

COLLECTIVE INVESTMENT SCHEMES – INFORMATION DOCUMENT

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1. Definitions

1.1. Business Day:

A business day is any other day than a Saturday, Sunday or South African public holiday. In this document, “day” and “business day” have the same meaning. We only operate on business days.

1.2. Collective Investment Schemes (CIS Portfolio / Portfolio)

This is an arrangement that enables investors to pool their money and have it professionally managed and invested in a range of underlying assets. The underlying assets of a portfolio vary depending on its investment objective. The Investment Mandate of a Portfolio determines the selected assets. In this document, the terms “CIS Portfolio(s)” and “Portfolio(s)” shall be used interchangeably. Portfolios available for investment purposes can be found on the latest Portfolio List available on our website or from your Financial Advisor.

1.3. Collective Investment Schemes Management Company (Manager/We):

A registered manager of Collective Investment Schemes (or “CIS”) in terms of the Collective Investment Schemes Control Act.

1.4. Common Reporting Standards (CRS)

CRS, developed by the Organization for Economic Cooperation and Development (OECD), is a global reporting standard for the automatic exchange of information (AEOI). The goal of CRS is to allow tax authorities to obtain a clearer understanding of financial assets held abroad by their residents, for tax purposes.

1.5. Foreign Account Tax Compliance Act (FATCA)

FATCA promotes cross border tax compliance by implementing an international standard for the automatic exchange of information related to US taxpayers. FATCA regulations require tax authorities to obtain detailed account information for US taxpayers on an annual basis. FATCA is intended to increase transparency for the Internal Revenue Service (IRS) with respect to US persons that may be investing and earning income through non-US institutions. While the primary goal is to gain information about US persons, FATCA imposes tax withholding where the applicable documentation and reporting requirements are not met.

1.6. Financial Advisor

A representative of an authorised FSP, who is duly authorised to provide financial services to investors in the form of advice and/or intermediary services and has been appointed in such capacity by the Investor.

1.7. Financial Services Provider (FSP)

The entity is authorised by the FSCA to provide advice and/or intermediary services.

1.8. Investment Account Numbers

An investor will receive a unique investment number when investing.

1.9. Investment Manager

An approved FSP in terms of the Financial Advisory and Intermediary Services Act 37 of 2002 (“FAIS”), acting as the investment manager for one or more Portfolios.

1.10. Investment Mandate

A document describing the main characteristics, objectives and investment limits of a CIS Portfolio.

1.11. Investor (You)

The individual that invests in the CIS Portfolio(s).

1.12. Investor Account

An investor account held at a financial facility for the purpose of your investment.

1.13. Minimum Disclosure Document (MDD)

A document containing key information pertaining to a CIS Portfolio.

1.14. On-line Transactional Platform(s)

An online service or software (operating system) through which Financial Advisors and/or investors can view their current investment balances.

1.15. Tax-Free Savings Account

To encourage a culture of personal savings, Government has for the first time introduced tax-free savings accounts for local individuals only. This means that all the investment returns are completely tax-free when you use these products to save. You will not pay any Capital Gains Tax (CGT) or tax on interest and dividends earned, provided you don't exceed the legislated limits.

1.16. Participatory Interest in a CIS Portfolio

A Portfolio of a Collective Investment Scheme is divided into equal parts, also referred to as “units”. Each unit represents a direct proportionate interest in every underlying asset of the Portfolio. The number of units in your Investment Account depends on how much money you contribute and what the unit price is when the units are bought.

1.17. Portfolio Supplement(s)

An addendum to this document containing relevant information pertaining to your elected Portfolio type.

1.18. Trustee

A trustee (sometimes also referred to as a “custodian”) appointed by the Manager to fulfil the duties required in terms of the Collective investment Schemes Control Act.

