

## REPURCHASE (SALE OF SATRIX UNITS) APPLICATION FORM

FORM 2

To be completed by investors wanting to sell their SATRIX investments.

Please complete this application form and submit to the relevant contact centre. When emailing your documentation please ensure that the size limits of your attachments do not exceed 5MB. Should you have any queries, please contact the relevant Call Centre.

### Application Details

#### 1. INVESTOR DETAILS

SATRIX Investor Code: \_\_\_\_\_

Title: \_\_\_\_\_ First Names: \_\_\_\_\_

Surname / Legal Entity Name: \_\_\_\_\_

Identity No. / Passport No.: \_\_\_\_\_ Date of birth: 

D	D	M	M	Y	Y	Y	Y
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Residential Address/ Trading Address: \_\_\_\_\_ Postal Address: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_ Postal Code: \_\_\_\_\_ Postal Code: \_\_\_\_\_

Home Tel No.: \_\_\_\_\_ Office Tel. No.: \_\_\_\_\_

Fax No.: \_\_\_\_\_ Cellular No.: \_\_\_\_\_

E-mail Address: \_\_\_\_\_

#### 2. INVESTOR BANK DETAILS

*(This bank account must be in the name of the investor (or legal guardian in the case of a minor))*

Name of account holder: \_\_\_\_\_

Bank: \_\_\_\_\_

Account No.: \_\_\_\_\_ Account Type:  Cheque  Savings  Transmission

Branch Name: \_\_\_\_\_ Branch Code: \_\_\_\_\_

#### 2(a). WITHDRAWALS

- We are unable to make payments into third party accounts – unless in case of minor (note: if this application relates to tax free in the name of the minor, as per legislation, the minors banking details are required).
- If your withdrawal date occurs on a **non-business day**, you will receive the **next business day's** price.
- Proceeds may only be available in your bank account after the withdrawal instruction is processed – **5 working days** for ETF transactions.

**We will only make redemption payments into this bank account.**

**No funds may be withdrawn if the funds have not been cleared by the bank.**

#### 3. INVESTMENT DETAILS

##### 3(a) TAX FREE OR NON-TAX FREE

Is this application applicable to your tax free investment? Yes  No

Is this application applicable to your non-tax free investment? Yes  No

- **You can withdraw amounts from your tax free investments at any time.**
- **Transfer of any tax free investment between product providers will not be allowed until promulgated under the tax act.**
- **Withdrawals – in the case of a minor, the minor's bank details are to be recorded under Section 2 above.**
- **If this application is applicable to both tax free or non-tax free please specify the specific portfolio details below.**

**3(b). REPURCHASE DETAILS (FUND SELECTION)**

I hereby request the Administrator to repurchase (sell) units/securities from my account as follows:

Fund Name	Portfolio No.	or Rand Value	or Units	or %
1.				
2.				
3.				
4.				
5.				
6.				
7.				
8.				
9.				
10.				

Should we cancel all future debit order contributions?: Yes  No   
 Should we close your investment account?: Yes  No

**PLEASE NOTE TERMS AND CONDITIONS OF ETF FUNDS:**

- The administrator must receive from the participant by **11h00 – South African time – on a business day**, a written and signed repurchase form to sell, in order for a sale to be carried out the **following business day**.
- Should the remainder of the Securities fall below R1000.00, a full repurchase will be processed.
- Funds will be paid to the investor **5 working days** after the completed application form has been processed and traded.
- Payments may take **2-3 business days** to reflect in the investor’s bank account provided cut-off times have been met and all supporting documents received.
- There is a **40 day** holding period on SATRIX securities bought with the most recent debit order.
- No liability will be accepted for any delay in payment if the form was not completed in full and/or correctly or if there is any outstanding required documentation.
- Correct completion and signing of this form as well as attaching the supporting mandatory documents as required by FICA, will expedite the finalization of the transaction.
- No payments will be made to third parties. If the bank details differ from the details in the original New Business Application Form (Form1), please provide proof of new bank details. There may be a delay in the repurchase if such proof is not provided.
- The client must initial all amendments made to the Repurchase Form.
- If you are acting as a third party, proof of appointment (power of attorney, letter of executorship, guardian [if not parent]. etc.) must be provided.
- Companies, pension funds, clubs, etc. must attach a copy of the relevant minutes and signatures of authorised signatories.

**4. TERMS AND CONDITIONS**

**4.1 How we process your personal information**

- We collect personal information about you to offer you the best service. We will not share this information outside of the Sanlam Group, its associated groups or agents, without your explicit consent. In order to provide you with an effective service, we may be required to share this information with our administrators or agents who perform certain services for us (e.g. mail houses who post your statements on our behalf), members of the Sanlam Group, your financial adviser or broker, as well as with any regulatory bodies as the law requires. We may share your information with foreign regulatory bodies if required.
- Your information is used for administrative, operational, audit, marketing, research, legal and record keeping purposes. We will take all reasonable steps necessary to secure the integrity of any personal information which we hold about you and to safeguard it against unauthorized access. If you don’t consent to us using your personal information, there may be delays or some instructions might not be carried out. You can have access to your information at any time and ask us to correct any information we have in our possession. Please feel free to write to us to obtain a copy of this information. We keep relevant documents for a **period of five years or more** as required by the law. If you consent to us retaining your personal information for **periods of longer than five years**, we will restrict access to your information. It will only be processed for storage or for purposes of proof (with your consent).

