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Reaching her goals with Sanlam



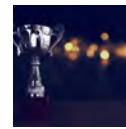
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A word from the CEO ...

Despite various economic challenges in Uganda, including weak commodity prices and geo-political events in our key trading partners, Sanlam Life Uganda outperformed the previous years' growth rate for all variables.

The business achieved an operating profit of UGX1.4 billion for 2016 compared to UGX 961 million in 2015. Premium income grew by 36% and operating profit grew by 455%. This was a significant milestone especially due to the fact that we achieved an annualised return of 211% on embedded value.

Our success was mainly due to our focus on the strategy, supported by a strong and proficient team, and strengthened by the values that we all share, despite the diversity of our backgrounds throughout the country within the various regions that we operate in.

As a business we will continue to put our highest priority on strategy execution to post better results in 2017.

Business is always challenging, but our Sanlam Uganda people, the tireless support Sanlam Emerging Markets (SEM) always provides and the Sanlam brand are what makes us able to deliver such results.

I am confident that with the team at hand we are set to record even greater achievements in 2017.

... and the editor

It is my great pleasure and honor to bring you the first issue of the newsletter.

This is the first of a quarterly newsletter in which we bring you a roundup of what we have been able to achieve as well as bring to light important issues that we believe you as Wealthsmiths™ need to be aware of.

A pillar is loosely defined as a person or thing regarded as reliably providing essential support and this speaks particularly to our drive at Sanlam - to provide meaningful and valuable financial support.

This edition of our newsletter has a number of heartening pieces. In our cover story one of our pioneer clients shares her experience - a must-read for anyone considering saving towards any future dream or aspiration. We also feature a key member of staff that has played a pivotal role in making Sanlam Distribution what it is today.

I seize this opportunity to thank all those who have submitted their contributions for this Issue. The assistance and guidance of the Editorial Committee as well as the efforts put in by the rest of the staff team are highly appreciated.



John Lintari, CEO of Sanlam Life Uganda



And to our clients, our gratitude remains for the continued trust that has made us something more, something better.

Mercy Wangusa



Reaching her goals with Sanlam

Margaret Sendagala, an Auditor at Springs and Associates Certified Public Accountants, was one of Sanlam's pioneering clients in Uganda. We had the pleasure of talking to her about her Sanlam experience.



We asked: Tell me how you first got involved with Sanlam.

She said: In October 2011, I visited my daughter, Jacinta Nalubwama at her school, Merryland High School, in Kigungu, Entebbe. In the school yard was a Sanlam tent with a few agents who took me through the different products. The savings product appealed to me then, but I didn't sign up.

A few weeks later, an agent called Josephine Wanyana phoned me to set up an appointment. When we met, she took me through the Dream Builder again and I felt it was right for me. I signed up for a policy on 30 October 2011.

We asked: What was your first impression of Sanlam Life Insurance?

She said: Sanlam seemed to be an organised company. My policy run very smoothly. I was a cash client who was supposed to walk in to make my payments, but instead the agent always picked up my premium on time.

We asked: What was your dream when you took out the policy and have you been able to achieve it?

She said: When I took out the policy, my plan was to save money for tuition for Jacinta's university education. She is now at the Uganda Christian University in Mukono doing a Bachelor's degree in Entrepreneurship. I can gladly say that I was able to achieve this because of the savings from my policy, which matured in November 2016.

We asked: Would you recommend the dream builder policy to other people?

She said: Yes, I would, and have been doing so.

Wealthsmiths™

If you choose to make the most of what you have, there is a Wealthsmith™ in you.

What are the qualities of a Wealthsmith™?

A Wealthsmith™ never gives up

Wealthsmiths™ have a roll-up-your-sleeves readiness and deep-rooted determination. Whether they're training for a marathon or learning a new language, they recognise the effort it takes to reach their goals so they persist, perfect and never settle.

A Wealthsmith™ is solid and sensible

What matters to them is how they think, not what others think of them. They choose functional over fancy any day and aren't bothered with keeping up appearances. They're the ones using solar panels, car-pooling to work or choosing two wheels instead of four. The influence of their decisions benefits the environment, their pockets and people around them.