2. Parties involved in this investment agreement

There are different legal entities that are party to this investment agreement. These are:

- The Investor(you)
- The Manager (We)
- The Trustee

3. Which documents and information will you need to provide and/or reference with respect to your investment?

(Includes digital submission via any on-line transactional platform(s))

- Your initial application form
- MDD
- Product Information Guide
- Portfolio Supplement(s)
- Verified /certified FICA documentation
- Your proof of banking details not older than 3 months
- Proof of deposit of funds/transfer to the nominated bank account
- Confirmation of tax registration number (SARS)
- If you have a representative acting on your behalf, the following documentation must be provided:
 - Proof of authority to act on your behalf
 - Verified FICA documentation for the representative acting on your behalf.
- If the investment is in the name of a legal entity, the following additional documentation must be provided:
 - Proof of authority
 - A resolution signed by all authorised signatories.
- CRS Self Certification Document (where and if applicable)

4. What must you do?

All instructions which are sent to us (including digital submissions via any on-line transactional platform(s)) need to be in the prescribed format.

All instructions are subject to:

- The requirements of the Manager and applicable legislation at the time of the transaction
- The availability of the selected Portfolio(s)
- Processing requirements (this includes cut-off times and processing times)
- Minimum investment amounts specified by the Manager, applicable at the time of the transaction.

We may suspend, delay or reject your instruction should all requirements not be met.

4.1. Provide accurate information

You must ensure that all the information, instructions and supporting documentation that we receive from you is true and accurate.

4.2. Use our instruction forms

All the instructions which you submit to us must be completed on our latest forms (or on-line in the case of any on-line transactional platform(s)). All our forms and supporting documents are available on our website, your chosen on-line transactional platform(s) or from your appointed Financial Advisor.

4.3. Make informed financial decisions

Should you require financial advice, it is your responsibility to appoint a Financial Advisor and to negotiate the fees payable to him/her.

The Manager and the Investment Manager do not provide financial advice.

We may only give you information concerning our investment products. We may not give you advice on whether any of the investment products we offer is suitable for your risk profile and investment needs.

4.4. Appoint or change your Financial Advisor

You may appoint, change or remove your Financial Advisor at any stage by sending us an instruction. We shall inform your Financial Advisor of the change. No further fees will be paid to a Financial Advisor after you have changed or removed him/her.

Your appointed Financial Advisor must at all times be contracted with us and must be licensed correctly in terms of FAIS.

Online Transactional platforms are only available to direct investors.

4.5. Make contributions

The following contributions are allowed:

- Initial lump sum
- Additional lump sum
- Recurring monthly contributions via debit order.

We do not accept cash contributions. No Foreign currency contributions will be accepted. The initial lump sum and additional lump sum may only be made via the following payment methods:

- Electronic transfer
- Cheque deposits.

4.6. Select your Portfolio(s)

You need to select one or more Portfolios that suit your risk profile and investment needs.

Based on the discretion of the Manager, certain investment Portfolios may not be available at the time of your investment.

4.7. Monitor your investment

You must monitor your investment regularly. The reasons you invested or the financial situation you find yourself in may change. It is therefore important to ensure that your investment continues to evolve to meet your financial needs.

4.8. Understand what the implications are of replacing an existing financial product with this investment

If this investment is a replacement (in whole or in part) of another existing financial product you own, you must make sure you understand the actual, possible implications, costs and consequences of the replacement. You will need to perform and assess the comparative Effective Annual Costs (EAC) of the transfer.

4.9. Phase your investment into your selected Portfolio(s)

A lump sum investment (initial or additional contribution) can be invested in an approved daily valued/traded Portfolio. This lump sum can then be phased in to one or more of our Portfolio(s) by means of a fixed instalment over a 3, 6 or 12 month term and is raised on the 15th day of each month. Phasing in is not applicable for debit order contributions.

This option may be subject to the minimums applicable at the time of the transaction and may (in certain cases) not be offered via your on-line transactional platform(s).

Please refer to the relevant Portfolio Supplement(s) for any Portfolio specific restrictions with regards to phase-in instructions.

4.10. Manage your maximum investment limits for Tax Free Savings

Contributions to any Tax Free Savings Account (in total across providers), may not exceed R33 000 per tax year (1 March—End February), and R500 000 over a lifetime. Contributions exceeding these limits will be taxed at 40%, in your hands.

4.11. Payment of Interest and Dividend Withholding Tax

SARS requires us to pay over withholding tax on your behalf where applicable. The method of deduction is detailed within the Portfolio Supplement(s).

The Dividend Withholdings Tax rate for South African residents/entities is calculated at the prevailing tax rate at the time of declaration.

