



## Unit Trusts Application Form Individual Investors (new investors only)

**Submit the completed form and supporting documents to:**

E-mail [UTinstructions@sanlaminvestmentssupport.com](mailto:UTinstructions@sanlaminvestmentssupport.com) Fax 0860 724 467

**If you have any questions, contact us at:**

Tel 0860 100 266 E-mail [service@sanlaminvestments.com](mailto:service@sanlaminvestments.com)

### Important information

- Please read all the information in this form carefully, and ensure you understand it.
- More details about your unit trust investment can be found in the Terms and Conditions in section 12.
- The investment will only be finalised once we receive the fully completed, dated and signed form, with all the necessary supporting documents. This includes your verified bank account details, Financial Intelligence Centre Act 38 of 2001 (FICA), and Financial Advisory and Intermediary Services Act 37 of 2002 (FAIS) requirements, if applicable. Your funds also need to reflect in our bank account and we require proof of deposit.
- In terms of the Financial Intelligence Centre Act (FICA), we as the accountable institution, may not establish a business relationship or conclude a single transaction with you unless we have taken steps to identify and verify you. We will therefore not invest your funds in the market until we have met the necessary regulatory requirements.
- Please initial the bottom of each page as well as any changes made on this form.
- Any writing/instruction outside of the allocated fields will not be processed.
- Each person acting on behalf of the investor will need to complete Annexure A. Please also ensure all the required documents, as listed in Annexure B, accompany this application form.

### 1. Investor details (all fields are compulsory)

Please note: the following details must be completed in the name of the registered legal entity, regardless of who the payer is.

Title: Mr  Mrs  Other (please specify) \_\_\_\_\_

Full name(s) \_\_\_\_\_

Surname \_\_\_\_\_

Date of birth \_\_\_\_\_ (ddmmccyy) Country of birth \_\_\_\_\_

Identity Number \_\_\_\_\_ Nationality \_\_\_\_\_

Passport number \_\_\_\_\_ Passport country of issue \_\_\_\_\_

Passport expiry date \_\_\_\_\_ (ddmmccyy)

Social Security Number (if US Citizen) \_\_\_\_\_

Residential address: \_\_\_\_\_

\_\_\_\_\_

Country \_\_\_\_\_ Postal code \_\_\_\_\_

Postal address \_\_\_\_\_

Only complete if different from Permanent residential address \_\_\_\_\_

Country \_\_\_\_\_ Postal code \_\_\_\_\_

Home ( ) ( ) \_\_\_\_\_ Work ( ) ( ) \_\_\_\_\_

Country and area codes, e.g. +27 21 555 5555 +27 21 555 5555

Cell phone ( ) ( ) \_\_\_\_\_ Fax: ( ) ( ) \_\_\_\_\_

Country and area codes, e.g. +27 82 555 5555 +27 21 555 5555

Email address \_\_\_\_\_

Occupation \_\_\_\_\_

Initial \_\_\_\_\_

**Source of income**

Please specify from where you earn your income :

- Salary     
  Inheritance     
  Bonus     
  Pension or Provident lump sum  
 Savings     
  Other (specify) \_\_\_\_\_

**2. Investor classification (only the following parties need to complete this section)**

Please mark the applicable option with an "X", and complete where necessary

- Sanlam Group      Pay code: \_\_\_\_\_  
 Ora  
 Sanlam Private Wealth (SPW)  
 Sanlam Private Wealth (SPW): Portfolio Managers      BDA number: \_\_\_\_\_  
 Other: \_\_\_\_\_

**3. Tax status of investor (compulsory)**

**3.1 Tax reporting**

- We require this information in order to fulfil our obligations to SARS the South African Revenue Services (SARS) for FATCA (Foreign Account Tax Compliance Act ) and CRS (Common Reporting Standards) reporting under agreements for the Automatic Exchange of Information relating to tax residency.
- The Multilateral Competent Authorities Agreements signed between the Government of South Africa and other countries were designed to improve international tax compliance.
- Sanlam and all its group companies are required to collect information from each client to ensure that their identification and classification is correct according to the tax requirements. We are obliged to report on clients' tax status to SARS. See our Terms and Conditions for more information.
- If you need assistance filling in this tax information, please contact your tax adviser.

