

## Alexander Forbes Retirement Income Solution Retirement Annuity application

The Retirement Annuity offers flexible investment options for individuals who wish to save for retirement in the Retirement Annuity Fund, referred to as the Fund from here on, which is regulated by the Pension Funds Act.

The Fund's registered name and number is The Retirement Annuity Fund (12/8/16005), and the tax approval number is 18/20/4/012633.

Glacier Financial Solutions (Pty) Ltd (Glacier) is a licensed financial services provider (FSP number 770) and is appointed as the Fund's administrator. Glacier will administer this investment through their Glacier Partners: Alexforbes division.

### Complete the form

This form allows you to structure your Investment Plan to suit your needs. It allows you to:



Create or update your profile



Provide your bank details



Name your nominees



Understand the fees



Create your retirement annuity



Appoint a financial intermediary



Select your payment method



Agree to our terms

### Send us the completed form and supporting documents

Once you have completed this form and attached the necessary supporting documentation, send it to us at:

Email: [glacierinstructions@alexforbes.com](mailto:glacierinstructions@alexforbes.com)

#### Documents we require:

- ☐ Your FICA documents\_Link
- ☐ Proof of bank account details (not older than 3 months)
- ☐ Investment statement from the provider if you are transferring units
- ☐ Proof of payment if EFT is selected as method of payment



Wherever you see this icon we will remind you which documents you need to submit with this form.

### When we receive your documents

We will capture your instructions within four business days if it is received before 10h30 am with all the necessary supporting documents stated above and any additional documents we may require. Once your investment is finalised we will send you an investment certificate and member booklet that sets out the details of your investment.

### If we need more information

Who should we contact for further information?

- ☐ You
- ☐ Your financial intermediary

Other ☐ Name and surname

Email

Contact number

### If you need further assistance

Please contact our Glacier Partners: Alexforbes Interaction Centre at 0860 664 444 or send an email to [glacierqueries@alexforbes.com](mailto:glacierqueries@alexforbes.com).

1. Create or update your profile

In order to create your investment, we need to create a profile for you. You must please complete all the fields.

1.1. Member information

Existing investment number

Member person details

Title

Initials

Surname

Full names

Date of birth

D

D

M

M

Y

Y

Y

Y

Gender

M

F

Nationality

South African

Other

Country of birth

South African

Other

ID number (if you are a South African citizen or resident)

If you are not a South African citizen or resident, please provide:

Passport number

Expiry date

D

D

M

M

Y

Y

Y

Y

Country of issue

Member contact details

Email

Cell

Tel (h)

Tel (w)

Fax

Physical address

(include country)

Code

Postal address

Same as physical address

(include country)

Code

Member tax details

In the table below, please list each country and tax number where you are resident for tax purposes:

Primary country of tax residency	Tax identification number
Other countries of tax residency	Tax identification number

In order to comply with FICA legislation we need your financial information:

What is your employment status?

Salaried employee

Self employed

Choose the one most applicable to you

Minor

Student(18 and older)

Retired

Unemployed

Home executive

Do you earn an income

Yes

No

If you answered yes above, please complete the following:

How do you earn an income?

Salary

Pension

Business

Dividends

Other

What is your total annual income amount?

- ☐ 0.00 – R500 000.00  
☐ R500 000.01 – R 1000 000.00  
☐ More than R 1 0000 000.00

What is your current or last occupation?

Who is your current or last employer?