A Wealthsmith™ does things very, very well

There are no shortcuts or stones left unturned. They're methodical and cautious and that's what makes them masters in their craft. They do and redo and do again. They may buy a house, but they'll turn it into a home. They put in the extra hours to study for the marks that matter and will only stop when they're satisfied that they've given their best effort.

A Wealthsmith™ does it for good

A Wealthsmith™ makes a real and positive difference. They actively choose to make life better for themselves and those around them. Whether it's voting, standing up for what they believe in or recycling their waste, they know that their actions, and the example they set, are important tools to get to where they want to be.

A Wealthsmith™ knows the true definition of wealth

They have a good relationship with money and that means they understand the value of every shilling. Wealthsmiths™ know what they spend on, and how to spend without being wasteful. Their long term needs are more important than their immediate ones so they don't let their emotions get in the way of good financial decisions. At the end of the day they still know that how much money they make will never be the sole measure of their success. It's the decision to live their best possible life every day and choose to make the most of what they have.

How do I get started?

Contact us today:

Sanlam Life Insurance (U) Ltd
Crown House, Plot 17/19, Kampala road
P.O. Box 25495, Kampala, Uganda



How can you become a Wealthsmith™?

Start by planning your finances. You can follow the following step-by-step process as a guide:

1 Set up a meeting

Set up a meeting with a *Sanlam Alternative Distribution Agent* today and talk about your financial objectives and requirements to decide the way forward.

1 Identify your goals

The Agent will ask questions and discuss your planning needs with you.

3 Assess your financial situation

A thorough analysis of your existing financial situation is important to design a meaningful plan for you.

4 Prepare a financial plan

Your Agent will provide you with written recommendations or a proposal about how to invest or insure yourself, based on your needs.

5 Implement!

Once you're happy with the agent's recommendations, he/she will implement your financial plan with the savings or insurance-based solutions you agreed on.

6 Review

Your financial needs will change as your life changes. You may get married, have children, lose a spouse, or lose your job. You and your Agent should have an agreement to regularly review your financial plan.

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Wealthsmiths in the spotlight

Salvin Wandaffe, Agency Sales Leader



One of the more unpopular jobs in today's marketplace is that of a salesperson – the seeming lack of guarantees with regards to timing of cash flows gives the impression of an absolute lack of financial security.

Salvin Wandaffe, however, is one of the discerning few who were able to rightfully accept such a position with the foresight that it had the potential to be quite lucrative.

Salvin heard about Sanlam through a friend in 2012 at which point he was on the lookout for any job opportunity that would give him a better income than what he was earning at the time.

He tells of the initial difficulties of getting a grip on insurance sales and the total failure to close even one sale within the first three months, despite the exorbitant amount of effort he had put in.

The challenges notwithstanding, Salvin has since mastered the art of sales and is currently serving as one of our Agency Sales Leaders with a team of more than 25 agents who are actively selling their way to the top. We caught up with him to hear more about his success story:

We asked: How has Sanlam contributed to your career development, if at all?

He said: Sanlam has widened my social network and confidence. I feel it has added a lot of value to me compared to when I just joined Sanlam in 2012. I am able to relate to people and build trusting relationships which has set the foundation for the performance that you see today.

We asked: If you could switch your job with anyone else within Sanlam whose job would you want?

He said: Mrs Patricia Jjuuko's job as Head of Client Services (laughs), because I enjoy talking to people and I am a problem solver.

We asked: What would you say is one of your greatest achievements in Sanlam to date?

He said: The day I was recognised by the Insurance Regulatory Authority as the best sales manager with the highest persistence and retention rate for the year 2015.

We asked: How do you manage to find the ever elusive work-life balance?

He said: During the course of the week, I make sure that I give my work my best so that I have ample time for my friends during the weekends. Of course as a sales person, you always have work to do even at home, but amidst all this, I make sure that I still give ample time to my family.

We asked: What is the secret behind your success and what words of wisdom can you share with your colleagues?

He said: Always have a goal and work towards that goal. Works as a team and work hard!

“ A career in sales is one of the most important in an organisation, the most enjoyable and the most lucrative ”

Ben Turner – Director, Institute of Sales and Marketing Management - UK



Nurturing our health & wellness



What is hepatitis?

