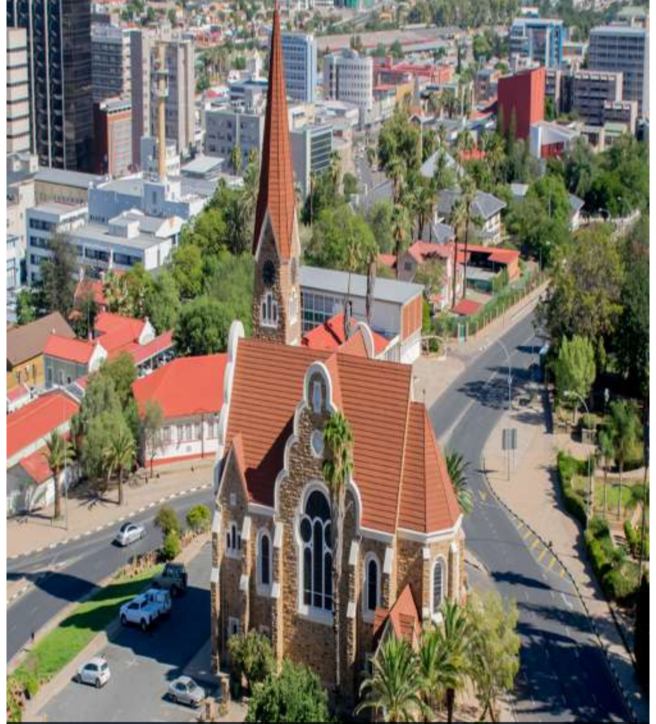
"The start of the marathon was nothing like anything I have ever experienced before, the energy, the excitement and the nerves of the 16 000 other runners around you."

Throughout the marathon, De Villiers observed that one of the golden rules – walking uphill and running downhill – mirrored his approach to the difficult days of cancer treatment. The key was to keep moving, even if it meant taking slow steps uphill. It was a lesson in pacing oneself in the race and life's challenges.

"Comrades was actually very similar to treatment for me, even though you kind of know what to expect and prepare physically and mentally for it, it all comes down to the day.

"The motivation behind running the Comrades was to show my family, my friends and I, my gratitude for their support during my treatment in 2022. I will never let cancer define me, but I am drawing motivation and inspiration from it to live each day to its fullest and push my limits."

De Villiers' story is a testament to the power of resilience, the enduring human spirit, and the ability to transform adversity into triumph. His journey reminds us that even in the face of life's greatest trials, we can emerge stronger, more grateful and more determined to live life to its fullest.



PPS NAMIBIA

The power of reinvention

Why companies must embrace change

By PPS Namibia

In the ever-evolving business landscape, the adage "adapt or die" holds more truth than ever before. Large and small companies are finding that the key to longevity lies in their ability to embrace reinvention. While this journey can be challenging, the rewards are worth the effort. In the dynamic realm of business, adaptability frequently serves as the linchpin of success. Companies that embrace reinvention gain access to a multitude of advantages, including the ability to maintain relevance in a constantly shifting marketplace.

In the fast-paced business world, adaptability is often the key to success. Companies that embrace reinvention unlock a wealth of benefits. Among these advantages is the ability to remain relevant in an ever-shifting marketplace.

By staying attuned to changing consumer preferences, technologies and market dynamics, businesses can position themselves **for enduring success.** Additionally, the pursuit of reinvention frequently leads to innovation, granting organisations a distinct competitive edge. This innovation manifests as new products, services or processes that set them apart from their competitors.

Reinvention can also **enhance a company's sustainability** by aligning it with evolving environmental and social standards, attracting a more conscientious customer base.

Moreover, it draws a diverse talent pool, especially from younger generations attracted to organisations that champion growth and innovation.

While the rewards of reinvention are compelling, it comes with its **share of challenges**. Chief among these is the r**esistance to change** often encountered from employees. People's apprehension about the unknown or concerns about job security can hinder the process. Effective communication and strategic change management are critical to overcoming this obstacle. Resource allocation poses another challenge, as reinvention often demands significant budgets, time and manpower for research, development and implementation. This allocation can strain existing operations.

Furthermore, the **risk of failure** is inherent in any reinvention effort, and companies must be prepared to learn from failures and pivot if necessary. **This resilience** requires cultivating an organisational culture that embraces change and **views setbacks as opportunities for growth**. Finally, market uncertainty

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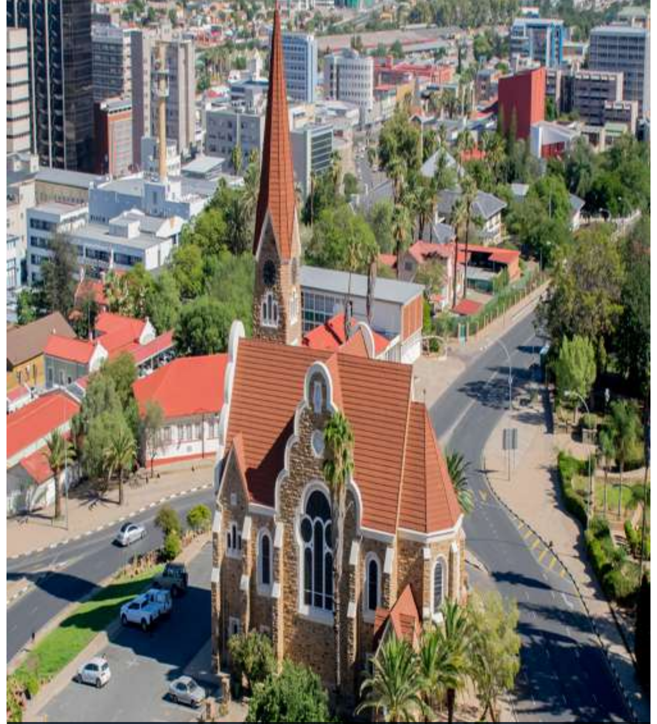

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> **To improve is to change; to be perfect is to change often.**
>
> — **Winston Churchill**

The impetus for reinvention often emerges from a **resolute commitment** to staying ahead of the curve, a principle deeply understood by PPS Namibia's leadership. They acknowledged the imperative to evolve, not merely for the sake of change, but to better serve their members in an ever-evolving landscape.