You may qualify for an exemption from South African dividends withholdings tax. Should this be applicable to you, please complete the relevant exemption form. The Interest Withholding tax rate for Foreign Investors is calculated at the prevailing tax rate at the time of declaration.

Distributions from a Real Estate Investment Trust (REIT) are regarded as taxable local dividends (for foreign investors) and as income (for local investors).

Investments into the Tax Free Savings Account will be exempt from the above mentioned withholding taxes.

4.12. Income distributions

CIS Portfolios may earn interest and dividends from the underlying assets. This is declared as an income distribution if the interest and dividends exceed the CIS Portfolio's total expenses. If the total expenses are more than the income earned, the CIS Portfolio will not make a distribution.

The distribution can be monthly, quarterly, bi-annually or annually depending on the CIS Portfolio you have selected.

Please refer to the relevant Portfolio Supplement(s) for any Portfolio specific information with regards to income distributions.

4.13. Switch between Portfolios

You may switch between Portfolios. A switch entails a sale of units from one Portfolio and a purchase of units into another Portfolio. A switch between Portfolios other than between classes of the same Portfolio, will generate a capital gain or loss for Capital Gains Tax (CGT) purposes - except in the instance of a Tax Free Savings Account.

In order for the switch to be processed, a Switch Instruction Form (or digital instruction in the case of any on-line transactional platform) must be fully completed and submitted to us.

4.14. Withdraw some or all of your investment

You may withdraw some or all of your investments at any time by submitting a completed Redemption Form or digital instruction in the

case of any on-line transactional platform to us. No funds or portion thereof may be withdrawn if the funds in respect of investments and debit orders have not been cleared (debit orders can only be disinvested after 45 days and cheque deposits after 10 days).

You may also schedule a regular redemption payment from selected Portfolios. The payment frequency is either monthly, quarterly, bi-annually or annually. Regular redemptions are paid on the 24th of the month. The regular redemption minimum amount is R500 per Portfolio. Regular withdrawals are permitted from Portfolios that aren't traded daily.

No third party payments of redemption benefits are allowed. This is particularly important to note if you are opening this investment on behalf of a minor, as redemption proceeds will only be made into a bank account in the name of the minor.

Payment of the redemption benefits will only be made should we receive proof of banking details in the name of the Investor (in the form of a cancelled cheque or a bank statement not older than 3 months).

When you redeem part or all of your investment or choose a recurring redemption, you will be subject to Capital Gains Tax (CGT) - except in the instance of a Tax Free Savings Account.

In the instance of a Tax Free Savings Account, once you withdraw your investment, you cannot replace it with a new contribution. For example, if you contribute R33 000 this tax year, and then withdraw some of you savings, all further contributions will be taxable.

4.15. Transfer of ownership

With the exception of a Tax Free Savings Account, you may transfer some or all of your investment to another individual or legal entity. The relevant transfer instruction form/s must be completed by you and the transferee. The Minimum investment amounts will apply.

When you transfer some or all of your investment you may be subject to Capital Gains Tax - except in the instance of a Tax Free Savings Account.

4.16. Report Errors

You have 14 days after the receipt of the transaction confirmation and/or Investor statement to report any errors to us.

4.17. Cede Units

You may cede some or all of your units in your investment as security. You will be responsible for managing the cession.

4.18. Vote in a ballot if a change is proposed to a Portfolio

Before any changes can be made to a Portfolio in which you are invested, we may request that you vote in a ballot about the proposed change. For example, a ballot would be required as a result of a change in the investment mandate.

4.19. Respond to requests for information

We may request information from you from time to time to comply with legislation and to manage your investment efficiently. You must respond to our requests within the time periods provided.

4.20. Changes in bank or contact details

It is imperative that you inform us of any changes in your bank or contact details, including your postal address, email address and Residential address (all supporting documentation where applicable must be provided).

5. What we do for you?

5.1. Act with honesty and integrity

We will act with due care, diligence, honesty, fairness and integrity in all our dealings with you.

5.2. Identify you and confirm your identity

We are an accountable institution in terms of the anti-money laundering legislation and must therefore comply with the Financial Intelligence Centre Act (FICA) requirements.

We will take reasonable steps to verify your identity (and the person/s acting on your behalf), your normal or temporary address, source of wealth and funds before a transaction is entered into or a business relationship is concluded with you. This is referred to as "Know your Customer" (KYC).