Hepatitis is inflammation of the liver. Toxins, certain drugs, some diseases, heavy alcohol use, and bacterial and viral infections can all cause hepatitis. Hepatitis is also the name of a family of viral infections that affect the liver. The most common types are Hepatitis A, Hepatitis B, and Hepatitis C.

Although each can cause similar symptoms, they have different modes of transmission and can affect the liver differently. There are vaccines to prevent Hepatitis A and B – however, there isn't one for Hepatitis C. If a person has had one type of viral hepatitis in the past, it is still possible to get the other types.

What is Hepatitis B?

Hepatitis B is a contagious liver disease that ranges in severity from a mild illness lasting a few weeks to a serious, lifelong illness. It results from infection with the Hepatitis B virus. Hepatitis B can either be acute or chronic.

- **Acute Hepatitis B virus infection** is a short-term illness that occurs within the first six months after someone is exposed to the Hepatitis B virus. Acute infection can – but does not always – lead to chronic infection.
- **Chronic Hepatitis B virus infection** is a long-term illness that occurs when the Hepatitis B virus remains in a person's body.

How is Hepatitis B spread?

Hepatitis B is spread when blood, semen, or other body fluid infected with the Hepatitis B virus enters the body of a person who is not infected.

What are the symptoms of Hepatitis B?

Symptoms of acute Hepatitis B, if they appear, can include fever, loss of appetite, nausea, vomiting, abdominal pain, dark urine, clay-coloured bowel movements, joint pain and jaundice.

Can Hepatitis B be prevented?

Yes. The best way to prevent Hepatitis B is by getting the Hepatitis B vaccine. The Hepatitis B vaccine is safe and effective and is usually given as three to four shots over a six-month period.

Source: <https://www.cdc.gov/hepatitis/hbv/bfaq.htm>



Look younger for longer

There is beauty in well-being, but this doesn't come easy! It might be hard to create lifestyle strategies at first, but you'll be glad once you've done it. So get comfortable, and grab some tea as I share with you five tips on looking younger even as you age:

- 1 **Give yourself some time:** Getting to work late or being late for office meetings and school meetings can put a toll on you. Give yourself some travel time and you will be able to walk in to the meetings relaxed and stress free. Give yourself some time to breathe as the circulation of air gets rid of stress hormones that can be clogged up in our systems.
- 2 **Look for the good:** Try to view stressful situations from a more positive perspective. Rather than getting annoyed when you're stuck in traffic, use it as an opportunity to enjoy some alone time listening to the radio.
- 3 **Accept you are not perfect:** Striving for perfection is a major source of stress. Stop setting yourself up for failure by demanding to be a super employee/parent/child. We are all humans and we get things wrong at times, so don't beat yourself up.
- 4 **Stick to a healthy diet:** When it comes to food, I am afraid there is no perfect elixir of youth but we ultimately become what we eat and drink. It's easy to resort to comforting junk when the pressure is on, but a well-nourished diet helps maintain your looks for a long time, and oh! Hit the gym...!!
- 5 **Learn to Meditate:** Studies show that meditation helps us manage day-to-day life issues effectively and recover from disturbing events more quickly. It allows your body to rest and stress hormones to subside. People who engage in meditation more often look younger as they don't seem to have a permanent worrying frown.

The good news is that these days we have many wonderful anti-ageing tools at our disposal. But with so many anti-ageing products and treatments in the market it can be overwhelming to work out which is best for you. My advice is that we should let Mother Nature take her course by following the above easy-to-follow rules, because we all deserve to live our lives to the fullest, despite our advancing years.

Living our values

Sanlam Life Uganda held its very first Values and Culture Workshop to identify shared values, highlight how these values interconnect with the business's values, and implement strategies for staff to live these values.



The entire staff team that attended the workshop



Group activity at the Values workshop

Far left: Agasha Leonor Trubish (Sanlam Life Uganda - Membership & Client Relations Manager) painting the map of Uganda in the colours of the Ugandan flag.

Left: Agnes Mugulusi and other delegates painting a canvas of the world in Sanlam colours with Uganda highlighted.



Dinner at the end of the Values Workshop

We celebrated tribal diversity by giving each tribe represented in Sanlam a chance to do their traditional dance.