PPS Namibia's journey of reinvention rests on three key pillars:

Enhanced eligibility criteria: The company took a significant step by broadening its eligibility criteria, welcoming a more extensive spectrum of professionals into its fold. This move diversifies the membership base and extends the benefits of its unique mutual model to a wider audience.

Digital transformation: In the digital age, embracing technology is non-negotiable. PPS Namibia recognised this and embarked on a digital transformation journey. Implementing user-friendly online platforms streamlined application and claims processes, enhancing convenience for members.

Member-centric approach: Reinvention extends beyond external changes; it fosters a member-centric culture within the organisation. PPS Namibia invested in training and development programmes to ensure its employees are equipped to deliver exceptional customer experiences. Every interaction is an opportunity to demonstrate their commitment to mutual excellence.

By expanding eligibility, harnessing technology and placing members at the heart of their efforts, PPS Namibia has redefined mutual excellence for the 21st century. This transformation underscores that reinvention is not merely about survival but about thriving and respecting tradition while boldly embracing the future.

> **The people who are crazy enough to think they can change the world are the ones who do.**
>
> — **Steve Jobs**

Reinvent, redesign, reshape:

Your journey to a better you

By Jaynashree Ellary, Senior Positioning Specialist at PPS

Reinventing yourself professionally or the space you find yourself working in can sound like a very daunting task. However, it does not have to be that way. It also does not have an age limit because you are **never too old** to reinvent yourself. However, it does start with being aware of yourself and understanding what you want to achieve. It begins with small steps and then progresses to larger strides. It is really about **taking that first step** and continuing forward. It is the process of change and growth, and a great opportunity to set new goals. All it takes is time and effort on your part, both of which do not have any financial implications.

Synonyms for reinvention include transformation, redesign and modification, which simply means to **make significant changes** or improvements to something. If we look at many of the icons and people that are remembered in history, it is because of who they became due to a vision of improving how they did what they did.

Consultants from Korn Ferry, a global and organisation advisory firm, share the following five tips on reinventing yourself at work.

Understand how you are seen. Before reinventing yourself at work, you need to find out how your colleagues perceive you. Ask for honest feedback and a 360-degree assessment and pay attention to verbal and nonverbal feedback from colleagues. It may not be how you see yourself, but this can provide valuable feedback to make improvements.

Why do you want to do this? What is your **motivation** for reinventing yourself? Identify the gap between where you are not and where you want to be and what steps you need to take to bridge the gap.

Think of small changes. Reinventing yourself does not mean that you need to change your entire personality. **Small changes**, done consistently, can make a big difference. For example, something as basic as dressing differently or participating more in your team. It involves a positive attitude and mindset.

Take on a new challenge. One way to reinvent yourself at work would be to get out of your comfort zone. **Master skills** that position you positively. Share who you are and what you bring to the table.

Reintroduce yourself. Be **intentional** about your development. Network with colleagues and meet people from different teams and departments you have not met before.

Some other tips that can aid in the process would be to:

Focus on the good. Celebrate and acknowledge what you have done and achieved thus far, no matter how small they are.

> **To reinvent yourself, you need to let go of the old and embrace the new possibilities that lie ahead.**
>
> — **Unknown**

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To improve is to change; to be perfect is to change often.

Winston Churchill

The impetus for reinvention often emerges from a resolute commitment to staying ahead of the curve, a principle deeply understood by PPS Namibia's leadership. They acknowledged the imperative to evolve, not merely for the sake of change, but to better serve their members in an ever-evolving landscape.

PPS Namibia's journey of reinvention rests on three key pillars:

Enhanced eligibility criteria: The company took a significant step by broadening its eligibility criteria, welcoming a more extensive spectrum of professionals into its fold. This move diversifies the membership base and extends the benefits of its unique mutual model to a wider audience.

Digital transformation: In the digital age, embracing technology is non-negotiable. PPS Namibia recognised this and embarked on a digital transformation journey. Implementing user-friendly online platforms streamlined application and claims processes, enhancing convenience for members.

Member-centric approach: Reinvention extends beyond external changes; it fosters a member-centric culture within the organisation. PPS Namibia invested in training and development programmes to ensure its employees are equipped to deliver exceptional customer experiences. Every interaction is an opportunity to demonstrate their commitment to mutual excellence.

By expanding eligibility, harnessing technology and placing members at the heart of their efforts, PPS Namibia has redefined mutual excellence for the 21st century. This transformation underscores that reinvention is not merely about survival but about thriving and respecting tradition while boldly embracing the future.

The people who are crazy enough to think they can change the world are the ones who do.

Steve Jobs

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Reinvent, redesign, reshape:

Your journey to a better you

By Jaynashree Ellary, Senior Positioning Specialist at PPS

Reinventing yourself professionally or the space you find yourself working in can sound like a very daunting task. However, it does not have to be that way. It also does not have an age limit because you are never too old to reinvent yourself. However, it does start with being aware of yourself and understanding what you want to achieve. It begins with small steps and then progresses to larger strides. It is really about taking that first step and continuing forward. It is the process of change and growth, and a great opportunity to set new goals. All it takes is time and effort on your part, both of which do not have any financial implications.

Synonyms for reinvention include transformation, redesign and modification, which simply means to make significant changes or improvements to something. If we look at many of the icons and people that are remembered in history, it is because of who they became due to a vision of improving how they did what they did.

Consultants from Korn Ferry, a global and organisation advisory firm, share the following five tips on reinventing yourself at work.

Understand how you are seen. Before reinventing yourself at work, you need to find out how your colleagues perceive you. Ask for honest feedback and a 360-degree assessment and pay attention to verbal and nonverbal feedback from colleagues. It may not be how you see yourself, but this can provide valuable feedback to make improvements.

Why do you want to do this? What is your motivation for reinventing yourself? Identify the gap between where you are not and where you want to be and what steps you need to take to bridge the gap.

Think of small changes. Reinventing yourself does not mean that you need to change your entire personality. Small changes, done consistently, can make a big difference. For example, something as basic as dressing differently or participating more in your team. It involves a positive attitude and mindset.