We use the information that you complete in your initial application form and any information you submit electronically via your chosen on-line transactional platform to identify you. A list of the supporting documentation required is included in each application form, or when you transact via your chosen on-line transactional platform.

We may request from time to time that you provide us with additional documents as well as proof of information you have provided previously in order to confirm your details have not changed.

We reserve the right to request any additional evidence to identify the source of this investment. In so doing, we will confirm whether the monies deposited in the investment account were obtained from legitimate sources. When providing the afore mentioned evidence, you will be required to comply with the prevailing legislation including, but not limited to anti-money laundering and income tax legislation.

5.3. Accept, suspend, delay or reject your instructions

We may accept, suspend, delay or reject your application or any subsequent instructions. A transaction may also be reversed if we believe the circumstances substantiate it.

5.4. Process instructions received by you

We are responsible for processing your instructions and we will only do so once all supporting documentation has been received and all requirements have been met.

Please refer to the relevant Portfolio Supplement(s) for the applicable timelines.

Please note that payments of redemptions may take longer to reflect in your bank account, even though it already reflects on your Investor Statement.

5.5. Recurring redemptions

Regular redemption payments are paid on the 24th day of the month. We must receive the instruction to withdraw by the 20th day of the month to be effected that month. If the instruction is received after the cut-off date, the instruction will only be processed for the following month's payment date. Please refer to the relevant Portfolio Supplement(s) for any Portfolio specific restrictions with regards to regular withdrawals.

5.6. Phase-ins

Phase-ins are processed on the 15th day of each month. If the 15th is not a business day it will take place on the next business day. We need to receive the instruction by 14:00 five days before the scheduled phase-in day. Any instructions received after the cut-off date will be processed the following month. Please refer to the relevant Portfolio Supplement(s) for any Portfolio specific restrictions with regards to Phase-in instructions.

5.7. Allocate bank interest earned

All investments received are processed immediately on condition that all required investment documentation is received at the time of the payment into the Manager's bank account. Interest claims on unallocated deposits will be individually assessed depending on the nature of the delay and will be processed at the discretion of the Manager.

5.8. Contributions made via debit order

You may select to contribute via a debit order on the 1st or the 25th of each month. New debit orders must be received by the 10th day of month to be effective the 25th of the month and the 20th day of the month to be effective on the 1st working day of the following month.

We shall, at our discretion, pay or collect any amount (provided you owe any amounts to us) through the Automated Clearing Bureau, by means of Electronic Funds Transfer ("EFT") or through direct debit or credit notes addressed to your bankers. Any amounts paid to us using these methods will be viewed as "received" on the date that the debit order, cheque or EFT payment has been credited to our account by our bankers.

5.9. Transfer of an existing Tax Free Savings from another Product Provider to the Tax Free Savings product

Your investment may be transferred from another Product Provider. This instruction may be processed in the form of a transfer of Portfolio units if you are investing into the same Portfolios in which you are currently invested and the unit transfer is permitted by the transferring Product Provider.

5.10. Transferring your Tax Free Savings to another Product Provider

You may transfer your Tax Free Savings to another Product Provider. This instruction may be processed in the form of a transfer of Portfolio units if you are investing into the same Portfolios in which you are currently invested in and the unit transfer is permitted by the Product Provider to which you are transferring.

5.11. Processing order of multiple instructions involving the same Portfolio

If we receive an instruction while another instruction is in progress, the second instruction may be delayed until such time that the first instruction is complete.

5.12. Process payments from your investments

When a redemption is processed from your Portfolio(s) the proceeds will be paid into your bank account only. No third party payments are permitted. All payments will be paid in South African Rands via an electronic fund transfer into a current, transmission or savings account held in your name.

5.13. Communicate with you

We will communicate with you to provide you with important information. These include the following:

- Confirmation of your investment application
- Confirmation of changes made on your investment
- Quarterly investment statements
- Annual tax certificates (IT3(b) / IT3(c)) / IT3(s)
- Notices on events that affect your investment.

Where you have appointed a Financial Advisor, and you have authorised us to do so, we will provide the Financial Advisor with electronic access to such statements and to tax certificates furnished to the Investor. You may contact us or your Financial Advisor to request this information or other information you may require about your investment.