Which industry or sector do you currently or did you last work in? Only choose one. (All options refer to private sector except for "state owned enterprise and public sector")

- |  |   |
|--|---|
| <input type="checkbox"/> Extractive services (e.g. mining) | <input type="checkbox"/> Construction               |
| <input type="checkbox"/> State owned enterprise            | <input type="checkbox"/> Public sector              |
| <input type="checkbox"/> Agriculture                       | <input type="checkbox"/> Manufacturing              |
| <input type="checkbox"/> Financial and business services   | <input type="checkbox"/> Wholesale and retail trade |
| <input type="checkbox"/> Entrepreneurship                  | <input type="checkbox"/> Engineering                |
| <input type="checkbox"/> Education                         | <input type="checkbox"/> Healthcare                 |
| <input type="checkbox"/> Information technology (IT)       | <input type="checkbox"/> Automotive or aviation     |
| <input type="checkbox"/> Hospitality                       | <input type="checkbox"/> Not applicable             |

Other industry sector

Please indicate your source of wealth

- |   |   |  |   |
|---|---|--|---|
| <input type="checkbox"/> Bonus          | <input type="checkbox"/> Business earnings  | <input type="checkbox"/> Donation                                    | <input type="checkbox"/> Gift                               |
| <input type="checkbox"/> Court Order    | <input type="checkbox"/> Divorce settlement | <input type="checkbox"/> Maintenance                                 | <input type="checkbox"/> Sole Proprietor                    |
| <input type="checkbox"/> Pension        | <input type="checkbox"/> Loan               | <input type="checkbox"/> Retirement lump sum (1/3)                   | <input type="checkbox"/> Maturing investment                |
| <input type="checkbox"/> Sale of shares | <input type="checkbox"/> Savings            | <input type="checkbox"/> Divorce settlement                          | <input type="checkbox"/> Winnings                           |
| <input type="checkbox"/> Salary         | <input type="checkbox"/> Commission         | <input type="checkbox"/> Company sale or sale of interest in company | <input type="checkbox"/> Sale of other asset excl. property |

Please indicate your source of funds:

- |   |  |                                       |  |
|---|--|---------------------------------------|--|
| <input type="checkbox"/> Annuity payments   | <input type="checkbox"/> Scholarship                   | <input type="checkbox"/> Trust income | <input type="checkbox"/> Rental income |
| <input type="checkbox"/> Consultancy income | <input type="checkbox"/> Business earnings             | <input type="checkbox"/> Commission   | <input type="checkbox"/> Salary        |
| <input type="checkbox"/> Interest income    | <input type="checkbox"/> Profit income / Revenue share | <input type="checkbox"/> Grants       | <input type="checkbox"/> Sale proceeds |
| <input type="checkbox"/> Royalty income     | <input type="checkbox"/> Maintenance                   |                                       |  |

Is another person acting on behalf of the investor? ☐ Yes ☐ No



**If yes, please complete and attach the Third Party Details form as well as the FICA documents and proof of authority.**

## 1.2. How we communicate with you

We will send all documents to you by email. If you do not provide an email address, we will send it by sms. Once your investment number has been confirmed, you can register for a secure online account on [www.afonline.co.za](http://www.afonline.co.za). This account will allow you to view the details on your investment.

## 2. Name your nominees

You may nominate one or more nominees who may receive the death benefit when you pass away.

**Your dependants will be taken into account when the benefits are allocated. The trustees of the Fund may be guided by your nominations, but are not bound by it.**

The trustees of the Fund will determine, in accordance with the law, how the benefits are distributed between your dependants and other nominees.

The trustees would only consider a nomination made to artificial persons e.g. charities, in exceptional circumstances.

Please indicate how the benefit should be split between your nominees.

Total number of nominees

If there are more nominees, please attach a copy of this section of the application form.

Portion of benefits  % ☐ Dependant ☐ Nominee

Nominee details

Relationship ☐ Spouse ☐ Child ☐ Brother/sister Other

Title Initials Surname

--	--	--

Full names

--

Nationality ☐ South African Other

ID number (if you are a South African citizen or resident)

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

If you are not a South African citizen or resident, please provide:

Passport number  Expiry date 

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

Country of issue

Contact details

Email

Cell 

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

 Tel (h) 

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

 Tel (w) 

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

Postal address ☐ Same as member's

(include country)

Code

Portion of benefits  % ☐ Dependant ☐ Nominee

Nominee details

Relationship ☐ Spouse ☐ Child ☐ Brother/sister Other

Title Initials Surname

--	--	--

Full names

--

Nationality ☐ South African Other

ID number (if you are a South African citizen or resident)

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

If you are not a South African citizen or resident, please provide:

Passport number  Expiry date 

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

Country of issue

Email

Cell 

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

 Tel (h) 

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

 Tel (w) 

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

Postal address ☐ Same as member's

(include country)

Code

--

9

1

7

11

5

--

9

9

7

1

The benefit can be paid either directly to the beneficiary, or into a trust.