Take on a new challenge. One way to reinvent yourself at work would be to get out of your comfort zone. Master skills that position you positively. Share who you are and what you bring to the table.

Reintroduce yourself. Be intentional about your development. Network with colleagues and meet people from different teams and departments you have not met before.

Some other tips that can aid in the process would be to:

Focus on the good. Celebrate and acknowledge what you have done and achieved thus far, no matter how small they are.

To reinvent yourself, you need to let go of the old and embrace the new possibilities that lie ahead.

Unknown

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Change or improve your diet. Eating healthier will allow you to feel physically and mentally more alert. Greasy, fatty foods leave you feeling lethargic and not wanting to do anything.

Clear out physical clutter. Get rid of stuff you do not use or no longer want. Donate it to organisations that will put it to better use.

Use technology wisely. Technology and the way of work has all evolved and improved because someone wanted a better way of doing things. Not so long ago you would have probably needed a camera, audio player and video recorder to make a mini video recording - today, all you need is your mobile device because everything mentioned has been compacted into it. However, be careful of spending too much time using your device and not interacting with colleagues.

Have a look at your workspace

Workspaces can be reinvented to make going to work an experience and treat. So, if you have been putting off making the space you work in to be more conducive due to hybrid working, perhaps rethink that thought. These are some of the ideas on transforming your workspace that was shared by the editorial team of Indeed:

Set up a comfortable and functional space. Invest in good quality furniture with sufficient storage space. This will allow you to work comfortably and keep your work surface clean. Good lighting is also key.

Tidy up every day. A clutter-free workspace helps you focus and can boost your productivity.

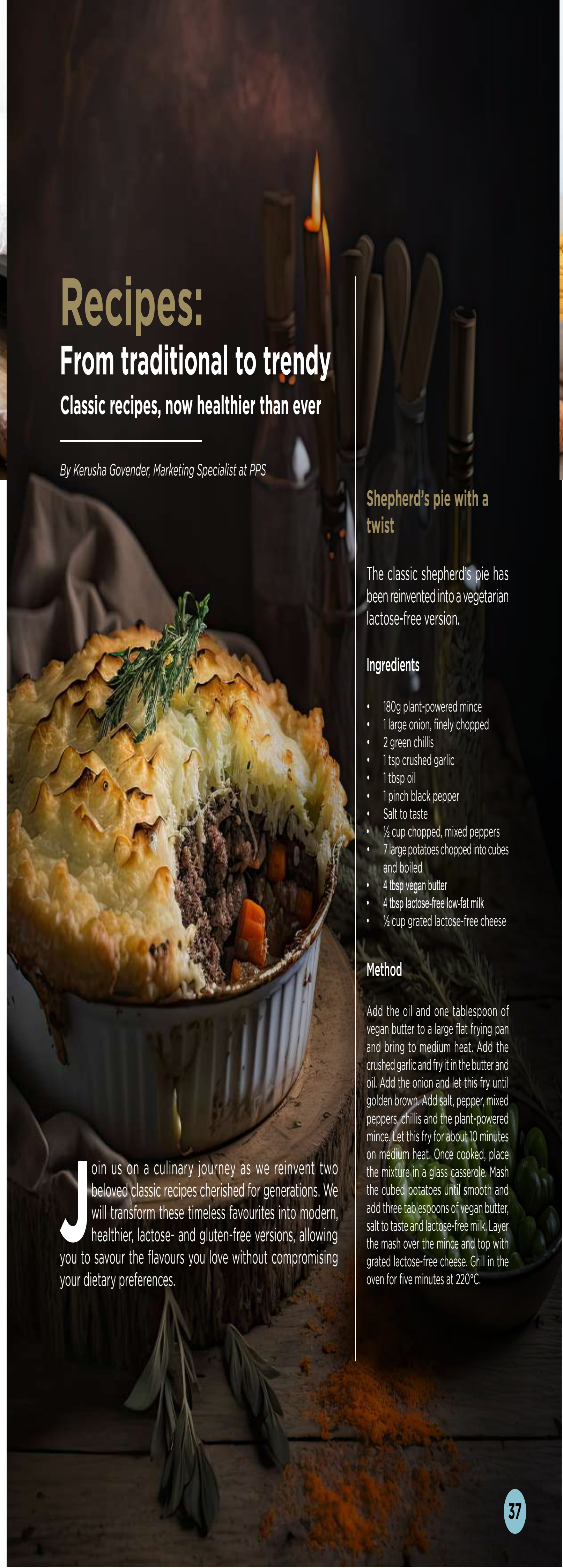
Incorporate some greenery.

Add a subtle scent. Certain scents can trigger reactions in the brain, for example, it is said citrus can help people think more clearly. At home, you could even use a diffuser or oil burner.

Create space for movement. Allow yourself a break with colleagues when you are at the office. A quick chat will allow you to clear your head and increase productivity. At home, you could walk a bit to get the circulation going.

In the words of George Bernard Shaw: “Life isn't about finding yourself. Life is about creating yourself.” Take the leap and amaze yourself with the results.

Jaynashree Ellary



Recipes:
From traditional to trendy
Classic recipes, now healthier than ever

By Kerusha Govender, Marketing Specialist at PPS

Join us on a culinary journey as we reinvent two beloved classic recipes cherished for generations. We will transform these timeless favourites into modern, healthier, lactose- and gluten-free versions, allowing you to savour the flavours you love without compromising your dietary preferences.

Shepherd's pie with a twist

The classic shepherd's pie has been reinvented into a vegetarian lactose-free version.

Ingredients

- 180g plant-powered mince
- 1 large onion, finely chopped
- 2 green chillis
- 1 tsp crushed garlic
- 1 tbsp oil
- 1 pinch black pepper
- Salt to taste
- ½ cup chopped, mixed peppers
- 7 large potatoes chopped into cubes and boiled
- 4 tbsp vegan butter
- 4 tbsp lactose-free low-fat milk
- ½ cup grated lactose-free cheese

Method

Add the oil and one tablespoon of vegan butter to a large flat frying pan and bring to medium heat. Add the crushed garlic and fry it in the butter and oil. Add the onion and let this fry until golden brown. Add salt, pepper, mixed peppers, chillis and the plant-powered mince. Let this fry for about 10 minutes on medium heat. Once cooked, place the mixture in a glass casserole. Mash the cubed potatoes until smooth and add three tablespoons of vegan butter, salt to taste and lactose-free milk. Layer the mash over the mince and top with grated lactose-free cheese. Grill in the oven for five minutes at 220°C.

