

Unit Trusts Transfer Form

By completing this form, you are applying to transfer ownership of your unit trust investment to another person or legal entity (called a 'beneficiary').

Please send the completed form to UTinstructions@sanlaminvestmentsnamibia.com or fax it to 061 294 7524.

If you have any questions, contact us on 061 294 7417 or email collective@sanlam.com.na

Important information

- Please read all the information in this form carefully, including the terms and conditions in section 6, and ensure you understand it.
- This form will be used to process your transfer instruction only. Should you wish to change your personal information or your regular withdrawal / contribution(s), you will need to complete an **Investor Details Update form**, available on www.sanlam.com.na
- We will only proceed with the transfer instructions once the form has been completed, dated and signed by the investor and / or authorised signatories and we have received all the necessary **Financial Intelligence Act (FIA) 13 of 2012 requirements**, if applicable.
- Transfers for deceased investors must be completed and signed by the executor(s) of the deceased investor's estate.
- Other transfers must be completed and signed by the individual making the transfer (the investor) as well as the entity that the units are being transferred to (the beneficiary).
- Please initial any changes made on this form.
- Any writing/instruction outside of the allocated fields will not be processed.

1. Investor details (all fields are compulsory)

Investor code:

Title: Other (please specify): _____

Surname / registered name of legal entity: _____

Full name(s): _____

ID / passport number / entity registration number:

Contact telephone number: _____ Email address: _____

Please note: If you have provided different contact details on this form to what we currently have on our records, your details will not be updated until we receive a completed **Investor Details Update Form**, available on www.sanlam.com.na

2. Transfer options

If the beneficiary of the account is not an existing investor, this person or entity must complete a **Unit Trust Application form for new investors** (available at www.sanlam.com.na) and submit it with this form. Standard rules and FIA requirement checks will apply.

Please select either **Namibian Dollars or units or all units:** (if no class is specified, it will be allocated to a default class)

From:

Unit trust fund and class: _____ Total amount (N\$) or _____ Units _____ or _____ All Units

To:

Beneficiary / entity name Investor code: _____ Investor code: (if existing client)

1

**From:**

Unit trust fund and class:

Total amount (N\$) or

Units

or

All Units

2

To:

Beneficiary / entity name Investor code:

Investor code:
(if existing client) **From:**

Unit trust fund and class:

Total amount (N\$) or

Units

or

All Units

3

To:

Beneficiary / entity name Investor code:

Investor code:
(if existing client) **From:**

Unit trust fund and class:

Total amount (N\$) or

Units

or

All Units

4

To:

Beneficiary / entity name Investor code:

Investor code:
(if existing client)

3. Cash flow plans (regular withdrawals and switches) (only if applicable)

3.1 Regular monthly withdrawals (sell)

Cancel my existing withdrawal

3.2 Regular monthly switch

Cancel my existing monthly switch

4. Change existing debit order instruction (only if applicable)

(please select the applicable option) (indicate with an 'X')

Regular debit order to continue on existing fund(s)?

Cancel my existing debit order(s)?

Please note: if you would like to change your existing regular debit order instruction or submit a new request, you will need to complete an **Investor Details Update form**, available from www.sanlam.com.na

We will change the debit order on the soonest available business day.

5. Important notes

- Fund minimums apply to transfer requests (please see the relevant fund fact sheets available on www.sanlam.com.na).
- If no regular withdrawal and changed debit order options are selected, the status of your investment will remain unchanged. However, should the existing debit order(s) not meet the required fund minimum(s), the debit order(s) will automatically be cancelled.
- Transfers between the same funds are free of costs.
- After the transfer has taken place and the beneficiary wants to switch to a different fund or class, a **Unit Trust Switching form** must be completed, available from www.sanlam.com.na
- Should any future income be paid out / amended or if your personal information has changed, you will need to complete an **Investor Details Update form**, available from www.sanlam.com.na



