

Unit Trust Disinvestment Form



Before disinvesting your funds, note the following:

- Read and understand the important notes, terms and conditions in Annexure A
- We only make payments into the bank account of the registered investor
- We do not make payments into third party bank accounts, credit cards, money market or bond accounts
- Payments will be made via EFT
- Only cleared units will be paid. Refer to 'Payment of uncleared amounts' in Annexure A
- If the balance after the disinvestment is less than N\$ 2000, the full amount will be withdrawn
- After disinvesting all your units and your monthly debit order is below the minimum amount, the debit order will be cancelled



Completing the information correctly will ensure that the Disinvestment instruction is processed without delays:

- All information must be accurately completed
- The form must be **dated and signed** by the registered investor, or authorised signatories with valid authorisation from the investor (Individual: Power of Attorney or Court Order (appointing Curator, Guardian or Executor) - if not a parent of a minor child. Entity: Resolution or Minutes of Meeting)
- Do not write instructions outside the allocated fields
- Initial any changes made
- Only return **page 2** to us
- To change your personal information, regular disinvestment amount(s) or contributions to your funds, you will need to complete a Unit Trust Investor Details Update Form and send us the relevant supporting documents. The form is available on www.sanlam.com.na



Please submit the following verification documents if you are an individual investor and have not previously sent them to us:

- Copy of Identity Card (both sides) or valid Passport
- Proof of bank account less than 3 months old (Bank statement / Confirmation letter from bank)
- FIA Identification Form (if not previously submitted)

Please submit the following verification documents if you are acting on behalf of an investor who is an individual:

- Copy of Identity Card (both sides) or valid Passport. Authority to Act such as a Power of Attorney or Court Order (appointing Curator, Guardian or Executor) - if not a parent of a minor child
- A FIA Identification Form (if not previously submitted). See annexure B for details of documentation requirements

Please submit the following verification documents if you are acting on behalf of an investor which is an entity:

- Copy of Identity Card (both sides) or valid Passport
- Authority to Act such as Minutes of a Meeting or a Resolution.
- A FIA Identification Form (if not previously submitted). See annexure B for details of documentation requirements



Our contact details

Send the completed form and supporting documents to:

E-mail UTinstructions@sanlaminvestmentsnamibia.com | Fax 061 294 7524

If you have any questions, contact us on:

E-mail collective@sanlam.com.na

Tel 061 294 7417

Website www.sanlam.com.na



Cut off times

Fund type

Money market funds
All other funds

Cut off time

13:00
15:00

All required documents must be provided before the cut off time in order for your instruction to be processed

1. Investor details

Investor code _____

Title _____ First name(s) _____

Surname(s) / registered name of legal entity _____

Identity / Passport / Entity registration number _____

Date of birth _____ (ddmmccyy) Passport expiry date _____ (ddmmccyy)

Work tel number (_____) (_____) _____ Cell number (_____) (_____) _____
Country and area codes, e.g. +264 61 555 5555 +264 81 555 5555

E-mail address _____

2. Disinvestment options

Account number or Unit trust fund(s) name	Class	Amount (N\$)	OR		Indicate with an X Please cancel my		
			Number of units	All units	Debit order	Monthly withdrawal	Monthly switch
					<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
					<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
					<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
					<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

3. Payments into another Sanlam product (to be completed by Broker/Adviser)

Broker/Adviser Code _____ Full name(s) _____

Email address _____ Cell number (_____) (_____) _____
Country and area codes, e.g. +264 61 555 5555

Sanlam product name _____ Sanlam product number _____

Please complete the relevant Sanlam bank account details in **Section 4** below

4. Bank details

Name of account holder _____

Identity / Passport / Entity registration number _____

Date of birth _____ (ddmmccyy) Passport expiry date _____ (ddmmccyy)

Name of bank _____ Account number _____

Name of branch _____ 6-digit branch code _____

Reference Number (9 digit USN Smart Card number) _____ Only applicable to Nampost Clients

Type of account Current Savings

5. Investor (individual / legal entity) declaration

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

Signature of investor _____ Date _____ (ddmmccyy)

Signature of authorised signatory 1 _____ Date _____ (ddmmccyy)

Signature of authorised signatory 2 _____ Date _____ (ddmmccyy)