Primary country of tax residence \_\_\_\_\_

Tax Identification Number \_\_\_\_\_

Are you a registered tax payer of any country other than your primary country of residence?      Yes       No

If "Yes", please complete the information below for each country of tax residency:

Country of tax residence	Tax Identification Number	OR	Not Applicable

**By ticking "Not Applicable", you confirm that the country specified does not issue a Tax Identification Number. If you are a USA citizen you are a resident for tax purposes in the USA.**

**3.2 Dividend withholding**

SARS requires us to pay over dividends tax on your behalf, where applicable. Dividends tax is a 20% tax (subject to change) charged to unit holders when a dividend is paid, and is withheld by Sanlam Collective Investments who pays this over to SARS on your behalf. We will deduct this tax before we reinvest any dividends into your investment account. Certain non-SA investors may qualify for an exemption from or a reduced rate for withholding tax on interest or may qualify for a reduced rate in dividends tax. In order to qualify for this, please complete the *Withholding Tax on Interest Declaration Form (WTI)* and/or the *Dividends Tax Form (DTD)(RR)*, available at [www.sanlamunitrusts.co.za](http://www.sanlamunitrusts.co.za)

I / We understand that dividends tax applies at the standard rate unless I / we submit a completed *Dividends Tax Exemption (DTD) (EX)* form, attached as *Annexure C*, or the *Withholding Tax on Interest Form (WTI)*, or *Dividends Tax Form (DTD)(RR)* available at [www.sanlamunitrusts.co.za](http://www.sanlamunitrusts.co.za)

Initial \_\_\_\_\_

#### 4. Source of funds for this investment (compulsory)

Please advise from where the funds for this investment originate.

Source of funds  Salary  Inheritance  Savings  
 Bonus  Other (please specify): \_\_\_\_\_

Do these funds originate from a Sanlam policy? Yes  No  If "Yes", supply the policy number: \_\_\_\_\_

#### 5. What is your communication preference?

Send my statements / correspondence to me by:  E-mail  Post

Do you want to receive sms notifications from us when you transact on your account? Yes  No

Do you want to receive marketing material from us? Yes  No

##### Note:

- You will receive a quarterly statement from us, via email or post, depending on your communication preference. This and other important information will also be available online via our secure services site at [www.sanlamunitrusts.co.za](http://www.sanlamunitrusts.co.za). If no correspondence preference is selected, the default method of communication will be email if the email address is provided.
- We only send sms notification for certain transactions.
- All standard business correspondence (e.g. statements, letters) will be in English.
- If no preference for marketing material is indicated, we will default to sending you marketing information.

#### 6. Investor banking details

The details specified below will only be used when selling unit trusts (ad hoc and recurring withdrawals) and for income distribution (interest and/or dividend) payments.

- Please supply us with proof of bank details (e.g. cancelled cheque or bank statement not older than 3 months).
- We will only make payments into the account of the registered investor. We cannot make payments to third parties.
- We are unable to make payments into credit cards, money market, bond accounts or policies.
- Useful tip: accurate information always facilitates prompt payment from us.

Name of account holder \_\_\_\_\_

Name of bank \_\_\_\_\_ Account number \_\_\_\_\_

Name of branch \_\_\_\_\_ 6-digit bank code \_\_\_\_\_

Type of account: Current  Savings

##### If you are an emigrant, please complete the following:

Is this bank account a blocked rand/non-resident transferable account? Yes  No

If "Yes", please provide:

- A letter from the bank on a bank letterhead confirming that the bank account is a blocked rand/non-resident account.
- Complete the details of the authorised foreign exchange dealer below:

Name of bank: \_\_\_\_\_

Business address: \_\_\_\_\_  
 \_\_\_\_\_ Postal code \_\_\_\_\_

Name and surname of contact person at bank: \_\_\_\_\_

Telephone ( ) ( ) \_\_\_\_\_  
 Country and area codes, e.g. +27 21 555 5555

Initial \_\_\_\_\_

## 7. Ways to pay

- **Cheque deposits:** All cheques must be endorsed as non-transferable and deposited directly into Sanlam Collective Investments' bank account. The maximum amount that can be processed per cheque is R1 million. For amounts greater than this, please write additional cheques. Please supply a proof of deposit with your application form.
- **Electronic transfers:** These may take up to two days to reflect in our bank account. Please supply a proof of deposits with your application form.
- **Once-off debit orders:** Once-off electronic collection is restricted to a maximum of R1 million per debit. The alternative payment method for amounts exceeding R1 million is an electronic fund transfer directly into our bank account.
- **Recurring debit orders**

Note:

- For cheque deposits and electronic transfers, please supply a proof of deposit if you did not provide a fund number.
- We do not accept cash deposits.
- All deposits must be in South African Rand or we will return your funds.
- Your transaction will only be processed when your funds reflect in our bank account and when we have received all the relevant documents.
- There may be a delay between when you deposit the funds and when it reflects in our account.

