

Unit Trusts Transfer Form

By completing this form, you are applying to transfer ownership of your unit trust investment to another person or legal entity (called a 'beneficiary').

Submit the completed form to:

E-mail UTinstructions@satrixsupport.co.za

If you have any questions, contact us at:

Tel 0860 111 401

E-mail unittrusts@satrix.co.za

Important Information

- Please read all the information in this form carefully, including the terms and conditions in section 5, and ensure you understand it.
- This form will be used to process your transfer instruction only. Should you wish to change your personal information or your regular contribution(s), you will need to complete an **Investor Details Update form**, available on www.satrix.co.za.
- We will only proceed with transfer instructions once the form has been completed, dated and signed by the investor and / or authorised signatories and we have received all the necessary **Financial Intelligence Centre Act 38 of 2001 (FICA)** requirements.
- Transfers for deceased investors must be completed and signed by the executor(s) of the deceased investor's estate.
- Other transfers must be completed and signed by the individual making the transfer (the investor) as well as the entity that the units are being transferred to (the beneficiary).
- Please initial the bottom of each page as well as any changes made on this form.
- Any writing / instruction outside of the allocated fields will not be processed.

1. Investor details (all fields are compulsory)

Investor code: _____

Title: _____

Surname / registered name of legal entity: _____

Full name(s): _____

Identity number / Passport number / Registration number: _____

Contact telephone number: _____ E-mail address: _____

Please note: If you have provided different contact details on this form to what we currently have on our records, your details will not be updated until we receive a completed **Investor Details Update Form**, available on www.satrix.co.za

2. Transfer options

If the beneficiary of the account is not an existing investor, this person or entity must complete a **Unit Trust Application form for new investors** (available at www.satrix.co.za) and submit it with this form. Standard rules and FICA requirement checks will apply.

Transfers to spouses (only to be completed if transfer is from a deceased estate):

If yes, please supply a copy of the marriage certificate.

Yes

No

Please select either Rand or units or all units: (if no class is specified, it will be allocated to a default class)

From:

Unit trust fund and class: _____ Total amount (R) _____ **OR** Units _____ **OR** All units

To:

Beneficiary / entity name _____ Investor code (if existing client): _____

2

From:

Unit trust fund and class: _____ Total amount (R) _____ **OR** Units _____ **OR** All units

To:

Beneficiary / entity name _____ Investor code (if existing client): _____

3

From:

Unit trust fund and class: _____ Total amount (R) _____ **OR** Units _____ **OR** All units

To:

Beneficiary / entity name _____ Investor code (if existing client): _____

4

From:

Unit trust fund and class: _____ Total amount (R) _____ **OR** Units _____ **OR** All units

To:

Beneficiary / entity name _____ Investor code (if existing client): _____

3. Change existing debit order instruction (only if applicable)

(Please select the applicable option) (indicate with an 'X')

- Regular debit order to continue on existing fund(s)?
- Cancel my existing debit order(s)?

Please note: if you would like to change your existing regular debit order instruction or submit a new request, you will need to complete an **Investor Details Update form**, available from www.satrix.co.za

We will change the debit order on the soonest available business day.

4. Terms and Conditions

Sanlam Group is a full member of the Association for Savings & Investment SA (ASISA).

4.1 About unit trusts

- When you invest in a unit trust (also called a collective investment scheme), your money is pooled with the money of other investors. This pool of money is used to buy a portfolio of assets, such as shares (equities), bonds or listed property. As an investor, the value of the units you own is calculated by taking the number of units you own and multiplying them by the latest ruling price per unit. Forward pricing is used. Details of what each fund invests in, as well as its risk profile, are specified in the Minimum Disclosure Documents (fund fact sheets).

- The price per unit (excluding money-market type funds) goes up and down according to the value of the underlying assets in the relevant portfolio. Neither your capital nor the return of your investment is guaranteed for any unit trust fund investment. For information on unit trusts and how they work, along with our full range of funds and the relevant Minimum Disclosure Documents (fund fact sheets), please visit our website at www.satrix.co.za or alternatively you can call us on **0860 111 401**.
- Unit trusts are generally medium to long-term investments. Past performance is not necessarily a guide to future performance. Unit trusts are traded at ruling prices and may engage in borrowing and scrip lending. Unit trust prices are calculated on a net asset value basis, which is the total value of all assets in the portfolio, including any income accrual, less any permissible deductions from the portfolio and divided by the units in the portfolio.
- A fund of funds is a portfolio that invests in portfolios of collective investment schemes, which levy their own charges. This could result in a higher fee structure for the fund of funds.
- A feeder fund is a portfolio that, apart from assets in liquid form, consists solely of participatory interests in a single portfolio of a collective investment scheme, which also levies its own charges, which could result in a higher fee structure.
- Portfolios that invest in international investments, or investments in foreign securities, could be accompanied by additional risks as well as potential limitations on the availability of market information.