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Milk tart with pistachios: A health-conscious delight

The beloved milk tart, a staple at many family gatherings, has transformed to cater to health-conscious and lactose-intolerant individuals. Our revamped recipe offers a lower calorie option for those watching their intake and provides a lactose-free alternative, infused with the delightful flavour of pistachio.

Cups:

Ingredients

- ¼ cup pistachios
- ¾ cup cashew nuts
- 4 pitted dates
- 3 rice cakes
- 1½ cups popcorn

Method

Blend all the ingredients together in any blender. Place in a medium bowl and add some green food colouring. Add two egg yolks and 32 tablespoons of water to combine everything. Thinly line 8 to 10 mini cups and bake at 160°C for 10 to 15 minutes.

Milk:

Ingredients

- 2½ cups lactose-free milk
- 2 large cinnamon sticks
- 100 ml sweetener of your choice
- 1 extra large egg
- 2 tbsp cornflour
- ½ tsp pistachio essence

Method

Boil the milk in a saucepan on the stove with the pistachio essence and cinnamon sticks. Mix the egg, cornflour and sweetener in a bowl. Add the mixture to the boiling milk and whisk until thick. Pour the milk mixture into cups and set it in the fridge for three hours. Sprinkle some pistachios over the top.

Kerusha Govender

TRAVEL

Botswana
A natural paradise

Botswana is a destination celebrated for its pristine landscapes, diverse wildlife and rich cultural heritage. Whether you are searching for adventure, cultural immersion or a luxurious retreat, this country on South Africa's northern border offers an array of experiences. From observing elephants crossing rivers to navigating the tranquil Okavango Delta, the country's beauty is undeniably captivating.

Okavango Delta: A natural wonder

The Okavango Delta, a UNESCO World Heritage Site, is a lush oasis nestled within the arid embrace of the Kalahari Desert. It is a unique ecosystem formed as the Okavango River fans out into a network of waterways, lagoons and islands. Traditional mokoros, or dugout canoes, provide a serene means of exploration, allowing you to glide silently through the pristine wetland. Along the way, you can encounter a variety of wildlife, from elephants and hippos to numerous bird species.

The Okavango Delta is a refuge for nature enthusiasts and photographers, offering a glimpse into the intricate balance of life in this fragile environment. Consider taking a scenic flight over the Delta to appreciate its intricate patterns from above. This perspective provides a deeper understanding of the vastness and complexity of this natural wonder. It is a place where the forces of nature take centre stage, shaping the landscape and providing a home to countless species.

The Kalahari Desert: A harsh beauty

In stark contrast to the Delta, the Kalahari Desert is an expansive terrain of golden dunes and hardy acacia trees. Journeying into the heart of this desert offers a unique opportunity to meet the indigenous San people. They share their ancient wisdom and demonstrate their remarkable survival skills, giving visitors insight into their harmonious relationship with nature. Spending a night under the star-studded desert sky at a luxury desert camp is a humbling experience. It is a reminder of the vastness and beauty of our natural world.

Chobe National Park: A wildlife sanctuary

Chobe National Park, located in northern Botswana, is a haven for wildlife enthusiasts. It is home to diverse ecosystems and boasts one of Africa's largest elephant populations. The park offers

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various ways to experience its abundant wildlife. A serene river cruise along the Chobe River provides opportunities to observe elephants, hippos, crocodiles and an array of birdlife. On land, thrilling game drives allow you to get up close to species such as giraffes, lions and antelopes. Chobe National Park provides a remarkable communion with nature, set against the backdrop of the African wilderness.

Luxury safari experiences

Botswana is synonymous with exclusive and opulent safari experiences. From luxurious lodges overlooking waterholes to mobile camps that immerse you in the heart of the wilderness, the country caters to diverse traveller preferences. These accommodations offer more than just a place to rest. They provide an opportunity to savour world-class cuisine and indulge in tranquil spa treatments while being surrounded by the untamed beauty of Africa.

Botswana's culinary tapestry

Botswana's culinary scene reflects its cultural diversity and natural resources. Seswaa, the national dish, features slow-cooked, tender beef paired with pap or morogo (wild spinach). Mopane worms, a unique delicacy, offer a nutty and savoury experience when prepared with onions, tomatoes and spices. Bogobe, a hearty porridge, is often served alongside Seswaa, creating a comforting and authentic meal. Morama bean soup showcases the nutritious native beans of the Kalahari Desert, while vetkoek, a South African favourite, is often served with a variety of savoury fillings. Dikgobe, a colourful vegetable stew, celebrates Botswana's diverse produce and adds vibrancy to the culinary tapestry.

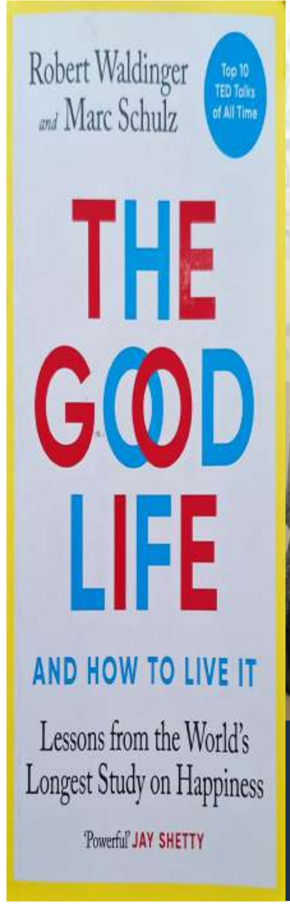
Gaborone: tradition and modernity

As the thriving capital of Botswana, Gaborone seamlessly blends tradition with modernity, offering a unique urban experience that complements the country's natural wonders. Start your exploration at the Three Dikgosi Monument, an emblem of national unity honouring the country's three chiefs. Nearby, the National Museum and Art Gallery beckon history enthusiasts and art connoisseurs with exhibits showcasing traditional artefacts, archaeological treasures and contemporary artworks.