### Sanlam Collective Investments' bank account details:

**Account holder:** Sanlam Collective Investments (RF) Pty Ltd  
**Bank:** ABSA  
**Branch:** Sanbel  
**Branch code:** 632005  
**Account number:** 01 02300 234 1  
**Reference:** ID or passport number

## 8. Investment instruction

Please specify the fund(s) you would like to invest in, and how much you would like to invest. Fund minimums apply (*see our Minimum Disclosure Documents (fund fact sheets)*). A full list of our funds and fund fact sheets is available on [www.sanlamunittrusts.co.za](http://www.sanlamunittrusts.co.za) If you are unsure about which funds to invest in or which suit your needs, please speak to your broker or Sanlam financial adviser.

\* If you do not specify a fund class, your investment will be allocated to a default class

Unit trust fund(s)	Class*	Lump sum deposit (you deposit)	Lump sum debit order collection (we collect)	Monthly debit order collection	Income distribution	
					Reinvest	Payout
1						
2						
3						
4						
5						

Initial \_\_\_\_\_

## 9. Debit order instructions

- We accept payments from third party accounts (e.g. persons authorised to act on behalf of an investor).
- The investment remains the property of the registered investor, regardless who made the payment.
- If the debit order is paid from a third party account, the following documents must accompany this form:
  - Individuals: A copy of the third party's identity document, a utility bill less than 3 months old plus proof of banking details (cancelled cheque or a copy of a bank statement, not older than 3 months) that includes a bank logo and date stamp.
  - Non-individuals: A letter from the legal entity stating the list of authorised signatories and proof of banking details (cancelled cheque or a copy of a bank statement, not older than 3 months).
- We do not draw funds from credit cards, money market or bond accounts.
- Please allow 3 - 4 business days' notice to process once-off and recurring debit orders.
- Monthly debit orders will automatically be cancelled if funds are returned from the bank after 3 consecutive occasions.

### Investment options:

Please deduct the total investment amount, as indicated in section 8, as follows:

- Once-off debit order: \_\_\_\_\_ (ddmmccyy)
- Monthly debit order: on the \_\_\_\_\_ (dd) day of each month starting \_\_\_\_\_ (mmccyy)  
*(if you don't specify the day of the month, we will default deductions to the 1st day of each month)*
- Annual increase \_\_\_\_\_ % Annual increase date \_\_\_\_\_ (ddmmccyy)

### Please pay this debit order:

- from my own account specified in section 6 **or**  from the following third party account:

### Particulars of Bank account holder

Full names and surname \_\_\_\_\_

Identity number / passport number: \_\_\_\_\_ (compulsory)

If there is no ID number, please provide another form of identity number as an alternative. *(if other legal entity please supply the entity registration number)*

Date of birth \_\_\_\_\_ (ddmmccyy) Passport expiry date: \_\_\_\_\_ (ddmmccyy)

Address \_\_\_\_\_  
 \_\_\_\_\_ Postal code \_\_\_\_\_

Name of bank \_\_\_\_\_ Account number \_\_\_\_\_

Name of branch \_\_\_\_\_ 6-digit bank code \_\_\_\_\_

Type of account: Current  Savings

I instruct and authorise Sanlam or its agents to draw direct debits against my bank account as per the instruction in section 8 and 9.

**Signature:** \_\_\_\_\_ **Second signature:** \_\_\_\_\_  
 Signature of bank account holder / authorised signatory (if applicable)

## 10. Monthly withdrawals and switches (only if applicable)

### 10.1 Regular monthly withdrawals (sell)

Please schedule the following monthly withdrawals from my investment until I cancel the instruction on an *Investor Details Update form*, available on [www.sanlamunittrusts.co.za](http://www.sanlamunittrusts.co.za) or my funds are depleted.

Sell the units at the price ruling on the \_\_\_\_\_ (dd) on each month starting \_\_\_\_\_ (mmccyy)

Unit trust fund(s)	Class	Amount (R)

- We will make payments into the bank account specified in section 6.
- We are unable to make payments into third party accounts.
- Can only be between the 1st and 28th day of each month. Proceeds will only be available in your bank account within 2-3 business days (unless otherwise contracted on an individual basis) after the withdrawal instruction is processed.
- No funds may be withdrawn if the funds have not been cleared by the bank (for investments and once-off debit orders, this will take 15 calendar days; for recurring debit orders, this will take 28 calendar days).
- If your withdrawal date occurs on a non-business day, you will receive the next business day's price.
- Please take weekends and public holidays into consideration in your choice of withdrawal date.