Only individuals may receive the death benefit of a retirement fund. However, if a trust only has one individual as a beneficiary, and that same individual is nominated for the death benefit of the Fund, you may indicate below whether the final death benefit payment should go directly to the individual or whether it must be paid to the trust for the benefit of that one individual.

If you want the benefit to be paid into a trust, please complete the following section.

Trust name

Does the trust have a Master's reference number? ☐ Yes ☐ No

Master's reference number

Is the trust established in terms of your Will? ☐ Yes ☐ No

### 3. Create your retirement annuity

We offer a wide range of investment options. You or your financial intermediary may structure your portfolio according to your individual risk profile. You may invest a lump sum and you may choose whether to phase in a portion of that amount over time. In addition, you may choose to make a recurring investment.

#### Components

As a result of the Two-pot retirement system you could potentially have up to three different components within your one investment.

The following components may be applicable:

You may have multiple **components** within your investment.

##### Retirement component

The purpose of this component is to save for your retirement. You may therefore not withdraw from this component before retirement, subject to exceptions, as per legislation.

##### Savings component

This component provides you with the option to access a portion of your retirement savings before retirement. You may therefore withdraw from this component once every tax year, subject to conditions.

##### Vested component

In accordance with the law, if this investment is funded by a provident or provident preservation fund it will have vested or non-vested rights, or both. This will have an impact on the options available at retirement.

This component will consist of existing vested and non-vested portions, if applicable, and will retain their rules.

#### 3.1. Lump sum investment

A **lump sum investment** is a once-off investment and it includes any amount you may want to phase in.

Lump sum

The minimum amount is R30 000.

How much would you like to invest?

R

Any voluntary money will be allocated as follows: Two-thirds to the retirement component, and one-third to the savings component.

Any retirement money will be allocated as follows: The transferring provider will provide us with a Recognition of Transfer (ROT) and we will allocate the investment amount to the different components accordingly.

#### 3.2. Recurring investment

If you choose a recurring investment, a minimum of R500.00 per month applies. These minimum amounts may change from time to time.

A **recurring investment** is a fixed amount invested monthly and paid by debit order.

How much would you like to invest per month?

R  increasing by  % per year on

the following date 

Y	Y	Y	Y	M
---	---	---	---	---

Two-thirds of your recurring investment amount will be allocated to the retirement component, and one-third to the savings component.

### 3.3 Choose your investment options

Glacier offers you several investment options. You can choose collective investments, wrap funds or a share portfolio. Your financial intermediary will be able to give you more details on these investment options.

#### Regulation 28

**Regulation 28 of the Pension Funds Act** limits exposure to the various asset classes in which you can invest your pre-retirement savings.

Regulation 28 prescribes that the Fund, and therefore each member, must comply with the maximum asset class exposure limits. Amongst others, the following maximum exposures are applicable: 75% equity, 15% private equity, 25% property, 10% hedge funds, etc.

The total asset class exposure is further limited to 45% in direct infrastructure and 45% in foreign assets (outside of South Africa).

Regulation 28 will be applied and monitored. Should you exceed these limits, the Fund may switch your investment to the Banker portfolio.

#### 3.3.1 Choose your investment options

We offer you several investment options in collective investments. Your financial intermediary will be able to give you more details on these investment options.

How to complete this table



If you are transferring units to this investment and you want these units to **remain invested** as they are, the list in the table below **must exclude** the units being transferred. The portion of your lump sum amount that is the unit transfer will then not form part of the investment allocations below.