6. Terms and conditions

6.1 About unit trusts

- When you invest in a unit trust (also called a collective investment scheme), your money is pooled with the money of other investors. This pool of money is used to buy a portfolio of assets, such as shares (equities), bonds or listed property. As an investor, the value of the units you own is calculated by taking the number of units you own and multiplying them by the latest ruling price per unit. Forward pricing is used. Details of what each fund invests in, as well as its risk profile, are specified in the fund fact sheets.
- The price per unit (excluding money-market type funds) goes up and down according to the value of the underlying assets in the relevant portfolio. Neither your capital nor the return of your investment is guaranteed for any unit trust fund investment. For information on unit trusts and how they work, along with our full range of funds and the relevant fund fact sheets, please visit our website at www.sanlam.com.na or alternatively you can call us on 061 294 7417.
- When you complete this form, you apply to buy units in the funds of your choice in line with the Trust Deed and mandate of the relevant funds. The fund fact sheets explain how each fund invests and what applicable fees will be charged.
- Unit trusts are generally medium to long-term investments. Past performance is not necessarily a guide to future performance. Unit trusts are traded at ruling prices and may engage in borrowing and scrip lending. Unit trust prices are calculated on a net asset value basis, which is the total value of all assets in the portfolio, including any income accrual, less any permissible deductions from the portfolio and divided by the units in the portfolio.
- For money market funds, the price of each participatory interest is aimed at a constant value. While a constant price is maintained, the investment capital is not guaranteed. A money market portfolio and short-term debt portfolio is not a bank deposit. The total return of the investment is primarily made up of interest received. The return may also include any gain or loss made on any particular instrument. In most cases this will merely have the effect of increasing or decreasing the daily yield, but in the case of abnormal losses it can have the effect of reducing the capital value of the portfolio. The daily yield is calculated by taking the daily income earned from dividends and interest, subtracting the expenses at a fund level, and dividing it by the current value of all the assets held in the fund. Excessive withdrawals from the portfolio may place the portfolio under liquidity pressures, and in such circumstances, a process of ring-fencing the withdrawal instructions, and managed pay-outs over time, may follow.
- If funds for money market funds are deposited on a non-business day e.g. Saturday, Sunday or public holiday, investors will receive that specific day's price and earn interest from that day onwards.
- Income payment(s) will only be paid out to a client's bank account if the investment transactions (e.g. debit orders and deposits) used to purchase units have been cleared by the bankers on the income reinvestment date. If the units have not cleared, income payment(s) will automatically be reinvested.

6.2 Transaction cut-off times

- Please make sure you send us your completed instruction (including supporting documents) before the transaction cut-off time.
- The Namibian business day transaction cut-off times for our funds are:
 - 13:00 for money market funds and (winter time: 12:00),
 - 15:00 for all other funds (winter time: 14:00)
- We can only process your instruction once we have received the correct and accurately completed form and the 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 processing of the transaction will be delayed.
- 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. Any loss will be for the investor's account.
- If a debit order collection date falls on a non-business day, we will collect it on the first available business day thereafter.

6.3 Unclaimed assets and how they affect you

- 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) and redemption payments until the unit trust is sold, regardless of the time frame.
- 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.

6.4 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 an **Investor Details Update form** available from www.sanlam.com.na

6.5 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, sell 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.

6.6 Complaints

We want to give you outstanding client service, but sometimes things go wrong. If you are dissatisfied with our service, or any of our products have disappointed you, we would like to hear about it. Please get in touch:

- Telephone: 061 294 7417
- Fax: 061 294 7524
- 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, we shall investigate it and try to resolve it as soon as possible in a fair manner.



6.7 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 financial adviser or broker, as well as with any 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 may 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. Please feel free to write to us to obtain a copy of this information. 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 of 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).

Signature of investor

Signature: _____

Date:
D D M M Y Y Y Y

OR

Authorised signatory/(ies) acting on behalf of the investor

(e.g. parents / grandparents / guardians of a minor, and all persons authorised to act on behalf of the investor).

Title: Mr Mrs Miss Other (please specify): _____

Capacity: _____

Surname: _____

Full name(s): _____

ID or passport number:

Contact telephone number: _____ Email address: _____

Signature of authorised signatory: _____ Date:
D D M M Y Y Y Y

Broker / Sanlam financial adviser details (if applicable)

Surname: _____

Full names(s): _____ Code:

Contact telephone number: _____ Email address: _____

Important information

Unit Trusts schemes 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. Unit Trusts are traded at ruling prices and can engage in borrowing and scrip lending. Unit Trusts 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. 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 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. 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 as well as potential limitations on the availability of market information. The Manager has the right to close any portfolios to new investors to manage them more efficiently in accordance with their mandates. Standard Bank of Namibia is the appointed trustee of the Sanlam Namibia Unit Trusts Scheme.