Initial \_\_\_\_\_

## 10.2 Regular monthly switch

Please schedule the following monthly withdrawals from my investment until I cancel the instruction on an *Investor Details Update form*, available on [www.sanlamunittrusts.co.za](http://www.sanlamunittrusts.co.za) or my funds are depleted.

Sell the units at the price ruling on the \_\_\_\_ (dd) on each month starting \_\_\_\_\_ (mmccyy)

**FROM:**

Unit trust fund and class:	Total monthly amount (R)

**TO:**

Unit trust fund(s)	Class	Amount (R)

- Fund minimums apply to the switch-in amounts.
- Please review the Minimum Disclosure Documents (fund fact sheets) for the relevant fund minimums and applicable fees.
- You may be liable for any difference in fees when switching between a money-market type fund and equity-type fund, or from any fund where the fee is lower.
- If no class is specified, the switch will be allocated to a default class.
- If your switch date occurs on a non-business day, you will receive the next business day's price.
- No funds may be switched if the funds have not been cleared by the bank (for investments and once-off debit orders, this will take 15 calendar days; for recurring debit orders, this will take 28 calendar days). Please take this into consideration in your choice of your regular switch inception date.

Initial \_\_\_\_\_

**11. Financial adviser** (Only one broker/adviser is applicable per investor code.)

**11.1 Broker / Sanlam financial adviser details** (if applicable)

Agent code \_\_\_\_\_  
 Full names and surname: \_\_\_\_\_  
 Identity number \_\_\_\_\_  
 Telephone ( ) ( ) \_\_\_\_\_  
Country and area codes, e.g. +27 21 555 5555  
 E-mail \_\_\_\_\_

**Commission instruction:**

I / we wish to appoint the broker / financial adviser whose details appear above as the preferred intermediary. I / we agree to pay a negotiable initial advice fee (exclusive of VAT), applied to each contribution and deducted before the investment is made:

Pay part of the initial advice fee  No initial advice fee  
 Pay the full initial advice fee applicable (to the maximum explained in the Minimum Disclosure documents (MDD) \_\_\_\_\_ %

**Ongoing advice fee:**

Ongoing financial advice fee: \_\_\_\_\_ % per annum (negotiable up to a maximum of 1%, excluding VAT).

**Signature of investor / authorised signatory/(ies)** \_\_\_\_\_ (compulsory)

**Please note**

- This annual advice fee is based on the daily market value of the investment portfolio, paid to the broker / financial adviser monthly, in arrears from the sale of units (unit reduction).
- This is not part of the normal annual management fee charged by Sanlam.
- To cancel the ongoing advice fee, please complete an Investor Details Update form, available from [www.sanlamunitrusts.co.za](http://www.sanlamunitrusts.co.za)
- This annual advice fee is not applicable to funds / classes where a trailer fee is already included in the service fee, as explained in the Minimum Disclosure Documents (fund fact sheets). For more information on fees, please refer to the relevant Minimum Disclosure Documents (fund fact sheets).

**11.2 Declaration by broker / Sanlam financial adviser**

**Sanlam financial adviser:**

**Financial advice**

It is the adviser's responsibility to complete the advice documents for this transaction and forward them, with this application form, to Sanlam.

**FICA declaration**

I confirm that the investor recorded in this application, or the person acting on their behalf, confirmed his / her identity and address with original, acceptable FICA documents. (see *Annexure B*). Copies of these documents are attached.

Does this application replace the whole or part of an existing product? Yes  No

If "Yes", please submit a completed AEB2040 form with the FAIS documents.

\_\_\_\_\_  
 Signature of Sanlam financial adviser

**Broker:**

**FSP license**

I declare that I am a licensed financial services provider or a representative of a financial service provider. I am authorised to sell unit trusts.

FSP license number: \_\_\_\_\_

**FICA declaration**

I confirm that I have identified the investor of this application, as well as the person acting on their behalf (if applicable). I have verified their identity in line with the requirements of the Financial Intelligence Centre Act, 38 of 2001 ("FICA"), and any legislation, regulations or guidelines related to it (see *Annexure B*).

I will keep a record of the verification documents as required in terms of FICA. I will make available, on request, copies of these documents as well as details of the verification procedures followed.

\_\_\_\_\_  
 Signature of broker

Initial \_\_\_\_\_

## 12. Terms and conditions

Sanlam Group is a full member of the Association for Savings and Investment SA (ASISA).