4.2 Fees and charges

- A schedule of fees and charges and maximum commissions is available from the Minimum Disclosure Documents (fund fact sheets):
 - The following charges are levied against the portfolio: brokerage, auditors' fees, service fees, applicable taxes, custodian fees, bank charges and trustees' fees.
 - These fees are charged to the client: Satrix manager's fees as well as broker advice fees.
- Commission and incentives may be paid and if so, will be included in the overall costs. The fund manager may borrow up to 10% of the portfolio to bridge insufficient liquidity.
- Monthly debit orders will automatically be cancelled if funds are returned from the bank after 3 consecutive occasions. If a debit order or direct debit is returned by the bank due to insufficient funds being available or for any other reason, the units purchased for that transaction will be reversed (at no cost to the client) and the client's unit trust account will be debited with the units allocated.
- The client will be liable for any bank charges incurred as a result of a direct debit or monthly debit order being rejected by the bank.

4.3 Transaction cut-off time

- Please make sure you send us your completed instruction (including supporting documents) before the transaction cut-off time. The SA business day transaction cut-off time for our funds is 15:00.
- We can only process your switch instructions once we have received the correct and accurately completed form and the required supporting documents. If an instruction is issued incorrectly, is unclear, incomplete, or if the supporting documents are not received by the cut-off time, the processing of the transaction will be delayed. Any loss will be for the investors' account.
- Your transaction will be priced using the ruling price of the fund for the day the transaction is processed i.e. the day we receive all of the required information. Any loss will be for the investor's account.
- If a debit order collection date falls on a non-business day, we will collect it on the first available business day thereafter.

4.4 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 is any unit trust 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 unit trust 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. Tracing will cease where the value of the unit trust 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 or from our client service centre on 0860 111 401.
- 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.

4.5 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, you will need to complete an **Investor Details Update form** available from www.satrix.co.za

4.6 Making changes to your investment

Unit trusts are a flexible investment option, which means that you can make changes to your investment as your personal circumstances change. This means you can change your fund selection, sell some or all of your units, and make additional investments. As changes to your investment could impact your original investment goals, please speak to your financial adviser or broker.

4.7 Complaints

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 get in touch:

- Telephone: 0860 111 401
- Email: **complaints@satrx.co.za**
- Complete a complaint form online at **www.satrx.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 Satrix.

Sanlam Arbitrator contact details:

Fax: +27 21 957-1786
Email: arbitrator@sanlam.co.za

4.8 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 5 years, we will restrict access to your information. It will only be processed for storage or for purposes of proof (with your consent).

Signature of investor

Signature of investor: _____ Date: _____ (ddmmccyy)

OR

Authorised signatory/(ies) acting on behalf of the investor

(e.g. parents / guardians of a minor, and all persons authorised to act on behalf of the investor)

Title: _____
Capacity: _____
Surname: _____
Full name(s): _____
ID or passport number: _____
Contact telephone number: _____ E-mail address: _____

Signature of authorised signatory/(ies): _____ Date: _____ (ddmmccyy)

Broker / Sanlam financial adviser details (if applicable)

Surname: _____
Full name(s): _____ Code: _____
Contact telephone: _____ E-mail address: _____

Important information

SATRIX is an authorised financial services provider (FSP No. 15658) and a registered and approved Manager in Collective Investment Schemes in Securities. Collective investment schemes are generally medium- to long-term investments. Past performance is not necessarily a guide to future performance, and that the value of investments / units / unit trusts may go down as well as up. A schedule of fees and charges and maximum commissions is available from the Manager on request. Collective investments are traded at ruling prices and can engage in borrowing and scrip lending. The Manager does not provide any guarantee either with respect to the capital or the return of a portfolio. The manager has the right to close the portfolio to new investors in order to manage it more efficiently in accordance with its mandate.