Investment options You may select a minimum of 1 and a maximum of 6 investment portfolios		Portfolio fee	Lump sum: % allocation	Recurring: % allocation
	Example: Fund X		50.00%	
	Example: Fund X		50.00%	
1	AF High Growth	0.70%		
2	AF Passive Bold	0.30%		
3	AF Passive Cautious	0.30%		
4	AF Passive Moderate	0.30%		
5	AF Passive Protector	0.30%		
6	AF Protector	0.60%		
7	Conserver	0.60%		
8	Performer	0.50%		
9	Accelerator	0.90%		
10	Enhanced Income	0.74%		
11	Banker	0.30%		
12	Global Balanced	1.20%		
13	Shari'ah High Growth	1.10%		
14	Shari'ah Medium Growth	1.00%		
15	Inflation-linked Bond	0.70%		
16	Property	1.20%		
17	Pure Fixed Interest	1.00%		
18	Real Return Focus	1.10%		
19	Global Passive Plus	0.60%		
20	Global Equity	1.27%		
21	Passive Global Equity	0.35%		
22	Stable Focus	0.93%		
23	AF Global Conserver	1.30%		
24	AF Global Dollar Banker	0.35%		
25	AF Retirement Navigator	0.70%		
26	AF Explorer	0.90%		
27	AF Passive Explorer	0.35%		
			100.00%	100.00%

Availability of collective investments

We will follow a pre-determined process if:

- a) a collective investment or fund class is not available on our platform when the initial investment is processed, or
  - b) in future a collective investment or fund class is no longer available on our platform and we have not received an alternative selection within the notice period.
- The pre-determined process entails that we will invest that portion in another available fund class of the same collective investment (of which the fee structure may differ) or in the Banker if no other fund class is available.

3.3.2 Phasing in of lump sum investment

If you choose to phase in a percentage of your lump sum, please complete this section. Please note that the Just portfolio can not be selected as a investment option for phasing in.

If you choose to phase in a percentage of your lumpsum please complete this section.

Do you want immediate or delayed phasing in? ☐ Immediate<sup>1</sup> ☐ Delayed<sup>2</sup>

1. If you have selected immediate phasing in, the investment in the portfolio will start immediately after this application form is accepted. The balance of the investment will be phased in on, or about, the second-last business day of each calendar month of the phase-in period you selected.

2. If you have selected delayed phasing in, the investment in the portfolio will start on, or about, the second-last business day of the calendar month in which this application form is accepted. The balance of the investment will be phased in on, or about, the second-last business day of each calendar month of the phase-in period you selected.

Over how many months do you want the investment to be phased in?

☐ 3

☐ 6

☐ 9

☐ 12

In which collective investment should we initially invest the percentage of the funds that you want to phase in?

It will be phased into the Investment options on the second last working day of each month

Investment option – FROM		Amount	Percentage
1			

Investment option – TO		Amount	Percentage
1			
2			
3			
4			
5			
6			

4. SELECT YOUR PAYMENT METHOD

4.1. What is the source of the money for this investment:

Anti-money laundering legislation requires that we know the source of the money that you invest. Please choose the applicable sources below:

☐ Business income

☐ Salary or bonus

☐ Savings

☐ Proceeds of existing investment

☐ Inheritance

☐ Gift or donation

☐ Sale of asset or property

☐ Court order or settlement

☐ Transfer from another provider

Other

How will you be paying? Lump sum investments may be paid by electronic fund transfer (EFT) or once-off debit order. You may also transfer an existing investment by means of a cash transfer (an EFT from the transferring provider) or a unit transfer. Recurring investments may only be paid by debit order.