We will send all communications via email unless you have specifically request that we post these to you.

It's important to note that if you have invested via an on-line transactional platform(s), investment statements will be made available, via that platform and will not be distributed via email.

In support of the environment, we will distribute all relevant communications electronically via email. You accordingly indemnify us for the security of information sent to you via email at your request, for the proper and complete transmission of the information contained in the email and for any delay in its receipt.

5.14. Close a Portfolio

We may close a Portfolio for new investments at any time at which point we may request that you select an alternate Portfolio to switch into.

5.15. Maintain professional and fidelity insurance

We are insured against fraud, negligence and dishonest behaviour.

6. What we don't do?

6.1. Financial Advice

We do not provide financial advice.

We may only give you information about our investment products (of a factual or administrative nature) and we may not give you advice on whether any of the investment products we offer are suitable for your risk profile and investments needs.

You must not rely on any written, spoken or implied communication from us as investment advice, or recommendation to invest in or change your investment.

By selecting one of our investment products, you make an independent decision to enter into an investment which meets your financial and investment needs, whether those needs have been identified using your own judgment or through financial advisors. We have in no way, be it written, spoken or implied, recommended your choice of investment and the information and explanations relating to the terms of your investment are in no way to be considered investment advice.

In making your investment choice, we are indemnified and held harmless against any claim which may arise when you conduct business telephonically, by way of facsimile or via online services, including email. We will take any and all deemed and necessary security precautions to ensure that you can proceed with your chosen investment application.

6.2. Guarantees

We do not provide a guarantee on the investment value of your investment nor do we guarantee the performance of them.

The market value of investments may fluctuate, and past performance is not necessarily a guide to the future. You carry the investment and market risk which may include the possibility of losing capital.

6.3. Losses incurred

By submitting an investment application or instruction, you accept the risks associated with email or fax communication and understand that the we shall not be liable for all and any losses that you may incur in the event that the we have not received your communication, whether due to the failure, malfunction or delay of any networks or electronic or mechanical device or otherwise. We will not be liable to make good or compensate you or any third party for any damages, losses, claims or expenses resulting from undelivered communication.

Other losses that we will not be responsible for are as follows:

- Any changes in tax or other legislation.
- The investment or market risk of the underlying investments.
- Financial Advisors acting beyond the scope of their FSCA license.
- If your Financial Advisor does not comply with the Financial Intelligence Centre Act (FICA).
- A rejection of an application or a delay in processing as a result of a Financial Advisor not being an authorised Financial Services Provider or not having a contract with us.
- If an unauthorised instruction is received from your appointed Financial Advisor.
- Providing your Financial Advisor with details about your investment whether via telephone, fax, email or via the dedicated web front end secured investment portal.
- Acting on information that is outdated or incorrect where you have failed to notify us of any changes to your information.
- We do not accept responsibility for delays in processing instructions as a result of extraordinary events that cause disruptions. We will carry out instructions at the earliest possible opportunity subject to legislation and our administration procedures and CIS Portfolio limitations.
- The delayed sale of some or all of your investment due to ring-fencing. 'Ring-fencing' is the separation and delayed sale of units in a CIS Portfolio. It is caused by the large sale of units above a certain threshold in a CIS Portfolio. Ring-fencing makes sure that the sale of a large number of units will not force the Manager to sell the underlying assets at a price which could negatively affect investors in the CIS Portfolio. We may delay the payment or reinvestment of the proceeds of the sale of units.
- We are duly authorised to accept instructions by facsimile or email and you accordingly waive any claim you may have against us and indemnify us against any loss incurred as a result of our receiving and/or acting upon such communication.
- We will not be held responsible for any failure, malfunction or delay of any networks or electronic or mechanical device or any other form of communication used in the submission, acceptance and processing of application and/or transactions. We will not be liable to make good or compensate any Investor or third party for any damages (whether direct or consequential), losses, claims or expenses resulting there from.

6.4. Cooling-off period

You cannot cancel the investment and there is no cooling-off period. You can however submit a redemption instruction and we will sell units at the ruling market price.

In the instance of a Tax Free Savings Account, once you withdraw your investment, you cannot replace it with a new contribution. For example, if you contribute R33 000 this tax year, and then withdraw some of your savings, all further contributions will be taxable.