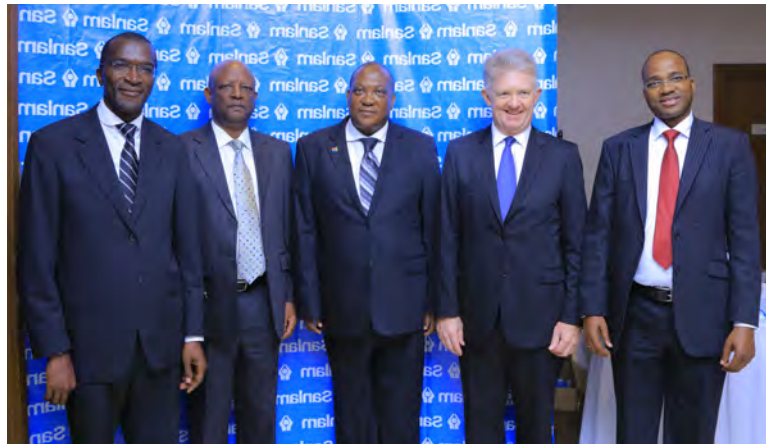
Top: Dancing from left to right are: Brenda Ayebazibwe (Agency Sales Leader), Prossy Balikuddembe (Agency Sales Leader), Dinah Tumushabe (Agency Sales Leader), Betty Asimwe (Agent). Seated in the center is Margaret Nagawa.

Right: Sarah Naigaga (Sanlam Life Uganda - Agency Sales Support Administrator) in the front.



Strengthening the Sanlam brand

On September 2015, we celebrated a twofold event. We refreshed the Sanlam brand in Uganda with the emphasis on being a Wealthsmith™, and we officially launched the acquisition of NIKO Insurance and the subsequent rebranding of the company to Sanlam General Insurance.



Meet and greet outside the Rebrand and Refresh venue

From left to right: Thabied Majal (Sanlam Emerging Markets - Corporate Development Executive), Nicholas Lutakome (Sanlam Life Uganda - Head: Group Risk), and H.E. Professor Major General (rtd) Lekoa Solly Mollo (South African High Commissioner to Uganda)



We awarded free medical insurance for a year to one of the guests at the event. This was based on a raffle - lucky winner's business card was picked from a jar with several business cards of the various guests.

From left to right: Al hajji Kaddunabbi Ibrahim Lubega (Insurance Regulatory Authority of Uganda - Chief Executive Officer), Lourine Maingi Baine (Sanlam Life Uganda - Executive PA), and Maureen Kyobe (Ipsos Uganda Limited - Former Human Resources Manager)

Photo session prior to the Rebrand and Refresh Cocktail to which our key clients/partners/associates were invited.

Top from left to right: John Lintari (Sanlam Life Uganda - Chief Executive Officer), Ian Kirk (Sanlam - Group Chief Executive), H.E. Professor Major General (rtd) Lekoa Solly Mollo (South African High Commissioner to Uganda), Enoch Rukidi (Sanlam Life Uganda - Board Chairman), Al hajji Kaddunabbi Ibrahim Lubega (Insurance Regulatory Authority of Uganda - Chief Executive Officer)

Bottom left from left to right: Suzan Namulinda (Sanlam Life Uganda - Facilities and Premium Administration Officer) and Sophie Nakate (Sanlam Life Uganda - Facilities and Premium Administration Officer).

Bottom right from left to right: Martha Aheebwa (Uganda Insurers Association - Life and Pensions), Mildred Areeta (Sanlam Life Uganda - Head: Facilities and Premium Administration), and Faith Ekudu (Uganda Insurers Association - Public Relations and Advocacy)



At the cocktail party

From left to right: Claude Lafond (EFC Uganda Limited - Managing Director), Mrs Lafond, and Rachel Tardif (EFC Uganda Limited - DID Technical Advisor, Operations)

Celebrating an eventful year

Sanlam Uganda ended 2016 in style with a year-end party at our head office in Bugolobi, celebrating the year's victories and ushering in the festive season.