### 12.1 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 Minimum Disclosure Documents (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 Minimum Disclosure Documents (fund fact sheets), please visit our website at [www.sanlamunittrusts.co.za](http://www.sanlamunittrusts.co.za) or alternatively you can call us on 0860 100 266.
- 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 Minimum Disclosure Documents (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.
- For Sanlam Alternative Income 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. The total return of the Sanlam Alternative Income Fund investment is primarily made up of interest and dividends. The returns 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. 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. In an extreme case it can reduce the capital value of the portfolio.
- A fund of funds is a portfolio that invests in portfolios of collective investment schemes, which levy their own charges. This could result in a higher fee structure for the fund of funds.
- A feeder fund is a portfolio that, apart from assets in liquid form, consists solely of participatory interests in a single portfolio of a collective investment scheme, which also levies its own charges, which could result in a higher fee structure.
- Sanlam Collective Investments takes full legal responsibility for the co-branded portfolios (e.g. Graviton funds).
- Portfolios that invest in international investments, or investments in foreign securities, could be accompanied by additional risks as well as potential limitations on the availability of market information.
- 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.

### 12.2 Fees and charges

- A schedule of fees and charges and maximum commissions is available from the Minimum Disclosure Documents (fund fact sheets):
  - The following charges are levied against the portfolio: brokerage, auditors' fees, performance fees, service fees, applicable taxes, custodian fees, bank charges, trustees' fees and trailer fees (trailer commission is paid by Sanlam to financial advisers on a monthly basis; it forms part of the annual service charge, which is a fixed percentage per annum that is calculated and deducted daily from the accrued income in the portfolio).
  - These fees are charged to the client: Sanlam manager's fees as well as broker advice fees.
- Commission and incentives may be paid and if so, will be included in the overall costs.
- The fund manager may borrow up to 10% of the portfolio to bridge insufficient liquidity.
- Obtain a personalised cost estimate before investing by visiting [www.sanlamunittrustsmdd.co.za](http://www.sanlamunittrustsmdd.co.za) and using our Effective Annual Cost (EAC) calculator. Alternatively, contact your relationship manager or phone us at 0860 100 266
- Monthly debit orders will automatically be cancelled if funds are returned from the bank after 3 consecutive occasions. If a debit order or direct debit is returned by the bank due to insufficient funds being available or for any other reason, the units purchased for that transaction will be reversed (at no cost to the client) and the client's unit trust account will be debited with the units allocated.
- The client will be liable for any bank charges incurred as a result of a direct debit or monthly debit order being rejected by the bank.

Initial \_\_\_\_\_



### 12.3 Transactions cut-off times

- Please make sure you send us your completed instruction (including supporting documents) before the transaction cut-off time. The SA business day transaction cut-off times for our funds are:
  - 11:00 for Sanlam Alternative Income Funds
  - 13:00 for money market funds and,
  - 15:00 for all other funds.
- 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.
- Any interest earned on:
  - money deposited for investment in a fund after the specified cut-off time,
  - money deposited on a non-business day (i.e public holidays, Saturdays and Sundays)
  - incorrect deposits or,
  - deposits for applications with outstanding requirements, will not be paid to the client as we are unable to transfer the money in the fund(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.

### 12.4 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.sanlamunitrusts.co.za](http://www.sanlamunitrusts.co.za)

### 12.5 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.
- 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 withdrawals in terms of Notice 573 of the Collective Investment Schemes Act. Ring fencing is the separation of assets and the delayed sale of units in a unit trust fund. A large sale of units in a unit trust fund, above certain thresholds, may cause ring fencing. 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. If your sell instruction is affected by this ring fencing, we will contact you to discuss the process, where applicable.

### 12.6 Unclaimed assets and how they affect you

- As a member of the Association for Savings and Investment SA (ASISA), we follow 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) and redemption payments 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 R1000 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](http://www.asisa.org.za) or from our 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.

### 12.7 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.sanlamunitrusts.co.za](http://www.sanlamunitrusts.co.za)

### 12.8 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.

Initial \_\_\_\_\_

## 12.9 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: 0860 100 266

E-mail: [complaints@sci.sanlam.com](mailto:complaints@sci.sanlam.com)

Complete a complaint form online at <http://www.sanlamunitrusts.co.za>

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.

If the complaint has not been resolved to your satisfaction, you may refer it to the Sanlam Arbitrator. The Sanlam Arbitrator is an impartial person that settles disputes between dissatisfied clients and Sanlam.

**Sanlam Arbitrator contact details:**

Fax: +27 21 957-1786

Email: [arbitrator@sanlam.co.za](mailto:arbitrator@sanlam.co.za)

## 12.10 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).
- Sanlam and all its group companies are required to collect relevant information from each client to ensure their identification and classification for tax purposes is correct according to the IGA, and report on these clients to the South African Revenue Services ("SARS") where necessary. The Intergovernmental Agreement ("the IGA") entered into between the Governments of South Africa and the United States of America was designed to improve international tax compliance and to implement the Foreign Account Tax Compliance Act ("FATCA"), and equivalent IGAs between the Government of South Africa and any other countries.