7. What happens in the event of death?

We must be notified of your death in writing. The following information must be included in the notification:

- Your personal details
- Identity number
- A certified copy of your death certificate
- Your Investor number (i.e. entity number)
- Letter of executorship.

We will only act on instructions received from the executor of your estate. On notification of your death your investment will remain invested in an Estate Late account while the estate is wound up. The executor may ask for the redemption of the investment, or transfer ownership of the investment to another person.

8. What fees and charges do you pay?

There are different types of fees that are levied on your investment that will reduce the underlying value of your investment.

The fees differ across the range of Portfolios as well as the class of Portfolio. Therefore the Portfolio and class of Portfolio you choose will determine the ultimate fees that you pay.

All fees and charges applicable to your elected investment portfolios can be found in the relevant MDD available on the website, or from your Financial Advisor.

The types of fees that could be levied are as follows:

8.1. Initial Management Fee

Certain managers may charge an initial fee on your investment, which potentially could include switches.

8.2. Annual Administration Fee

The annual administration fee will be dependent on your Portfolio selection.

The fee is levied monthly in arrears by deducting units from your underlying holdings to the value of the fee owed. The fee is deducted proportionally from the Portfolios held within your investment unless you have an expense account.

8.3. Financial Advisor Initial Fee

If you and your Financial Advisor agree to an initial Financial Advisor fee (as indicated in the application form or any other written communication with us), we will deduct the agreed amount from the investment before the investment is made.

8.4. Financial Advisor Annual Fee

If you and your Financial Advisor agree to an annual Financial Advisor fee (as indicated in the application form or any other written communication with us), we will deduct the fees by selling units from your Portfolio(s) and pay the amounts to the Advisor monthly.

8.5. Value Added Tax

Where appropriate, VAT will be added to the fees or charges on your investment.

8.6. Redemption Fee

We do not charge any fees when you withdraw from your CIS Portfolio(s).

8.7. Switching Fee

We do not charge any fees when you switch between your CIS Portfolio(s).

8.8. Reporting of Fees

Your investment statement will show the fees that are charged on your investment, except for the fees mentioned above that are included in the price of your Portfolio.

8.9. Portfolio Management and Transaction Costs

Managers charge annual management fees, which are incorporated into the daily unit price of the Portfolio. These fees vary across the range of Portfolios as well as the class of Portfolio, therefore the Portfolio you choose will determine the fees which you incur.

All fees and charges applicable to your selected Portfolio(s) can be found in the applicable Portfolio Supplement(s) and/or MDD(s).

9. When can I access my money?

You may request a redemption at any time from your investment (either part of in full) as well as a request that a regular redemption be loaded on your investment.

In the instance of a Tax Free Savings Account, once you withdraw your investment, you cannot replace it with a new contribution. For example, if you contribute R33 000 this tax year, and then withdraw some of you savings, all further contributions will be taxable.

10. What legislation and regulations govern CIS Portfolios?

The following are some of the main acts and regulation that governs your investment and the parties to this investment agreement. Amendments to or replacement of the legislation and directives issued by regulatory authorities may change the terms and conditions of your investment.

A. The Collective Investments Schemes Control Act

This act regulates the administration of Collective Investment Schemes and its CIS Portfolios.

B. Financial Advisory and Intermediary Services Act

This act controls the activities of anybody who gives advice or provides an intermediary service to investors on financial products.

C. Financial Intelligence Centre Act

This act requires that we obtain certain information to verify your identity before we process your application. The purpose of this act is to prevent money laundering and terrorist financing.

D. Income Tax Act

This act applies where we refer to taxation.

E. Exchange Control Regulations

The availability of certain CIS Portfolios is subject to these regulations.