From left to right: Mercy Wangusa (Sanlam Life Uganda - Corporate Business Manager), Mildred Areeta (Sanlam Life Uganda - Head: Facilities and Premium Administration), and Lydia Matuli Mnawe (Sanlam Life Uganda - Head: Administration)



From left to right: Richard Edmund Bukonya (Sanlam Life Uganda - Accounts Assistant), and Edward Ssendendo (Sanlam Life Uganda - Senior Accountant)



From left to right: Guyz Byarugaba (Sanlam Life Uganda - Head: Distribution), and John Lintari (Sanlam Life Uganda - Chief Executive Officer)



Ramathan Kimera (Sanlam Life Uganda - Corporate Relationship Manager: Sancare)



Deo Mpalanyi (Sanlam Life Uganda - Client Services Officer)



Everybody got up to dance...but Fred can't dance!

The two gentlemen in white shirts are: John Lintari (Sanlam Life Uganda - Chief Executive Officer), and Fred Mugerwa (Sanlam Life Uganda - Assistant Head of Distribution)



Every member of staff was given a mysterious Christmas gift in a white envelope hence the excitement

From left to right: Anthony Joseph Lubandi (Sanlam Life Uganda - Head: Finance and Administration), John Lintari (Sanlam Life Uganda - Chief Executive Officer), and Joseph Ajal (National Social Security Fund - Learning and Development Manager -also former HR Manager of Sanlam Life Uganda)



Cutting the Christmas cake!

Ronet Atwiine (Client Services Officer in the center)

Awards and Accolades



Two proud CEOs show off their countries' trophies with Junior Ngulube, CEO of SEM. Junior is flanked by John Lintari (left), CEO of Sanlam Life Insurance Uganda; and Val Ojumah, MD and CEO of FBNInsurance in Nigeria.

Sanlam Life Uganda wins SEM Cup of Nations

On 13 June 2017, Sanlam Life Uganda was named as a winner in the 2016 Sanlam Emerging Markets (SEM) Cup of Nations competition. This was announced at a cocktail function held during the annual SEM Conference at The Westin in Cape Town, South Africa.

Sanlam Life Uganda had this great achievement in spite of the challenging economic environment. The award focused on overall performance of the SEM businesses and Sanlam Life Uganda, together with FBNInsurance, stood out for consistent performance in exceeding their budgets, retaining profits and achieving top- and bottom-line outperformance.

AIO Conference

Sanlam Emerging Markets was awarded the prestigious *African Insurance Company of the Year* award at the third annual Africa Reinsurance Corporation (Africa-Re) Awards ceremony.

The Award Ceremony was a key part of the 44th Conference and Annual General Assembly of the African Insurance Organisation (AIO) held in Uganda at the Commonwealth Speke Resort Munyonyo from 21 to 24 May 2017.

The AIO has a total membership of 326 companies operating in various insurance and reinsurance sectors: 315 of them from 45 countries in Africa and 11 associate member companies from 7 overseas countries.

Uganda

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AKFORTYSEVEN
 BONABASOME
 EKIGGUNDA
 KANYAMUNYU
 MUMBERE
 SECURITY
 ZAKAYO
 BADBLACK
 CAMPUSSTRIKE
 FELIXKAWEEESI
 KASESE