### 13. Investor declaration

1. I / We confirm that I / we have the authority and am / are legally competent to enter into and conclude this transaction, with any legal assistance that may be required.
2. I / We understand that this application is subject to the Sanlam Collective Investments Scheme Deed (the Deed) and that this application, read together with the Deed, constitutes the entire agreement between Sanlam and myself / ourselves. A copy of the Deed is available upon request.
3. I / We certify that the information I / we have provided about my / our country of citizenship and country of tax residence is correct.
4. In terms of the Prevention of Organised Crime Act (No 121 of 1998), I / we confirm that the funds for this investment come from a legitimate source. I / we further agree to answer any questions on the source of the funds used for investment and to provide additional information if required.
5. I am / We are aware of and consent to all costs and charges relating to this investment. I / We understand that there is no guarantee with regards to the capital investment. I / We am / are aware that there are further allowable deductions from the fund(e.g. an annual management fee) that may impact the value of the investment.
6. I / We confirm that I am / we are familiar with the content and I / we understand the relevant Minimum Disclosure Document(s) (fund fact sheet(s)).
7. I / We understand that the cost of buying units may include an initial upfront fee plus Value Added Tax (VAT) which may consist of Sanlam's manager's fee as well as a broker advice fee. This is additional to the annual management fee charged by Sanlam.
8. I / We confirm that the risk profile of the investment has been explained to me / us and I / we understand that it is my / our obligation to familiarise myself / ourselves with and accept the risks associated with this investment.
9. I / We accept full responsibility for informing Sanlam of any changes in my / our personal information (e.g. change of address, change of surname and contact details).
10. I / We have read and understood the contents of this application form and annexures and I / we agree to its terms and conditions.

\*Investor signature \_\_\_\_\_ Date signed \_\_\_\_\_ (ddmmccyy)

\*Authorised signatory \_\_\_\_\_ Date signed \_\_\_\_\_ (ddmmccyy)

\*Authorised signatory \_\_\_\_\_ Date signed \_\_\_\_\_ (ddmmccyy)

\*Authorised signatory \_\_\_\_\_ Date signed \_\_\_\_\_ (ddmmccyy)

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

\* Please refer to Annexure A and Annexure B for additional information / documentation required.

### Disclaimer

Sanlam Group is a full member of the Association for Savings and Investment SA. Collective investment 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. A schedule of fees and charges and maximum commissions is available from the Manager, Sanlam Collective Investments (RF) Pty Ltd, a registered and approved Manager in Collective Investment Schemes in Securities. Additional information of the proposed investment, including brochures, application forms and annual or quarterly reports, can be obtained from the Manager, free of charge. Collective investments are traded at ruling 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. 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 exdiv 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 in terms of Collective Investment Schemes Control Act, No 45 of 2002 ("CISCA"). International investments or investments in foreign securities could be accompanied by additional risks 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. The portfolio management of all the portfolios is outsourced to financial services providers authorized in terms of the Financial Advisory and Intermediary Services Act, 2002. Standard Bank of South Africa Ltd is the appointed trustee of the Sanlam Collective Investments Scheme.

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## FICA - Additional information required

### Important information

Each person acting on behalf of the investor will need to complete the sections below. In the event that more than one person is authorised to act on behalf of the investor, copies of this section can be made as required and must accompany the fully completed application form.

The information required is **mandatory** to meet legislative requirements and therefore the application will not be processed without receiving the additional information for each applicable party.

### Tax status of person acting on behalf of Investor

Title Mr  Mrs  Miss  Other (specify) \_\_\_\_\_

Full name(s) and surname \_\_\_\_\_

Permanent residential address \_\_\_\_\_

Country \_\_\_\_\_ Postal code \_\_\_\_\_

Postal address  
Only complete if different from  
Permanent residential address \_\_\_\_\_

Country \_\_\_\_\_ Postal code \_\_\_\_\_

Date of birth \_\_\_\_\_ (ddmmccyy) Country of birth \_\_\_\_\_

ID Number \_\_\_\_\_ Passport number \_\_\_\_\_

Passport country of issue \_\_\_\_\_ Passport expiry date \_\_\_\_\_ (ddmmccyy)

Social Security Number (if US Citizen) \_\_\_\_\_

Primary country of tax residence \_\_\_\_\_

Tax Identification Number \_\_\_\_\_

Are you a registered tax payer of any country other than your primary country of residence ? Yes  No

If "Yes" please complete the information below for each country of tax residency.