Select your payment method(s) for your lump sum investment:

☐ EFT

☐ Once-off debit order

☐ Unit transfer



Details of all other retirement fund(s) to be transferred:

	Retirement fund name of the transferring fund	Member or plan number	Estimated amount
1			R
2			R
3			R
4			R

Is a third party making a financial contribution to your investment? ☐ Yes ☐ No



If yes, please complete and attach the Third Party Details form as well as the FICA documents for **each third party** who makes a financial contribution to your investment.

4.2.1 The bank details for an EFT

In order to comply with FICA legislation, we will provide you with the relevant bank details once your application has been accepted.

4.2.2 Set up a debit order

The below bank account details will be used for both lump sum and recurring investment transactions. If you have a recurring investment, it will be recovered every month on the date you specify below.

Once-off debit order amount (maximum R 2 000 000)		R							
Date of once-off debit order		Y	Y	Y	Y	M	M	D	D
		As soon as possible							
Regular debit order amount (recurring)		R							
Regular debit order collection date			1st		15th		25th		
Regular debit order annual escalation rate		%							
Regular debit order annual escalation date		Y	Y	Y	Y	M	M	D	D
Name of account holder									
ID or registration number of account holder									
Bank name									
Branch name									
Branch code									
Account number									
Account type			Cheque			Savings			

Authorisation

I, the account holder, authorise Glacier to arrange with the financial institution(s) named above to collect monies through a debit order from these accounts.

Signature for account

D

D

M

M

Y

Y

Y

Y

Date

4.2.3 The unit transfer details



If you are transferring an existing investment, you must attach the investment statement from the provider from which you transfer.

Details of the **person or entity** (the investment owner) in whose name the existing investment, collective investment or share portfolio are held:

Name of investment owner

ID or entity registration number

Details of the investments

You may only transfer a collective investment where the exact fund class is available on the Glacier platform. For this reason you may be required to do a switch before transferring the units to our platform. In order for us to process your unit transfer instruction, you must list each of the collective investments to be transferred to us in the table below.



**Example 1** shows how you would indicate it in the table if you transfer 100% of an existing investment (consisting of Fund A and Fund B) from Company A to Glacier.

Transferring from	Name of collective investment (including fund class	Investment, collective investment	% of investment to be transferred	Cancel existing debit order?	
				Y	N
Example 1: Company A	Fund A	12345	100.00%	X	
	Fund B	45678	100.00%		

How should we invest the transferred investments?

- ☐ Remain invested as they are (this is the default option)
- ☐ Switch according to the lump sum allocation you selected in section 2.3 of this form

Authorisation

I hereby request that Glacier instruct the transferring provider specified above to transfer the relevant investments to an account held in the name of Axis Nominee (Pty) Ltd, or the nominee of the selected stockbroker.

Signature of investment owner (the person in whose name the investment is held), or person acting on behalf of the investment owner.

Signature for account

D

D

M

M

Y

Y

Y

Y

Date

5. UNDERSTAND THE FEES

Value added tax (VAT) is payable on all fees. We may change the administration fees and calculation method from time to time, but we will inform you in writing first.

5.1 Initial administration fees

There are no initial administration fees on a lump sum or recurring investment. We may charge R100.00 (excl. VAT) to recover the cost we incur in processing an unpaid debit order.

5.2 Ongoing annual fees

Our annual administration fee is calculated investment value of all your investment options according to the following sliding scale:

	Rate (excl. VAT)
On the first R1 000 000.00	0.3375%
On the next R1 500 000.00	0.1875%
On the next R5 000 000.00	0.15%
On the amount above R7 500 000	0.0938%

How to sign up for the family fee option

If you choose to take the family fee option, please fill in the details of your immediate family members in the table. Your child must be younger than 23 to qualify for this family fee option.

Principle investor number:

Immediate family					
Name and Surname	Relationship type		Investment Number	ID Number	
	Spouse	Child			
	Spouse	Child			
	Spouse	Child			
	Spouse	Child			

5.3 Financial Intermediary Fees

You and the financial intermediary may negotiate an initial fee and annual fee. We will deduct an amount equal to the negotiated annual service fee from your investment and then pay an equal amount to the financial intermediary.