Gaborone Main Mall, a bustling hub featuring diverse shops, restaurants and craft markets, offers a taste of daily life in the city. Escape the urban hustle and bustle at the Gaborone Game Reserve, a wildlife sanctuary just a short drive away. Here, you can spot zebras, giraffes and antelope in their natural habitat or enjoy a leisurely walk or picnic amid serene surroundings.

To experience Gaborone's modern side, explore the central business district, where contemporary architecture and can be seen. Visit the iconic National Assembly building, known for its striking blue dome.

Gaborone offers diverse accommodation options, ranging from luxury hotels to boutique guesthouses. After a day of exploration, relax in comfort and immerse yourself in the city's warm hospitality. As evening descends, savour Gaborone's vibrant nightlife, featuring live music performances and cultural festivals celebrating the country's artistic diversity.



Book review

Cracking the code to lasting happiness

Book: The good life and how to live it
Author: Robert Waldinger and Marc Schultz
Review by: Elvira Wood

In a world teeming with ceaseless demands and an unrelenting pursuit of success, have you ever paused to contemplate the essence of a life filled with purpose and lasting happiness? Robert Waldinger and Marc Schultz's book, *The Good Life and How to Live It*, transcends the confines of conventional self-help literature. It delves into the profound realms of happiness, purpose and the intricate art of living well.

The authors begin their exploration with a thought-provoking question: "Is happiness truly about achieving all our desires or how we perceive and cherish what we already have?" This question serves as a wake-up call in a society that often measures success by material wealth, career accomplishments and external recognition. Waldinger and Schultz suggest that **real happiness** grows when we learn to appreciate and feel content with the here and now, regardless of what we achieve externally. This shift in perspective offers a breath of fresh air in our success-obsessed culture.

Beneath the book's profound insights lies a foundation of extensive research conducted as part of the Harvard Study of Adult Development – a project spanning over eight decades. This groundbreaking initiative, initiated in 1938, initially recruited 724 men and boys from diverse backgrounds, including college sophomores and young inner-city residents. The objective? To comprehensively explore the factors influencing human development, health and happiness over a lifetime.

The study's methodology entails conducting comprehensive biennial interviews, medical examinations and the collection of exhaustive questionnaire data. Over time, it expanded to include the participants' wives and children, encompassing multiple generations. This rich dataset, incorporating a wide array of variables, offers an unparalleled glimpse into the complexities of human lives.

What sets the Harvard Study of Adult Development apart is its remarkable continuity. It persists to this day, with a select group of participants now well into their nineties, offering insights into the long-term effects of lifestyle choices and the resilience and adaptability of the human spirit.

This fusion of academic rigour and narrative storytelling in *The Good Life and How to Live It* results in a compelling narrative that resonates deeply with readers from all walks of life. It underscores an irrefutable truth: "The **quality of our relationships** stands as the single most influential predictor of long-term happiness and well-being." In an era where digital connections often overshadow authentic face-to-face interactions, this message is a powerful reminder of the importance of nurturing genuine, meaningful relationships.

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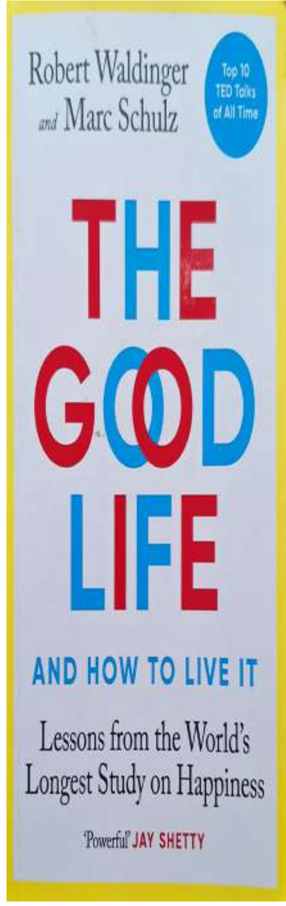

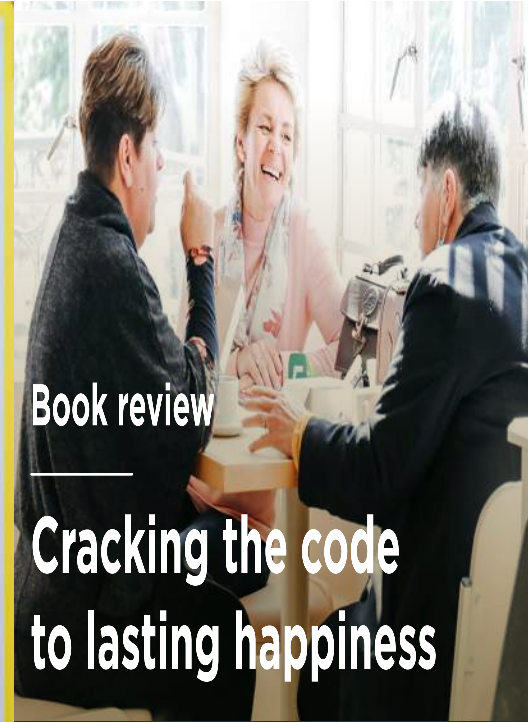

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Mindfulness, characterised as "the art of paying attention to the present moment without judgment", is a recurrent theme throughout the book. Waldinger and Schultz argue that **mindfulness** possesses the transformative power to reshape our lives. They offer practical guidance on integrating mindfulness into our daily routines, furnishing a valuable tool for navigating the tumultuous waters of contemporary life.