Country of tax residence	Tax Identification Number	OR	Not Applicable

**By ticking "Not Applicable", you confirm that the country specified does not issue a Tax Identification number.  
If you are a USA citizen, you are resident for tax purposes in the USA.**

I certify that the information I have provided above is true and correct.

\*Authorised signatory \_\_\_\_\_ Date signed \_\_\_\_\_ (dd/mm/ccyy)

\*Authorised signatory acting on behalf of the investor

Initial \_\_\_\_\_



## FICA requirements Individuals

### Documents that we accept to verify your details

Before we can enter into a transaction with you, the Financial Intelligence Centre (FICA) requires that we verify:

- Your Identity by means of a bar coded Identity document\*\*
- Your Residential Address

*Please ensure that documents clearly show your Initials, Surname, Residential/Physical address and issue date.*

### These are the documents we will accept that may not be older than 3 months

- Utility bill in your name (Municipal Rates and Taxes, Water, Electricity)
- A signed letter from a municipality on municipal letterhead confirming your address, provided that the municipality confirming the address is the municipality of the area where you reside
- A letter from your bank confirming that a physical site visit was conducted to verify your residential address provided that it is on the bank's letterhead, and contains the official bank stamp.
- A signed confirmation of address letter from the bank on a bank letter head which displays your physical address.
- Copy of Telkom statement
- Copy of your bank, building society or credit card statement which displays physical address.
- Copy of your mortgage statement which displays physical address from a bank or other lending organisation.
- Recent pay slip or salary advice which displays physical address
- Letter of employment reflecting employee's (investor's) address
- Copy of your M-Net or DSTV account
- Copy of levy certificate issued by the body corporate, home owners association or managing agent for properties in sectional title, cluster or share block developments.
- A copy of a confirmation of residence from a retirement village / retirement home on their letterhead if the investor is 55 years or older recent
- Copy of long or short term insurance policy /communication excluding Sanlam, Santam or MiWay.
- A signed affidavit or proof by a Tribal Authority Council on letterhead confirming physical address in a rural settlement.
- Copy of a retail account
- Copy of a Loan Statement from Credit Providers
- Letter from the Rental company on a rental letterhead
- Copy of a cell phone contract statement which displays physical address.

### These are the documents we will accept that may not be older than 12 months

- Copy of SABC television license or SABC license renewal letter which displays physical address.
- Copy of motor vehicle license which displays physical address.
- Copy of SARS document (excluding assessments or e-filing documents) which displays physical address.
- Copy of lease or rental agreement which displays physical address (it is acceptable to only accept the first and last page of the lease agreement if the lease period is reflected in these pages)
- Written confirmation of physical address by a Sanlam Advisor following an on-site visit.
- A letter (signed by a Commissioner of Oaths) will be accepted where another person (spouse/landlord/partner, etc.) confirms that the investor resides with them. The person confirming the address must also be identified and verified (provide proof of Identity\*\* and address).

### If you do not have a proof of address in your name;

**Parent(s):** Utility bill or acceptable prescribed proof of residence in your parent's name, Identity document\*\* of the parent(s), \*a letter (signed by a commissioner of oaths) from your parents declaring that you reside with them.

\*(declaration letter is not applicable to applications for minors where the parent is the authorized signatory)

**Trust:** Utility bill or acceptable prescribed proof of residence in the name of the trust, a declaration letter (signed by all the trustees) or authorised signatory that you reside at the given address with a Resolution. A letter of authority from the trust.

\*\* If a Smart Card is used as an identification document, please ensure that we receive a clear copy of the back and the front of the Smart Card.

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## Dividends Tax (exemption)

DTD(EX)

### Declaration and undertaking to be made by the beneficial owner of a dividend (exemption from tax).

Dividends tax is a 20% tax (subject to change) charged to unitholders when a dividend is paid. Dividends tax is withheld by either the company paying the dividend or the withholding agent (such as Sanlam Collective Investments) who pays this over to SARS on your behalf. It applies to all dividends paid by South African resident companies as well as non-resident companies listed on the Johannesburg Stock Exchange (JSE). Non-residents may qualify either for a reduced rate of tax depending on their country of residence and their circumstances, or they may be exempt.

Send the completed form to [UTinstructions@sanlaminvestmentssupport.com](mailto:UTinstructions@sanlaminvestmentssupport.com) or fax it to 0860 724 467.