5.4 Annual Fee (payment instruction)

The fees are recovered monthly by selling units from the investment options you are invested in. Please indicate from which investment option(s) your annual fees must be paid:

☐ Proportionately from all or

☐ Proportionately from the following investment option(s):

1	<input type="text"/>
2	<input type="text"/>
3	<input type="text"/>

5.5 Collective investment management fee

CCollective investment managers may charge an initial or annual investment management fee, or both, and the rates differ between collective investments. The collective investment manager deducts these fees before declaring income and calculating unit prices. A collective investment manager may charge a performance fee if a certain level of performance is achieved.

In some cases, the collective investment manager pays Glacier a platform administration fee for cost savings on administration, distribution and marketing. This fee amounts to a maximum of 0.50% of the investment value held on your behalf.

5.6 Effective annual cost

The effective annual cost (EAC) is a simplified measure that makes it easier for you to compare financial products. The EAC combines all possible costs for a financial product, which is then expressed as a percentage of the investment amount. If you have not seen the EAC for this investment, we kindly refer you to your financial intermediary for more information.

6. APPOINT FINANCIAL INTERMEDIARY

You can appoint a financial intermediary by completing this section.

6.1 Personal details of the financial intermediary

This financial intermediary will receive all future communication regarding this investment.

Initials and surname  Intermediary code

Name of FSP whom the financial intermediary represents

FSP number

Broker consultant: Name and surname

Contact number 

<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
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6.2 The financial intermediary’s fees

You and the financial intermediary may negotiate an initial fee and annual fee. We will deduct an amount equal to the negotiated annual service fee from your investment and then pay an equal amount to the financial intermediary. Value added tax (VAT) is payable on the financial intermediary's fees.

		Rate (excl. VAT)	
		Maximum fee	Negotiated fee
Initial fee	Lump sum investment		
	Recurring investment		
Annual service fee			

6.3 The financial intermediary’s declaration

I, the financial intermediary, declare that:

- a. I am authorised to market this product and I have not been debarred nor has any authorisation given to me been withdrawn, suspended or lapsed;
- b. I have met face-to-face with the client or the person acting on behalf of the client recorded in this application, and confirm that they bear a likeness to the photograph on their identity document;
- c. I have verified their identity with original acceptable documentation, copies of which are attached; and
- d. the information provided is accurate.

Signature of financial intermediary

<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
----------------------	----------------------	----------------------	----------------------	----------------------	----------------------	----------------------	----------------------

Date

## 7. AGREE TO OUR TERMS

### 7.1 The parties involved in administering your investment

- 7.1.1 Investments are held in the name of an approved independent nominee, Axis Nominee (Pty) Ltd.
- 7.1.2 The information that you have provided forms the basis of contracts that will be entered into with the third parties providing the investment vehicles you have selected. Those vehicles are subject to the third parties' terms and conditions.
- 7.1.3 Glacier as an administrative FSP is approved for the following financial products:
- Participatory interests in one or more collective investment schemes
  - Participatory interests in hedge funds
  - Money market instruments
  - Bonds
  - Retail pensions benefits
  - Pension funds benefits
  - Shares
  - Debentures and securitised debt
  - Long-term deposits
  - Short-term deposits
  - Structured deposits
  - Long-term insurance subcategory C
  - Long-term insurance subcategory B1
  - Long-term insurance subcategory B2
  - Long-term insurance: Category B2-A
  - Long-term insurance: Category B1-A