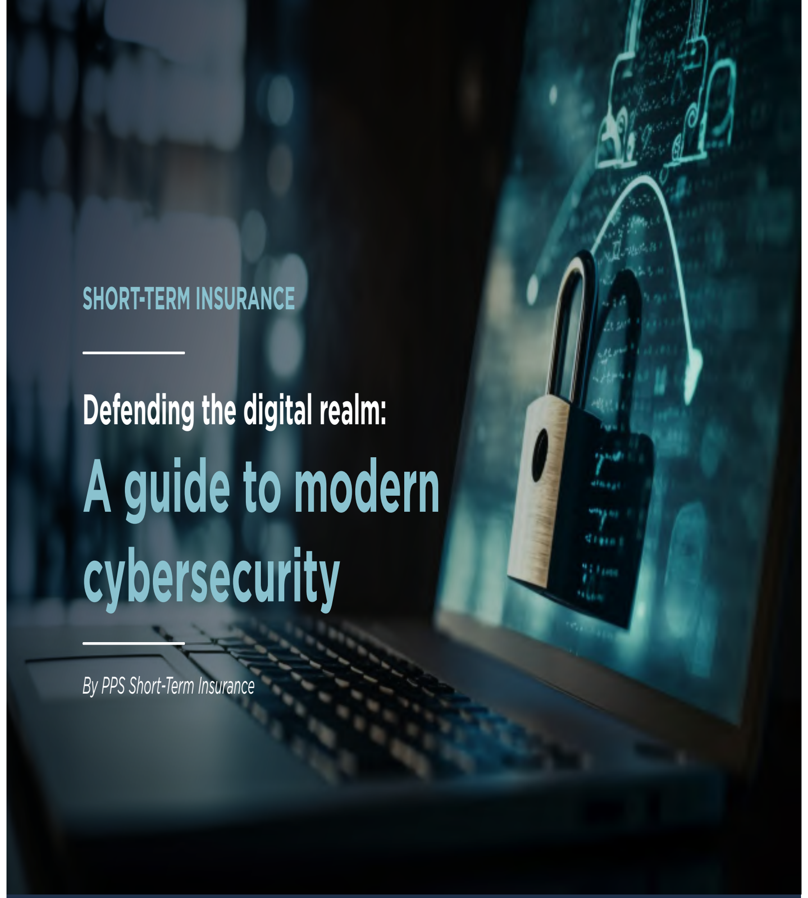
For graduate professionals accustomed to juggling numerous responsibilities, battling distractions and dealing with the pressures of balancing career and personal life, this emphasis on mindfulness could not be more appropriate.

The authors consistently emphasise a vital point: "Success, devoid of fulfilment, is akin to an ornate façade devoid of substance. Genuine success intertwines with **inner purpose** and contentment." This assertion encourages readers to reconsider their priorities in a world that often venerates career achievements above all else.

Another captivating facet of the book is its exploration of **personal growth** and self-discovery as integral components of a fulfilling life. Waldinger and Schultz kindle inspiration within readers, urging them to embark on a journey of self-awareness and personal development. They underscore that "the good life is not a one-size-fits-all concept. It is about **living authentically** in alignment with your values and passions". This message resonates with graduate professionals who often find themselves at pivotal crossroads, endeavouring to harmonise their actions and decisions with their authentic selves.

The authors also delve into the quest for purpose and how it contributes to a profound sense of fulfilment. They argue, "The search for purpose is a lifelong odyssey, a journey of unearthing what genuinely holds significance for you." Throughout the book, they furnish readers with thought-provoking exercises and reflections to assist them in their personal voyages of self-discovery and purpose-finding. This dimension of the book offers invaluable guidance for individuals grappling with questions of meaning and direction in their lives.

The Good Life and How to Live It beckons us to contemplate the fundamental facets of a rewarding existence. Beyond being a mere book, it serves as a guiding companion for anyone pursuing not just a satisfactory life but one suffused with meaning, purpose and genuine happiness. Its insights on mindfulness, relationships and personal growth provide a robust toolkit for navigating the intricacies of life while remaining aligned with one's core values and aspirations.



SHORT-TERM INSURANCE

Defending the digital realm:

A guide to modern cybersecurity

By PPS Short-Term Insurance

In an era of unprecedented digitalisation, the world faces an ever-evolving threat – cybercrime. Online scams loom large as one of the most prevalent and pressing cyber threats, affecting individuals and organisations alike.

Banking and credit card fraud have emerged as significant concerns across regions. This form of cybercrime involves the theft of personal data and financial details, which malicious actors exploit to make illicit purchases, siphon funds or peddle on underground markets. The global shift to remote work, compounded by the COVID-19 pandemic, has further accelerated the cyberattack surge. Interpol reported that 2020 witnessed a staggering 238% rise in cyberattacks on online banking platforms.

Reports from various researchers indicate that the prevalence of cybercrime is rising globally. According to a report by cybersecurity company Surfshark, numerous countries, including South Africa, have experienced a surge in cybercrime incidents. South Africa, in particular, is ranked among the top countries worst affected by cybercrime, with a substantial number of victims per million internet users. This alarming trend underscores the urgency of bolstering cybersecurity measures to protect personal and professional digital lives.

In the realm of cybercrime, there is no one-size-fits-all approach. Each cyberattack presents unique challenges, demanding a multi-faceted strategy to mitigate risks. The foundations of sound cybersecurity practice rest upon four critical pillars, essential for protecting one's devices, digital identity and personal data.

Ensure password hygiene

Password credentials are prized targets for cybercriminals, serving as gateways to systems, accounts and sensitive information. Therefore, cultivating robust password hygiene is of utmost importance.

Password hygiene involves selecting, managing and maintaining strong passwords to shield accounts and systems from cyber threats. This encompasses:

- Crafting passwords that are neither obvious nor easily hackable.
- Employing unique passwords for each account.
- Resisting the temptation to write down or share passwords for the sake of convenience.
- Safeguarding personal passwords from prying eyes.

Neglecting password hygiene can open the door to various cyberattacks, including data breaches and account takeovers, with potentially dire consequences.

Mindfulness, characterised as "the art of paying attention to the present moment without judgment", is a recurrent theme throughout the book. Waldinger and Schultz argue that **mindfulness** possesses the transformative power to reshape our lives. They offer practical guidance on integrating mindfulness into our daily routines, furnishing a valuable tool for navigating the tumultuous waters of contemporary life.

For graduate professionals accustomed to juggling numerous responsibilities, battling distractions and dealing with the pressures of balancing career and personal life, this emphasis on mindfulness could not be more appropriate.

