

Member Instruction Form for Members leaving their benefit in the Fund: Paid-up and Phased Retiree

Protection of Personal Information Disclosure

Why Personal Information is required: Sanlam Life Insurance Limited ("Sanlam Life"), a subsidiary of Sanlam Limited, will process and protect your personal information as required by relevant laws and the Constitution of the Republic of South Africa ("RSA"). The personal information requested in this form, which may include special personal information is being collected and will be processed for the following purposes:

- underwriting and providing accurate and effective insurance cover and related value-added services;
- member communication;
- market research and statistical analysis;
- verification of the personal information provided;
- to comply with all legal and regulatory requirements, including applicable codes of conduct;
- for operational and administrative processes to protect Sanlam Life's interests

Failure to provide the mandatory information will prejudice your insurance cover.

Changing and correcting Personal Information: You have the right to:

- Request a copy of your personal information as processed by Sanlam Life;
- Ask for an update and/or correction of your personal information;
- Lodge a complaint with the Information Regulator.

Sanlam Life may charge an administrative fee subject to prior notice of any such cost before executing the request for a copy of your personal information.

Other parties that may receive the Personal Information:

- We may share your personal information within Sanlam Limited and/or with other service providers where required for any of the purposes listed above, or with third parties where Sanlam Life is lawfully required to do so.
- We may send your personal information to service providers outside the RSA for storage or further processing on Sanlam Life's behalf. We will not send your information to a country that does not have information protection legislation similar to that of the RSA, unless we have a binding agreement with the service provider which ensures that it effectively adheres to the principles for processing of personal information in accordance with the Protection of Personal Information Act, 2013.

For more information, please refer to the [Sanlam Group Privacy Notice](#).

Member
Quick Access
Self Service



Get in touch with your
retirement information

Member Support:

You can update your contact details by registering and logging into our member portal here:

Web: <https://cp.sanlam.co.za> or **Email:** SCClientCare@sanlam.co.za or **Tel:** 086 122 3646

Important Information

- The Sanlam Umbrella Fund Benefit Claim form must be completed together with this instruction form. If the benefit claim form is not received, we will not be able to complete this request.
- If all forms are not received by the 7th of a month, no income will be paid for that month.
- The minimum member share to invest in one of the In-fund Living Annuity options is R100 000.
- As a member of the Sanlam Umbrella Fund, you have access to Retirement Benefit Counselling.
- Contact Individual Member Support (IMS) on [080 0111 956](tel:0800111956) or send an e-mail to IMS@sanlam.co.za for support, guidance or referral to a Financial Adviser.
- Please ensure you read the Member Guide and Welcome Pack which contains important further information.
- Completed forms should be returned to Sanlam Umbrella Fund Administration via email to: sanlamEB@sanlam.co.za.

Please select the relevant option below:

Paid-up Member	<input type="checkbox"/>
Phased Retiree	<input type="checkbox"/>

SECTION A: Member's personal details

Select one of the following	Member <input type="checkbox"/>	Beneficiary* <input type="checkbox"/>	<i>*Please attach the signed Sanlam Umbrella Fund Trustee Resolution</i>
Title			
Full name(s)			
Surname			
RSA identity number*			<i>*Compulsory</i>
If not RSA, passport number*			<i>*Compulsory (if RSA ID not used above)</i>
Date of birth (dd/mm/yyyy)			<i>*Compulsory if Passport number is used</i>
Telephone number(s)	Cell phone		Alternative
Email			

Secondary person's details

Please Note: A secondary contact person would be used as the member's legal representative or power of attorney in the event a member is unable to communicate with the Fund.

Title and initials			
First name(s)			
Surname			
Relation to member			
Contact number(s)	Cell phone	.	Alternative
Email			

Section B: Fees and Expenses

Administration Fees are collected by Sanlam to cover the cost of administering the Fund. The Fund charges the following operational expenses per member and may be adjusted from time to time

Administration Fee

- A fee of R30 per member per month (excluding VAT).

Investment Management Fees

- Investment management fees are calculated and charged on a monthly basis.

Contingency Reserve Account Levy

- 0.30% per annum of assets (including VAT) levied monthly i.e. approximately 0.025% of assets per month.

SECTION C: Member declaration

Choose either **Option A** or **Option B**

Option A - I have appointed a financial adviser and declare the following:

- The information given herein is true and correct.
- I take full responsibility for my choices and hereby indemnify and undertake not to hold the Sanlam Umbrella Fund, the Board of Trustees, Sanlam Life Insurance Limited (acting herein through its Sanlam Corporate division), its agents, directors, officers and any entity in the Sanlam Group of Companies responsible for any losses or damages that may result from the investment portfolios I select.
- I understand that the onus is on me to inform the Administrator of any change in my contact details and that any reasonable costs incurred to trace me in future will be deducted from my benefits.
- I understand that Sanlam requires access to my personal information in order to administer my retirement fund.

Financial adviser fees:

- Annual fees are subject to a maximum of 0.75% (excluding VAT) of the investment portfolio, charged and paid monthly in arrears.
- Agreed initial fee once-off of up to 0.50% (excluding VAT) of member share.
- Initial fee: % of assets (excluding VAT)
- Agreed on-going fee of up to 0.75% per annum (excluding VAT) of member share.
- On-going fee: % of assets (excluding VAT)

Signature of member:

Date (dd/mm/yyyy)

Option B: Member declaration

Option B - I have not taken financial advice and declare the following:

- The information given herein is true and correct.
- I have a good understanding of investments and do not need the services of a financial adviser.
- I understand the risks in selecting my own investment portfolios and am satisfied that my selection serves my needs.
- I take full responsibility for my choices and hereby indemnify and undertake not to hold the Sanlam Umbrella Fund, the Board of Trustees, Sanlam Life Insurance Limited (acting herein through its Sanlam Corporate division), its agents, directors, officers and any entity in the Sanlam Group of Companies responsible for any losses or damages that may result from the investment portfolios I select.
- I understand that the onus is on me to inform the Administrator of any change in my contact details and that any reasonable costs incurred to trace me in future will be deducted from my benefits.
- I understand that Sanlam requires access to my personal information in order to administer my retirement fund.

Signature of member:

Date (dd/mm/yyyy)

SECTION D: Financial adviser details				
First name(s)				
Surname				
RSA identity number*			<i>*Compulsory</i>	
If not RSA, passport number*			<i>*Compulsory (if RSA ID used above)</i>	
Brokerage name				
Brokerage postal address			Postal code	
Brokerage contact number(s)	Cell phone		Work	
Email address				
VAT registration number				
FSP number*			<i>*Compulsory</i>	
FAIS number				
Sanlam commission code			<i>(If applicable)</i>	
Consultancy fees paid via	1. Sanlam Code	<input type="checkbox"/>	2. Business Account	<input type="checkbox"/>
Please Note: Complete banking details if Option 2 (above) was selected above. Verification of bank details is required				
Account holder name				
Bank name				
Account number			Branch code	
Type of account				
SECTION E: Financial adviser declaration				
I the undersigned confirm the following: <ul style="list-style-type: none"> I have made the disclosures required, in terms of the FAIS Act 37 of 2002, to the investor. I have explained all the fees that relate to this investment to the member. I confirm that I have concluded this transaction in terms of my FAIS accreditation and that I am authorized to give advice on The Sanlam Umbrella Fund benefits and services. 				
Signature of Financial Adviser			Date (dd/mm/yyyy)	