### 7.2 Where our responsibility ends

- 7.2.1 Investments are inherently risky and performance is subject to events, such as market risk, foreign currency fluctuations, which we cannot control and which can affect the value of your investment. This means that we cannot guarantee the performance of any investment option and you may therefore not receive the full amount you invested.
- 7.2.2 Glacier holds adequate professional indemnity and fidelity insurance cover. This means that we are covered against claims that are directly attributable to fraud, dishonesty or gross negligence of employees (not your appointed financial intermediary) acting in the course and scope of their employment. Note that you cannot claim for any losses you may suffer that arise for other reasons and you cannot claim for any consequential (also referred to as indirect or special) losses.
- 7.2.3 Glacier is not required to provide you with any information that any collective investment scheme, hedge fund or listed company is obliged to disclose in terms of any law.
- 7.2.4 Glacier is not responsible for any losses caused by the conduct or procedures of your appointed financial intermediary or any third parties.
- 7.2.5 You must not rely on any warranties, representations, disclosures or opinions that have not been incorporated into this document.
- 7.2.6 The application form and all other documents signed by you, the terms and conditions of the Fund's member booklet for members as amended from time to time, and rules of the fund as amended from time to time, form the basis of our agreement with you. We may amend our agreement from time to time, but we will inform you in writing first.
- You can request updated copies of the member booklet and the fund rules from the Glacier Partners: Alexforbes interaction centre on 0860 664 444 or your financial adviser.
- 7.2.7 Glacier is not responsible for any instructions given or submitted by your financial intermediary or any delays in the processing or rejection of an application or future instructions as a result of your financial intermediary not complying with one or more of the following:
- a) not being appropriately licensed as a financial services provider,
  - b) not registered or authorised for the appropriate product category,
  - c) not having completed the relevant training as required by legislation, or
  - d) not acting within the scope of your mandate with your category II FSP.
- 7.2.8 You are liable for any tax or levies imposed on the investment or any benefits Glacier may allocate to you.
- 7.2.9 It is your responsibility to inform Glacier of any changes to your and the nominees' personal details (e.g. address change, surname change, contact details, tax details, etc.).
- 7.2.10 We are not responsible for any losses caused by a failure of mechanical or electronic devices, networks or any other events outside our reasonable control.

### 7.3 Accepting and processing instructions

- 7.3.1 If the information in a quotation differs from that in the application form, the information in this application form will apply.
- 7.3.2 Your investment is subject to a 40 day clearing period, and you will not be allowed to retire or withdraw from the Fund, or transfer the investment during this period
- 7.3.3 The following rules will apply to the capturing of investment instructions:
- a) A business day is any day other than a Saturday, Sunday or South African public holiday.
  - b) We will capture investment instructions within two business days after receiving the completed application form, proof of deposit and any other supporting documents or information we require. Anti-money laundering legislation also requires us to conduct due diligence on our clients which may delay the process of issuing your investment. We will be in contact with you during the process.
  - c) If your investment instruction is captured after 10h30 am, you should receive the price determined for the following business day. However, we cannot guarantee this in all instances.
  - d) If more than one complete business day (commencing at 16:00 on a business day and ending at 16:00 on the next business day) elapses between receiving the deposit and capturing the instruction, the interest will be credited to your investments. All other interest will accrue to Glacier.
  - e) If the lump sum amount is funded by more than one source, we will invest and send confirmation as we receive each source amount.
  - f) If you submit a switch instruction on our standard switch instruction form, your switch instruction will be completed within four to five business days after receiving your complete and accurate switch instructions.
  - g) If you submit a withdrawal instruction on our standard switch withdrawal form and we have all the supporting requirements to capture your instruction, we will pay you the amount withdrawn within five business days after receiving your complete and accurate withdrawal instructions.
- 7.3.4 If there is any transaction in progress, the investment instruction could be delayed until the transaction in progress has been priced.
- 7.3.5 Where a collective investment manager is unable to honour a withdrawal owing to the investment manager's liquidity constraints, the entire transaction will either be cancelled or suspended until Glacier receives notification from the collective investment manager that liquidity is sufficient to honour the withdrawal. The transaction will then only be priced once it is re-submitted to the manager.
- 7.3.6 Any income distribution by collective investments will be reinvested in the collective investments concerned within 15 business days of declaration.

