Terms and Conditions

Alexforbes Invest fees comparison promotion

1. Promoter

This promotion is offered by **Alexforbes Invest**, an authorised financial services provider (FSP 47234), in terms of Section 8 of the Financial Advisory and Intermediary Services Act 37 of 2002 (FAIS Act), as amended. Alexforbes Invest is licensed in terms of Category I (advice and non-discretionary intermediary services) and Category III (administration services) and an appointed 13B administrator.

2. Promotion overview

The promotion offers a once-off payment of R5 000 to qualifying participants if the Effective Annual Cost (EAC) over five years of an Alexforbes Retirement Annuity or Living Annuity quote obtained through the Guided investment journey, to which ONEfee applies, is higher than that of the participant's current provider on a like-for-like basis.

For clarity, this promotion applies only to investments made through the Guided journey and does not apply to the Choose Your Own investment journey, where ONEfee does not apply.

3. Eligibility criteria

To qualify for the promotion, participants must:

- Be an individual (natural person)
- Not currently hold a Retirement Annuity or Living Annuity with Alexforbes
- Have an existing Retirement Annuity or Living Annuity with a minimum investment value of R750 000
- Obtain a new Retirement Annuity or Living Annuity quote through the Alexforbes Invest Guided journey during the promotional period. Quotes or investments using the Choose Your Own journey do not qualify for this promotion.
- Not have previously received a payment under this promotion

4. Qualifying criteria

To qualify for the R5 000 payment:

- The participant must demonstrate, on a like-for-like basis, that the Effective Annual Cost (EAC) over five years quoted by Alexforbes through the Guided journey is higher than that of their current provider. For purposes of this promotion, a "like-for-like" comparison means a comparison between comparable products, investment values and investment options, as reasonably determined by Alexforbes. The Alexforbes comparison will be based on the fees and investment solution applicable to the Guided journey, including ONEfee.
- The comparison must be supported by valid and verifiable documentation

5. How to claim

To submit a valid claim, participants must:

- Email invest@alexforbes.com within **30 calendar days** of receiving their Alexforbes quote
- Provide the following:
  - An official statement from their current provider reflecting their EAC and personal details
  - The Alexforbes quote
  - Valid bank account details in the participant’s name, matching the details on the provider statement
- Incomplete or incorrect submissions may result in the claim being rejected

6. Verification

- All claims are subject to verification by Alexforbes
- Claims may only be assessed where sufficient information is provided to enable a meaningful comparison of **Effective Annual Costs** (EACs) on a **like-for-like basis**
- Alexforbes reserves the right to request additional supporting documentation to validate a claim
- Claims that cannot be verified to Alexforbes’ satisfaction will not qualify for payment

- Alexforbes reserves the right to reject claims where documentation has been altered, manipulated, falsified or is suspected to be fraudulent

7. Payment

- Once a claim has been successfully verified and approved, Alexforbes will process payment of R5 000
- Payment will be made via electronic transfer into the participant's nominated bank account
- Payment will be processed within **three to five working days after verification is complete**

8. Limitations

- Only **one payment per person** will be made under this promotion, regardless of the number of quotes obtained
- The promotion is non-transferable and cannot be exchanged for any other benefit

9. Promotion period

- This promotion applies to qualifying quotes completed on or after **2 November 2026**
- Alexforbes reserves the right to amend, extend, or withdraw the promotion at its discretion, subject to regulatory requirements
- The promotion, including the R5 000 fee comparison offer, applies only to the Alexforbes Invest Guided journey and its applicable ONEfee pricing. It does not apply to the Choose Your Own journey or to the fees applicable to investments selected through that journey.
- **Black Friday promotional period:** Notwithstanding the standard R5 000 payment referred to in these Terms and Conditions, participants who otherwise meet all qualifying criteria and complete a qualifying Alexforbes quote between 23 November 2026 and 30 November 2026, inclusive, will be eligible for an enhanced payment of R10 000 if their claim is successfully verified and approved.
- The R10 000 promotional payment is limited to the first 10 qualifying claims that are successfully verified and approved. Once 10 qualifying claims have been approved, the Black Friday promotion will end and no further R10 000 promotional payments will be made, even if this occurs before 30 November 2026.
- The R10 000 payment applies only to qualifying quotes completed during the promotional period and while the promotion remains available.
- From 1 December 2026, or once the limit of 10 approved qualifying claims has been reached, whichever occurs first, the standard R5 000 payment will apply in accordance with these Terms and Conditions.
- All other eligibility requirements, qualifying criteria and Terms and Conditions remain unchanged.

10. General

- This promotion does not constitute financial advice, a recommendation, or a guarantee of future investment performance
- Personal information collected as part of this promotion will be processed in accordance with Alexforbes' Privacy Policy and applicable data protection legislation
- By requesting a quote and participating in this promotion, participants consent to being contacted by Alexforbes regarding:
  - their quote results;
  - the outcome of the fee comparison; and
  - information relating to relevant Alexforbes investment solutions
- Any such communication will be conducted in accordance with applicable privacy and data protection legislation and Alexforbes' Privacy Policy
- Participants are encouraged to seek independent financial advice before making investment decisions
- Alexforbes reserves the right to disqualify any participant who does not comply with these Terms and Conditions
- Any tax consequences arising from receipt of the R5 000 payment shall be for the participant's own account
- By participating in this promotion, participants agree to be bound by these Terms and Conditions