Annexure A

Important notes, Terms and Conditions

This Annexure A should not be returned with your disinvestment form

1. Important notes

- **Invalid bank details** - If the bank details you provide for the disinvestment are not valid and we could not contact you successfully, the money returned to us will automatically be reinvested.
- **Change in bank details** - If we are not able to verify your bank details, we might contact you to provide us with proof of bank details, e.g. a recent bank statement or confirmation letter from bank not older than three months.
- **Payment of uncleared amounts** - Lump sum investments and once-off debit orders clears after 5 calendar days, and recurring debit orders, 40 calendar days. For payment before the waiting period is lifted, you must include a confirmation from your bank that the payment will not be reversed.
- **Authorised to act on behalf of the investor who is an individual** - I Please provide proof of authority to act such as a Power of Attorney or Court Order (appointing Curator, Guardian or Executor) - if not a parent of a minor child).
- **Authorised to act on behalf of the investor which is an entity** (e.g. a company, pension fund, club etc.) please provide proof of authority to act: Minutes of a Meeting or a Resolution (and signatures of all signatories must be submitted).
- **Accrued income payment** - If you disinvest all your money market funds, your accrued income will be paid into the same bank account as your repurchase proceeds.
- **Minimum Disclosure Documents** - Please read the Minimum Disclosure Documents which can be found on our website www.sanlam.com.na

2. Expected processing times

You can expect the money to reflect in your bank account within 4 working days. 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.

3. Terms and conditions

3.1 Transaction cut-off times

- Please make sure you send us your completed instruction (including supporting documents) before the trading closing time. 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.

3.2 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 his/her natural guardian (e.g. parent) or legal guardian (e.g. appointed by a Court Order).
- 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 ring-fencing for large disinvestments. Ring-fencing 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 disinvestment instruction is affected by this ring-fencing, 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.

3.3 Conflict of interest

All actual and potential Conflicts of Interest are managed, reported and disclosed in line with the Managers Conflicts of Interest and Outsourcing Policy which is available on request, or on the Sanlam website www.sanlaminvestments.com

3.4 Unclaimed assets and how they affect you

- We follow the Association for Savings and Investment South Africa's (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) 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, thereby reducing the value of your investment. Tracing will cease where the value of the unit trust investment is less than N\$1000 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 client service centre on 0860 100 266.
- 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.

3.5 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 a Unit Trust Investor Details Update form available from www.sanlam.com.na

3.6 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, disinvest 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.

3.7 Complaints

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

- Telephone: 061 294 7417
- Email: collective@sanlam.com.na
- Complete a complaint form online at www.sanlam.com.na
- Visit your nearest Sanlam office.

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.

3.8 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 appointed financial intermediary, as well as with 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 might 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. 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 longer than five years, we will restrict access to your information. It will only be processed for storage or for purposes of proof (with your consent).

Disclaimer

Sanlam Namibia is part of the Sanlam Group. The Sanlam Group is a member of ASISA. Collective investment schemes, such as unit trusts, are generally medium to long-term investments. Please note that past performances are not necessarily an accurate determination of future performances and that the value of investments / units / unit trusts, may go down as well as up. A statement of fees and levies is available from the Management Company. Additional information of the proposed investment, including brochures, application forms and annual or quarterly reports, can be obtained from the Manager, free of charge. Maximum commissions are available from the manager / scheme. The Manager is registered and approved in Collective Investment Schemes in Securities. Collective investments are traded at closing prices and can engage in borrowing and scrip lending. Collective investments are calculated on a net asset value basis, which is the total market value of all assets in the portfolio including any income accruals and less any deductible expenses such as audit fees, brokerage and service fees (e.g. bank charges, trustee fees and RSC levies). Actual investment performance of the portfolio and the investor will differ depending on the initial fees applicable, the actual investment date and the date of reinvestment of income as well, as dividend withholding tax. Forward pricing is used. The Manager does not provide any guarantee either with respect to the capital or the return of a portfolio. The performance of the portfolio depends on the underlying assets and variable market factors. Performance is based on NAV to NAV calculations with income reinvestments done on the ex-div date. Lump sum investment performances are quoted. The portfolio may invest in other unit trust portfolios which levy their own fees, and may result in a higher fee structure for our portfolio. All the portfolio options presented are approved collective investment schemes. International investments or investments in foreign securities could be accompanied by additional risks such as potential constraints on liquidity and repatriation of funds, macro-economic risk, political risk, foreign exchange risk, tax risk, settlement risk. The portfolio management of all the portfolios is outsourced to authorised financial services providers. Standard Bank of Namibia is the appointed Trustee of the Sanlam Namibia Units.