- 7.3.7 Any payment due to South African Revenue Service (SARS), it will be deducted from any amount payable to you.
- 7.3.8 We may cancel your recurring investment if three consecutive debit orders are unpaid.
- 7.3.9 AF Retirement Navigator is a smoothing only portfolio that uses a bonus declaration formula to allocate underlying market returns to investors in a smoothed manner. Key features applicable to this portfolio are contained in the portfolio fund fact sheet which can be found on our website at [www.alexforbes.com](http://www.alexforbes.com) or from your financial advisor.
- 7.3.10 We have the right to transfer some or all of our rights and obligations under this mandate to any person or company, on the terms and conditions we consider appropriate. We do not need to get your consent before any transfer.

## How we protect your personal information

### Who you are sharing your information with

You are sharing your information with Glacier, a subsidiary of Sanlam Limited.

### What we collect and how we collect it

When you invest with us, we have to collect certain personal information in order to provide our services and to comply with our legal obligations. We will collect the information directly from you, but in some instances we may collect it from other sources. We may also ask you to provide personal information of other people relevant to the investment, including minor children, if applicable.

You have the right to ask us for a copy of your personal information and to update or correct it.

### Who we share your information with

When you share your information with us, you are also sharing it with the Sanlam Group. The Sanlam Group consists of all the companies that are owned or controlled by Sanlam Limited. All the companies in the Group are committed to protecting your information. Visit [www.sanlam.com/sanlam-at-a-glance.php](http://www.sanlam.com/sanlam-at-a-glance.php) for the complete list of the businesses in the Sanlam Group.

We will share your information with your financial intermediary and their practice in order for them to provide you with financial advice and intermediary services.

We may share your information with other service providers where required for any of the purposes stated below. We only use companies we trust, and they are contractually obligated to keep your information safe.

We may also have to share your information with companies in other countries, if required for administering your investment. We will not send your personal information to a country that does not have the same level of data protection laws as South Africa, unless we have a binding agreement in which they undertake to keep your information safe in line with data protection laws.

At times we may be legally obliged to share your personal information with legal and regulatory authorities.

You may object to this sharing on reasonable grounds. We will then stop sharing your information unless we are required by legislation to share it. If we cannot share your information with other entities, it may influence our ability to administer your investment, and we may have to deny your application or claim.

### What we do with your information

We may use your information to:

- consider your application;
- conclude and administer the investment, for instance to collect payments;
- process claims;
- comply with our legal requirements as set out in the applicable laws, including codes of conduct applicable to our industry;
- protect the legitimate interests of Glacier and third parties;
- prevent loss or fraud;
- do research and analysis;
- administer your membership to any type of loyalty or reward programme; and
- conduct actions for any other purposes related to the above.

You can access our complete privacy policy at [www.sanlam.com/sanlams-privacy-policy.php](http://www.sanlam.com/sanlams-privacy-policy.php).

### Other Communication

We would like to hear from you if you have a complaint.

- a) You can do so by email at [glacierpartners@alexforbes.com](mailto:glacierpartners@alexforbes.com), by phone on 0860 664 444
- b) Please contact us if you have any questions or if you need more information.

For compliance and information on the Protection of Personal Information (POPIA), please contact our information officer on the following email address – [glacierpartners@alexforbes.com](mailto:glacierpartners@alexforbes.com).

## Declare your acceptance and sign the application

You or your authorised signatory may sign this form using an electronic signature, which is binding and valid without having to provide further proof of identity. A signed electronic copy of this form will be regarded as an original as if it were signed by handwriting and in person. Glacier can request you or your authorised person to sign and send an original hard copy form to us when requested.

I accept the content and terms of this form, and warrant that the information I provide in this application form and all the supporting documents is complete and accurate. I confirm that the effective annual cost has been disclosed to me. I hereby sign a fully completed application form.

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Signature of member, or person acting on behalf of the member

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Print initials and surname

D	D	M	M	Y	Y	Y	Y
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Date