The authors consistently emphasise a vital point: "Success, devoid of fulfilment, is akin to an ornate façade devoid of substance. Genuine success intertwines with **inner purpose** and contentment." This assertion encourages readers to reconsider their priorities in a world that often venerates career achievements above all else.

Another captivating facet of the book is its exploration of **personal growth** and self-discovery as integral components of a fulfilling life. Waldinger and Schultz kindle inspiration within readers, urging them to embark on a journey of self-awareness and personal development. They underscore that "the good life is not a one-size-fits-all concept. It is about **living authentically** in alignment with your values and passions". This message resonates with graduate professionals who often find themselves at pivotal crossroads, endeavouring to harmonise their actions and decisions with their authentic selves.

The authors also delve into the quest for purpose and how it contributes to a profound sense of fulfilment. They argue, "The search for purpose is a lifelong odyssey, a journey of unearthing what genuinely holds significance for you." Throughout the book, they furnish readers with thought-provoking exercises and reflections to assist them in their personal voyages of self-discovery and purpose-finding. This dimension of the book offers invaluable guidance for individuals grappling with questions of meaning and direction in their lives.

The Good Life and How to Live It beckons us to contemplate the fundamental facets of a rewarding existence. Beyond being a mere book, it serves as a guiding companion for anyone pursuing not just a satisfactory life but one suffused with meaning, purpose and genuine happiness. Its insights on mindfulness, relationships and personal growth provide a robust toolkit for navigating the intricacies of life while remaining aligned with one's core values and aspirations.

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SHORT-TERM INSURANCE

Defending the digital realm:

A guide to modern cybersecurity

By PPS Short-Term Insurance

In an era of unprecedented digitalisation, the world faces an ever-evolving threat – cybercrime. Online scams loom large as one of the most prevalent and pressing cyber threats, affecting individuals and organisations alike.

Banking and credit card fraud have emerged as significant concerns across regions. This form of cybercrime involves the theft of personal data and financial details, which malicious actors exploit to make illicit purchases, siphon funds or peddle on underground markets. The global shift to remote work, compounded by the COVID-19 pandemic, has further accelerated the cyberattack surge. Interpol reported that 2020 witnessed a staggering 238% rise in cyberattacks on online banking platforms.

Reports from various researchers indicate that the prevalence of cybercrime is rising globally. According to a report by cybersecurity company Surfshark, numerous countries, including South Africa, have experienced a surge in cybercrime incidents. South Africa, in particular, is ranked among the top countries worst affected by cybercrime, with a substantial number of victims per million internet users. This alarming trend underscores the urgency of bolstering cybersecurity measures to protect personal and professional digital lives.

In the realm of cybercrime, there is no one-size-fits-all approach. Each cyberattack presents unique challenges, demanding a multi-faceted strategy to mitigate risks. The foundations of sound cybersecurity practice rest upon four critical pillars, essential for protecting one's devices, digital identity and personal data.

Ensure password hygiene

Password credentials are prized targets for cybercriminals, serving as gateways to systems, accounts and sensitive information. Therefore, cultivating robust password hygiene is of utmost importance.

Password hygiene involves selecting, managing and maintaining strong passwords to shield accounts and systems from cyber threats. This encompasses:

- Crafting passwords that are neither obvious nor easily hackable.
- Employing unique passwords for each account.
- Resisting the temptation to write down or share passwords for the sake of convenience.
- Safeguarding personal passwords from prying eyes.

Neglecting password hygiene can open the door to various cyberattacks, including data breaches and account takeovers, with potentially dire consequences.

43

Safeguard remote work

Vigilance takes centre stage when working or communicating from locations beyond the familiar confines of home or office. Some guidelines include:

- Avoid Public Wi-Fi, as it is susceptible to compromise, exposing vulnerabilities that cybercriminals can exploit for information theft or malware installation.
- Use a virtual private network (VPN) when connecting to public Wi-Fi or unsecured networks.
- Always secure devices when not in use, ensuring a robust five-digit password, swipe pattern, fingerprint or facial recognition protects it.

Avoid social engineering

Social engineering employs psychological manipulation to deceive users into making security errors or divulging sensitive information. Staying vigilant is key:

- Refrain from opening e-mails and attachments from suspicious sources. Verify the authenticity of the sender's message through alternate means, such as phone calls or official service provider websites. Remember that e-mail addresses are frequently spoofed, even from seemingly trusted sources.
- User credentials are a prized target for attackers. Multifactor authentication enhances account protection in the event of a system compromise.
- If an offer appears too good to be true, exercise scepticism. A quick online search can often reveal the legitimacy of an offer.
- Ensure that antivirus and anti-malware software receive automatic updates or manually download the latest signatures daily. Regular system scans help detect and mitigate potential infections.

Secure software

The integrity of digital security hinges on the software foundation, encompassing operating systems and applications.

- Avoid free or pirated software, as they often harbour malware. Obtain well-known software directly from reputable sources.
- Install the latest patches and security updates for operating systems and applications. Ensure cybersecurity software remains up to date.
- In the event of cyberattacks that may result in file deletion and system disruption, create a comprehensive image backup of a system, encompassing the operating system, boot media and applications. Store this backup on an external drive.

Werner Bosman, CEO of PPS Short-Term Insurance, aptly observes, "The surge in cybercrime incidents in South Africa underscores the imperative for heightened cybersecurity measures. Helping our members keep their valuable information safe is our top priority. In response, we introduced CyberAssist, an innovative online chatbot, as an indispensable tool to strengthen our members' digital defences." In an era marked by heightened cyber threats, protecting your digital life isn't a mere option; it's an essential imperative.

Click here to visit the PPS Short-Term Insurance's website for more information.

PPS Short-Term Insurance Company is an insurer licensed to conduct non-life insurance business and an authorised FSP.