F. South African Tax Administration Act

11. How does the Protection of Personal Information Act 4 of 2013 (POPIA) affect your investment?

- 11.1. In order for us to meet our responsibilities to you as an investor, we will need access to your personal information (as defined in POPIA).
- 11.2. Access to your personal information will be made available to our contracted administrators solely for the purpose of administering and/or servicing your chosen investment(s). Utilising this information, we will take the following actions:
 - 11.2.1. Processing of this application
 - 11.2.2. Processing of any subsequent instructions submitted to us
 - 11.2.3. Communicating with you on matters pertaining to your investment
 - 11.2.4. Providing you with further information, which may include but not be limited to quarterly investment statements, annual tax certificates (where applicable), transaction confirmations etc.
- 11.3. Depending on your choice of investment(s), we may be required to share your personal information across borders. This will only occur when we need to administer and/or service your investment(s) and these functions have been outsourced to offshore service providers. When transferring your personal information outside the borders of the Republic of South Africa, we will only facilitate transfers to countries that have similar privacy laws to that of the Republic of South Africa or countries where such facilities are contractually bound to privacy regulations which are not less than those imposed by POPIA.
- 11.4. In terms of POPIA, you have the right to object at any time to the processing of your personal information in the prescribed manner on reasonable grounds relating to your particular situation. Such objections will only be set aside if legislation provides for the processing of your personal information in your given situation. On receipt of any objections, we will put a hold on any further processing of your personal information until the objection has been resolved.
- 11.5. You have the right to lodge a complaint to the Information Regulator.
- 11.6. You have the right, subject to the conditions contained within POPIA, to at any time request that we provide you with details concerning your personal information which we may hold, including the identities of all third parties who have or had access to such information.
- 11.7. POPIA requires that you provide us with personal information which is complete, accurate and up to date. Whilst we will use our best endeavours to ensure that your personal information is reliable, it will be your responsibility to advise us of any changes to your personal information as and when these may occur.
- 11.8. We may use your personal information for the promotion of our other products.

12. How does Common Reporting Standards (CRS) and Foreign Account Tax Compliance Act (FATCA) affect your investment?

To help fight against tax evasion and protect the integrity of tax systems, governments around the world are introducing a new information-gathering and reporting requirement for financial institutions. This is known as the Common Reporting Standards ("CRS"). CRS is the global equivalent of the US government's Foreign Account Tax Compliance Act ("FATCA") and is extended to all foreign held accounts and not only those of US citizens.

Under CRS and FATCA, we are required to report to the local tax authority (SARS) on all account holders who have foreign tax residencies in participating jurisdictions. SARS will exchange the information with other relevant global tax authorities, who in turn will share with SARS information on SA tax residents who hold financial accounts outside SA. This could result in additional investigations by SARS.

These requirements apply to clients (individuals and entities):

- who are US citizens, US nationals or US tax residents
- who have tax obligations, tax liabilities or tax residencies outside SA
- who have US or other foreign details recorded on our systems.

The details that will be reported to SARS include:

- Citizenship
- Physical/Residential addresses
- Place of birth
- Postal address
- Controlling persons and relationship to the company
- Power of attorney
- Phone numbers
- Care-of address.

Besides the above, we will also report the following information to SARS:

- Financial accounts, for example bank accounts or stock broking accounts
- Balances and payments into/out of such accounts
- Type of income received
- Nature or classification of the company
- Tax residencies and tax identification numbers.

In order for us to fulfil our obligations under CRS and FATCA, you will be required to provide us with a self-certification form that will form part of the account opening process. There is a self-certification form for individuals (natural persons), and one for entities (companies, trust etc.).



If you do not have another citizenship or nationality resulting in tax obligations outside SA, FATCA and CRS will have a minimal impact on you, other than the requirements to provide financial institutions with additional information confirming that you do not have tax obligations, tax liabilities or tax residencies outside SA.

13. Complaints

If you are not satisfied with the service provided to you by your financial advisor and you wish to make a complaint, please send a written communication to the Head of Operations at the above postal, fax or e-mail address. Please remember to include all supporting documents. We will acknowledge the complaint in writing and will inform you of the contact details of the person who will be assigned to resolving your complaint. Our complaints procedure is available on our website.




Complaints related to Advice can be addressed to:

The Ombud for Financial Services Providers

-  P O Box: 74571, Lynnwood Ridge, 0040
-  Email: info@faisombud.co.za

Complaints related to the Management Company can be addressed to:

Collective Investment Schemes Financial Services Board

-  PO Box 35655, Menlo Park, Pretoria, 0081
-  Email: CIS.complaints@fsc.co.za - for complaints related to CIS - Securities
-  Email: HedgeFunds.complaints@fsc.co.za - for complaints related to CIS - Hedge