

## Unit Trusts Sell Instruction Form

To withdraw money from your investment, you need to sell your units. You can sell all or some of your units, depending on how much money you need. We will pay you the net asset value (NAV) price per unit (i.e. the ruling price) for the fund on the day that all of the requirements are met.

Please send the completed form to [UTinstructions@satrixsupport.co.za](mailto:UTinstructions@satrixsupport.co.za)

If you have any questions, contact us on 0860 111 401 or email [unittrusts@satrix.co.za](mailto:unittrusts@satrix.co.za)

### Important Information

- Please read all the information in this form carefully, including the important notes and terms and conditions in Annexure A, and ensure you understand it.
- This form will be used to process your sell instruction only. Should you wish to change your personal information or your regular contribution you will need to complete an **Investor Details Update form**, available on [www.satrix.co.za](http://www.satrix.co.za)
- This instruction will only be processed once the form has been completed, dated and signed by the investor and / or authorised signatories and we have received all the necessary supporting documents. This includes your verified **bank account details and Financial Intelligence Centre Act 38 of 2001 (FICA)**, requirements.
- 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: \_\_\_\_\_

### 2. Withdrawal options

Name of fund to be withdrawn: \_\_\_\_\_ Class: \_\_\_\_\_ **1**

☐ All units **or** Amount (R): \_\_\_\_\_ **or** Number of units: \_\_\_\_\_

Cancel my debit order ☐ Yes ☐ No

Name of fund to be withdrawn: \_\_\_\_\_ Class: \_\_\_\_\_ **2**

☐ All units **or** Amount (R): \_\_\_\_\_ **or** Number of units: \_\_\_\_\_

Cancel my debit order ☐ Yes ☐ No

Name of fund to be withdrawn: \_\_\_\_\_ Class: \_\_\_\_\_ **3**  
☐ All units **or** Amount (R): \_\_\_\_\_ **or** Number of units: \_\_\_\_\_  
Cancel my debit order ☐ Yes ☐ No

Name of fund to be withdrawn: \_\_\_\_\_ Class: \_\_\_\_\_ **4**  
☐ All units **or** Amount (R): \_\_\_\_\_ **or** Number of units: \_\_\_\_\_  
Cancel my debit order ☐ Yes ☐ No

### 3. Banking details

- We will only make payments into the bank account of the registered investor. We do not make payments into third party bank accounts or credit cards, bond or money market accounts.
- Payments will be made via EFT and no payment will be made by cheque.

Name of account holder: \_\_\_\_\_ ID number / Passport number: \_\_\_\_\_  
Date of birth of bank account holder: \_\_\_\_\_ (ddmmccyy) Passport expiry date: \_\_\_\_\_ (ddmmccyy)  
(if applicable)  
Bank name: \_\_\_\_\_  
Bank account number: \_\_\_\_\_  
Branch name: \_\_\_\_\_  
**Type of account:**  
☐ Current ☐ Savings ☐ Transmission  
Branch code (6 digit): \_\_\_\_\_

### 4. Investor declaration

- I / We confirm that I / we have read and understood the important notes and terms and conditions in Annexure A.
- I / We confirm that I / we have the authority and am / are legally competent to enter into and conclude this transaction, with the necessary legal assistance when it is required. The legal guardian must sign the instruction on behalf of a minor (if applicable).

**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 number / Passport number: \_\_\_\_\_  
Contact telephone number: \_\_\_\_\_ E-mail address: \_\_\_\_\_

**Signature of authorised signatory / (ies):** \_\_\_\_\_  
**Date:** \_\_\_\_\_ (ddmmccyy)

**Signature of authorised signatory / (ies):** \_\_\_\_\_  
**Date:** \_\_\_\_\_ (ddmmccyy)

**Broker / Sanlam financial adviser details** (if applicable)

Surname: \_\_\_\_\_ Code: \_\_\_\_\_

Full name(s): \_\_\_\_\_ ID number: \_\_\_\_\_

Contact telephone number: \_\_\_\_\_ E-mail address: \_\_\_\_\_

## Annexure A

### Important notes and Terms and Conditions

Please read all the information in this annexure carefully and ensure you understand it. The Annexure A section does not have to be returned with your sell instruction form.

#### Important notes

- Accurate information ensures prompt payment from us. If the bank details you give us are not valid and we could not contact you successfully, any returned money will be automatically reinvested.
- If your bank details have changed, you will need to include a cancelled cheque or recent bank statement that includes a bank logo and date stamp (not older than 3 months).
- If you are acting on behalf of the investor, please provide us with proof of authority to act (letter of appointment, letter of executorship or letter of guardianship if not a parent). In the case of a company, pension fund, club etc. Minutes of the meeting or resolution and signatures of all signatories will need to be submitted.
- No funds may be withdrawn if the funds have not been cleared by your bankers (for lump sum investments and once-off debit orders this will take 15 (fifteen) calendar days, and 28 (twenty-eight) calendar days for recurring debit orders). You will need to include confirmation from your banker that the payment will not be reversed. If no confirmation is attached with this form, payment will only be made once the waiting period has been lifted.
- If you are selling your units, your debit order will not be cancelled unless we receive a clear instruction to do so. However, should the existing debit order(s) not meet the required fund minimum(s), the debit order(s) will automatically be cancelled.
- The sale of units may trigger Capital Gains Tax (CGT) and you may be liable for taxes. We will issue a Capital Gains Tax certificate at the end of the tax year.
- If no active recurring monthly contribution on a fund and a sell instruction is received, all units will be sold if the amount remaining after the sell is less than the required fund minimum for the specific fund.

#### Expected processing times

You can expect the money to reflect in your bank account within 2 to 3 working days (unless otherwise contracted on an individual basis). This depends on whether the pricing time of your fund/s is morning or evening priced, and provided the cut-off times have been met and all supporting documents received.

#### Terms and conditions

##### Transaction cut-off times

- 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 times for our funds are:
  - 13:00 for money market funds and,
  - 15:00 for all other funds.

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.

#### Ownership, information security and instructions

- The legal owner of the investment is the person in whose name the investment is registered, regardless of who the payer is. If the legal owner is a minor, we will only accept instructions from their legal guardian. We will only release information to, and act on instructions from, the investor, the authorised signatory or the appointed financial intermediary.
- We can only process your instructions once we have received the correct and accurately completed form and 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 transaction may be delayed. Any loss will be for the investors' account.
- We permit ringfencing for large withdrawals in terms of Notice 573 of the Collective Investment Schemes Control Act. Ringfencing is the separation of assets and the delayed sale of units in a unit trust fund, in the event of a large sale of units within the fund, subject to certain conditions. This ensures that the sale of a large number of units will not force us to sell the underlying investments at a price in the market which could have a negative impact on other investors. We may delay paying the proceeds of the sale of units. If your sell instruction is affected by this ringfencing, the payment and the value of your withdrawal could be impacted. In the event of this, we will contact you to discuss the process, where applicable.

## 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 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 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 process is available on [www.asisa.org.za](http://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 an change in your personal information.

## Complaints

We want to give you outstanding client service. If you are dissatisfied with our service, please contact us at:

- Telephone: 0860 111 401
- Email: [complaints@satrix.com](mailto:complaints@satrix.com)
- Complete a complaint form online at [www.satrix.co.za](http://www.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.

## 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 unauthorised 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).

## Important information

SATRIX Managers (RF) (Pty) Ltd 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.