Days to note

November

25	Start of 16 Days of Activism for No Violence against Women and Children

December

1	World AIDS Day
15	Rugby World Cup Celebration Day
16	Day of Reconciliation
21	December Solstice
25	Christmas Day
26	Day of Goodwill
31	New Year's Eve

January

1	New Year's Day
2	Tweede Nuwe Jaar
15 - 19	World Economic Forum

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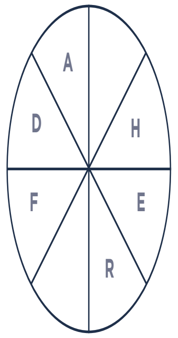
45

PRO-Quiz

Are you a "pro" when it comes to quizzes?

Challenge your brain with these five quizzes.

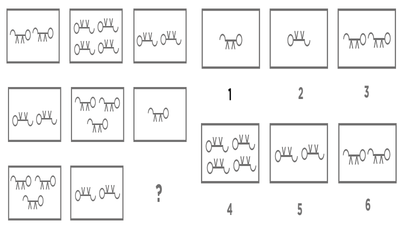
1. Insert the missing letters:



2. Insert the missing number:

   5 8 12
   7 12 18
   3 4 ??

3. Insert the missing figure:



4. Insert the word that completes the first word and begins the second:

   S P (...) NA

5. Find the odd man out:

   LEPCIN
   LIQUL
   HACKL
   SOWRM

Get in touch!

We would love to get to know you better - what you liked or loathed about *The Professional*; what you would like to read more or less about. Share your jokes, recipes, story ideas, podcasts, photographs and whatever tickles your fancy with us by e-mailing theprofessional@pps.co.za or tweeting and posting to our social media.

PRO-Quiz Answers:

1. O and E. (The word reads FOREHEAD in an anti-clockwise direction.)
2. 6. (To get the third number, add the other two numbers and take away one.)
3. 1. (Live dogs count +1, dead ones -1.)
4. ARE
5. WORMS (All the others are writing instruments: pencil, quill, chalk.)

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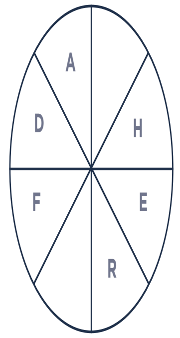

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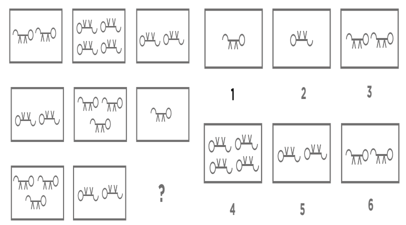

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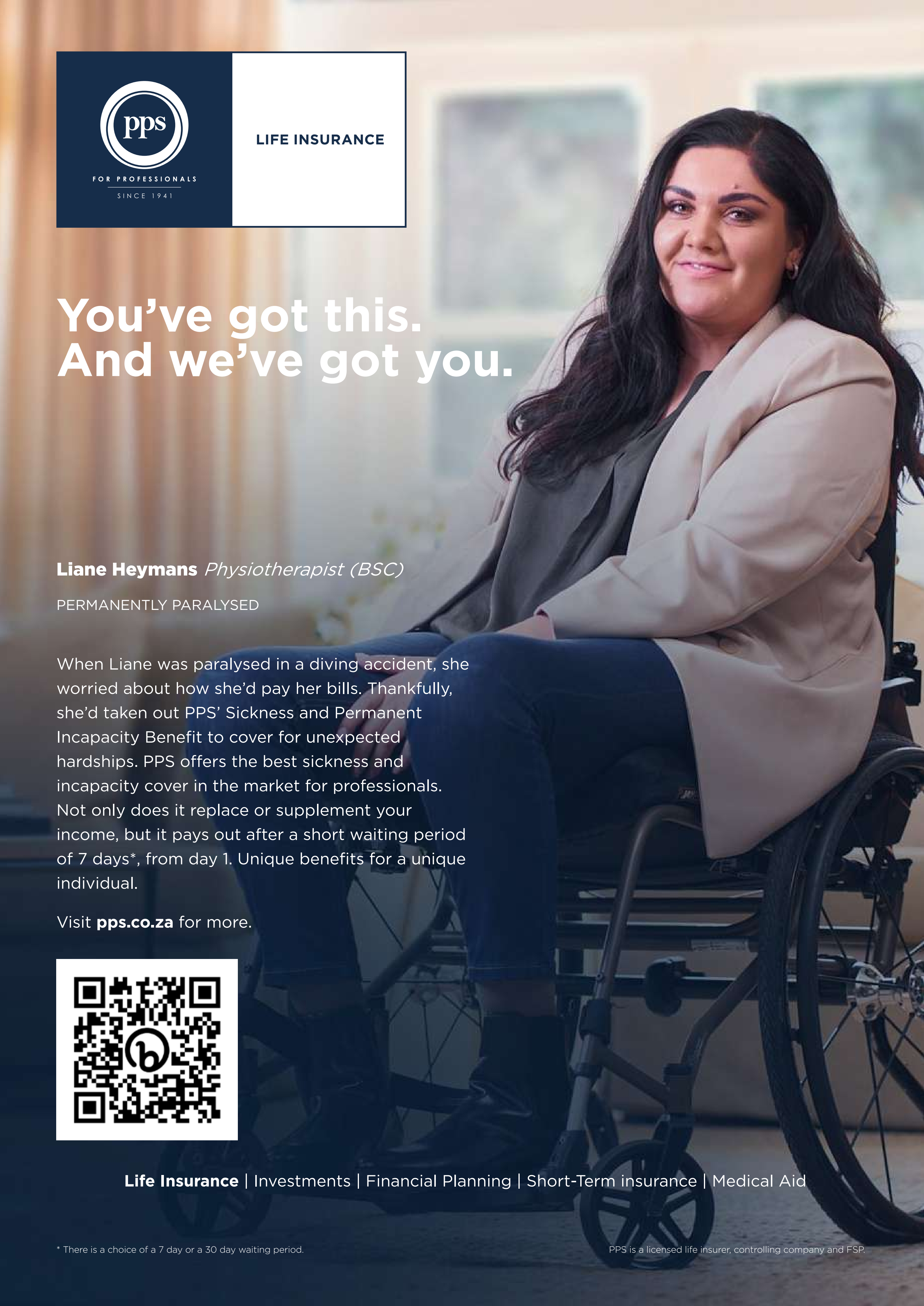
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