**4.2 Unclaimed assets and how they affect you**

- As a member of the Association for Savings and Investment SA (ASISA), we follow ASISA’s Unclaimed Assets standard. An unclaimed asset in any investment on which there have been no transactions for **ten years**, or in the case of a deceased estate, **more than three years** have passed since we have received the notice of death. Our policy is to continue reinvesting all income distributions (interest) and redemption payments until the investment is sold, regardless of the time frame.
- According to ASISA’s Unclaimed Assets standard, we follow a process of tracing investors or beneficiaries on any unclaimed assets. Any reasonable administrative and costs incurred to trace the investor may be recovered from the value of the portfolio, thereby reducing the value of your investment. Tracing will cease where the value of the investment is less than R1000 and the costs of tracing exceeds the benefit of tracing. More information on the ASISA Standard on Unclaimed Assets and the processes is available on [www.asisa.org.za](http://www.asisa.org.za).
- Please note that to prevent your investment becoming an unclaimed asset, it is your responsibility to inform us of any change in your personal information.

#### 4.3 Update your personal details

It is your responsibility to keep us informed of any changes in your banking details, personal information or current identification information (e.g. change of address, change of surname and contact details). If any of your details have changed, please contact the Call Centre.

#### 4.4 Complaints procedure

We want to give you outstanding client service, but sometimes things go wrong. If you are dissatisfied with our service, or any of our products have disappointed you, we would like to hear about it. Please contact the Administrator on Tel: 0861 100 670, email: [satrix@aospartner.com](mailto:satrix@aospartner.com) and inform them of the complaint.

Should you fail to receive service from the Administrator that satisfies your complaint, you may wish to contact SATRIX Managers (RF) (Pty) Ltd directly: [complaints@satrix.co.za](mailto:complaints@satrix.co.za).

Your views are very important to us. When we receive your complaint, a competent team, specifically trained to handle and resolve complaints, will investigate it and try to resolve it **as soon as possible** in a fair manner. If the complaint has not been resolved to your satisfaction, you may refer it to the Sanlam Arbitrator. The Sanlam Arbitrator is an impartial person that settles disputes between dissatisfied clients and Sanlam.

#### Sanlam Arbitrator contact details:

Fax: +27 21 957-1786

Email: [arbitrator@sanlam.co.za](mailto:arbitrator@sanlam.co.za)

### 5. COMMUNICATION WITH SATRIX

Please send all communication (including quarterly statement) via:  Email  Post

**(Unless otherwise instructed, SATRIX will send statements via email)**

### 6. INVESTOR DECLARATION

**(This declaration must be signed by all investors)**

- I warrant that I have the power and authority and am legally competent to enter into and conclude this transaction, with the necessary assistance where such assistance is a legal requirement.
- I am aware that this product offers no cooling-off rights.
- I understand that this application is subject to the SATRIX Scheme's Supplemental Deed (the Deed) and that this application, read with the Deed, constitutes the entire agreement between SATRIX and myself.
- I am aware of and consent to all costs relating to the investment. I know that the cost of buying/selling units may include an initial charge plus VAT and that there are no guarantees with regard to my capital. I acknowledge that there are further allowable deductions from the fund (e.g. an annual service fee) that impact on the value of my investment.
- I confirm that I understand the risk profile of the investment and that it is my obligation to familiarise myself with and accept the risks associated with this investment.
- I confirm that it is my responsibility to inform SATRIX of any changes in current identification information provided (e.g. change of address, change of surname or contact particulars).
- I confirm that it is my responsibility to assure receipt of any instruction to AOS via fax, e-mail or post.
- I have read and understood the contents of this application form and agree to be bound by the terms and conditions (refer to Annexure (A)).
- I confirm that I have received adequate information from my financial advisor or from SATRIX before completing this application form.
- I have read and understood the relevant Minimum Disclosure Documents (MDD) - Investment Objectives, Information on NAV, Charges, Risk Factors and Income Accruals.

Signed at \_\_\_\_\_

**Signature of Investor** (or duly authorised person/s for minor investors)

**Signature of Contact Person or Legal Guardian** (if Section 2 or 3 of this application is applicable)

**Date** (ccyy-mm-dd)

**Date** (ccyy-mm-dd)

**DISCLAIMER**

Satrix Managers (RF) (Pty) Ltd (Satrix) is an authorised Financial Services Provider (FSP No. 15658) and a registered and approved manager of Collective Investment Schemes (CIS) in terms of the Collective Investment Schemes Control Act, 45 of 2002. Satrix is the manager of the Satrix Unit Trust Scheme and the Satrix Collective Investment Scheme in securities. The Satrix Collective Investment Scheme in securities (SATRIZ securities), while registered as CIS, are listed on the JSE Limited, trade at JSE ruling prices via any stockbroker or trading platform, and will incur trading and settlement costs. The price at which participatory interests trades on an exchange may differ from the price at which the manager repurchases participatory interests. As with all stock exchange investments, the market price of SATRIZ securities will fluctuate according to market conditions, general sentiment and other factors. Past performance is not necessarily a guide to future performance nor does the Manager provide any guarantee with respect to the capital invested, nor the return of a portfolio. Collective Investment Schemes in Securities (CIS) are generally medium to long term investments. Additional information regarding the Satrix product portfolio's, brochures, application forms, schedule of fees, charges and commissions, annual and quarterly reports, can be obtained from the Manager. Should the user of this document seek financial, tax, legal, and/or accounting advice, the user should obtain his/her own independent advice.

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