MUSISI
 SIRONKO
 BLANKETSANDWINE
 CANCER
 KABAKA
 KOMUNTALE
 QUEENSHEEBA
 STELLANYANZI

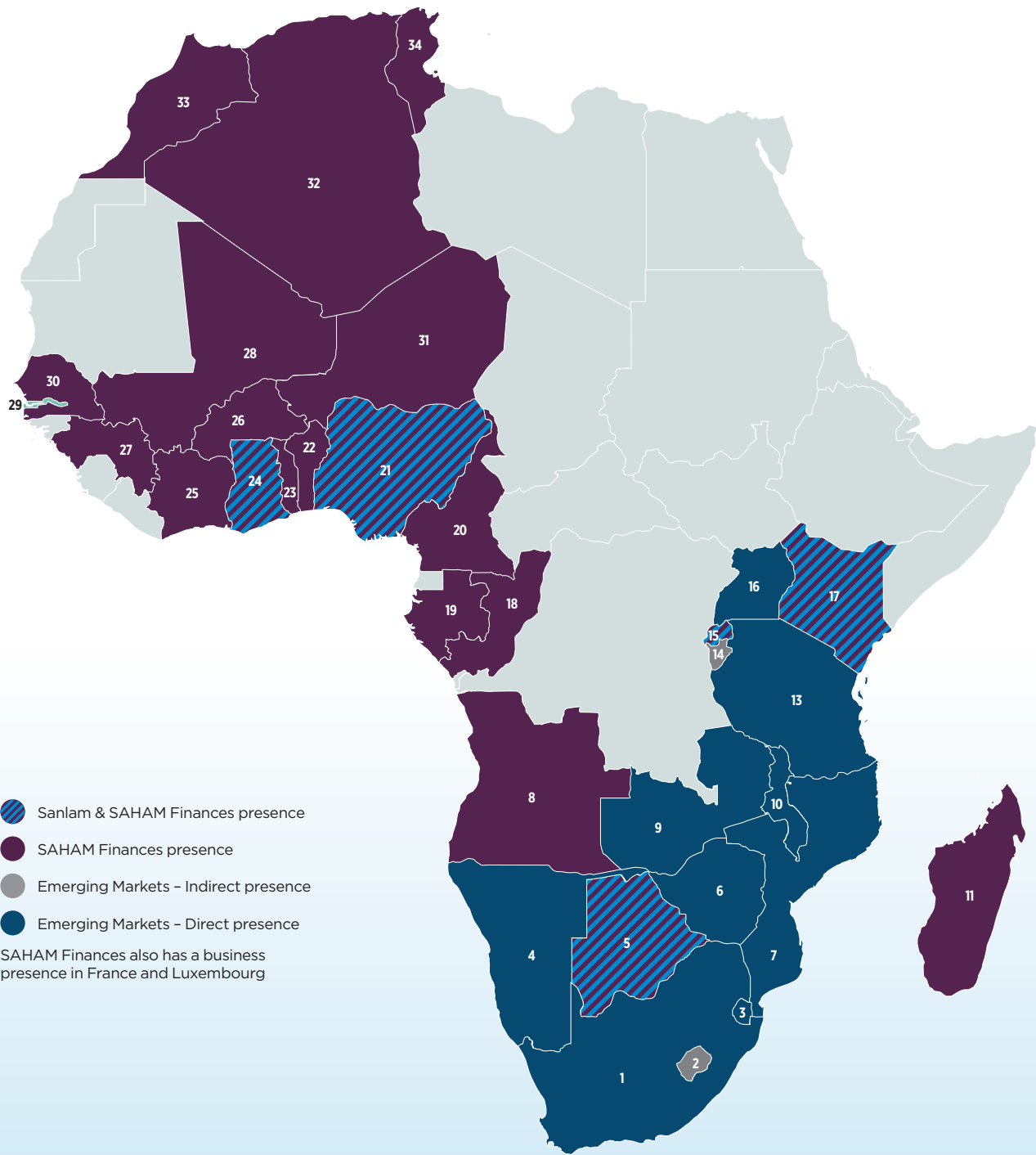
Sanlam

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ADMINISTRATION
 CORPORATE
 GENIUS
 INSURANCE
 INVESTMENT
 MONEY
 RISK
 SPECIALISTS
 WEALTHSMITHS
 BUSINESS
 EXPERTISE
 INITIATIVE
 INTEGRITY
 MANAGEMENT
 PLANNING
 SANCARE
 TIRELESSLY
 WILLS
 CLIENTSERVICE
 FOOTPRINT
 INSTITUTIONAL
 INTERESTS
 MARKETS
 RETIREMENT
 SOUTHAFRICA
 TRUSTS

Sanlam's footprint in Uganda





Sanlam Group's African footprint

- | | | |
|-----------------|-----------------------|-------------------|
| 1. South Africa | 13. Tanzania | 25. Cote D'ivoire |
| 2. Lesotho | 14. Burundi | 26. Burkina Faso |
| 3. Swaziland | 15. Rwanda | 27. Guinea |
| 4. Namibia | 16. Uganda | 28. Mali |
| 5. Botswana | 17. Kenya | 29. The Gambia |
| 6. Zimbabwe | 18. Congo-Brazzaville | 30. Senegal |
| 7. Mozambique | 19. Gabon | 31. Niger |
| 8. Angola | 20. Cameroon | 32. Algeria |
| 9. Zambia | 21. Nigeria | 33. Morocco |
| 10. Malawi | 22. Benin | 34. Tunisia |
| 11. Madagascar | 23. Tongo | |
| 12. Mauritius | 24. Ghana | |