### Notes on completion of this form:

- This form is to be completed by the beneficial owner (of dividends, including dividends *in specie* e.g. a dividend in the form of a share) to apply for the exemption from dividends tax referred to in Section 64F read with sections 64FA(2), 64G(2) or 64H(2)(a) of the Income Tax Act, No 58 of 1962 (the Act).
- In order to qualify for an exemption, this declaration and written undertaking should be submitted to Sanlam Collective Investments within the period required by the latter (provided it is before payment of an affected dividend) - failure to do so will result in the full 20% dividends tax being withheld / payable.
- SA residents are exempt from dividends tax on distributions made by Real Estate Investment Trusts (REITs). To qualify for this exemption "Par (l)" should be marked under "Part C: Exemption" of this form.
- Non-South African residents applying for a reduced rate should also complete the DTD (RR) form. Please note that non-South African residents can also apply for dividends tax exemption on dividends declared by a foreign company listed on the JSE. To qualify for this exemption, "Par (j)" should be marked under "Part C: Exemption" of this form.

### Part A: Withholding agent

All Collective Investments are managed by Sanlam Collective Investments (RF) (Pty) Ltd. A complete list of Collective Investments, and their Dividends Tax reference numbers, is available on request.

### Part B: Beneficial owner

**(This part is to be completed by the person entitled to the benefit of the dividend attaching to a share(s))**

Registered name of legal entity: \_\_\_\_\_

### Part C: Exemption

**(The beneficial owner entitled to the benefit of the dividend attaching to the share(s) needs to complete this section.)**

Please indicate the reason why the beneficial owner is exempt from the dividends tax by ticking the appropriate box (section 64F):

- Par (a) - a company which is resident in South Africa
- Par (b) - the government, provincial government or municipality (of South Africa)
- Par (c) - a public benefit organisation (approved by SARS in terms of Section 30(3) of the Act)
- Par (d) - a trust contemplated in Section 37A of the Act (mining rehabilitation trusts)
- Par (e) - an institution, body, or board contemplated in Section 10(1)(cA) of the Act
- Par (f) - a fund contemplated in Section 10(1)(d)(i) or (ii) of the Act (pension fund, pension preservation fund, provident fund, provident preservation fund, retirement annuity fund, beneficiary fund or benefit fund)
- Par (g) - a person contemplated in Section 10(1)(t) of the Act (CSIR, SANRAL etc)
- Par (h) - a shareholder, in a registered micro business as defined in the Sixth Schedule to the Act, to the extent that the aggregate amount of the dividends paid by that registered micro business to its shareholders, during the year of assessment, in which that dividend is paid does not exceed R200 000
- Par (i) - a small business funding entity as contemplated in section 10(1)(cQ)
- Par (j) - a person that is not a resident and the dividend is a dividend contemplated in paragraph (b) of the definition of "dividend" in Section 64D (i.e. a dividend on a foreign company's shares listed in SA, such as dual-listed shares)

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- Par (k) - A portfolio of investment schemes in securities
- Par (l) - any person insofar as the dividend constitutes income of that person (i.e. falls into normal tax system such as distributions made by Real Estate Investment Trusts (REITs))
- Par (m) - any person to the extent that the dividend was subject to STC
- Par (n) - Fidelity and indemnity funds contemplated in section 10(1)(d)(iii) – i.e. only the two, not the other entities mentioned
- Par (o) - a natural person in respect of a dividend paid in respect of a tax free investment as contemplated in section 12T(1)
- Par (x) - Other (please provide description) \_\_\_\_\_
- Par (y) - Double Taxation Agreement
- Par (z) - Other international agreement

## Indemnity

By signing this declaration and undertaking, I confirm that the information provided in this declaration is true and accurate. I undertake to inform Sanlam Collective Investments promptly should any of the circumstances as disclosed in this declaration change.

The Collective Investments managed by us or any other entities forming part of the Sanlam Limited group of companies, any agent, employee or director of these entities are hereby indemnified and held harmless against any damage, loss (including consequential loss), cost or expenses incurred as a result of a non-disclosure of information, incorrect disclosure of information or failure to provide information in time.

## Declaration

**in terms of sections 64FA(1)(a)(i), 64G(2)(a)(aa) or 64H(2)(a)(aa) of the Act:**

I, \_\_\_\_\_ (full names in print please),  
the undersigned, declare that dividends paid to the beneficial owner are exempt, or would have been exempt had it not been a distribution of an asset in specie, from the dividends tax in terms of the paragraph of section 64F of the Act indicated above.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_ (ddmmccyy)  
(Duly authorised to do so)

Capacity of signatory \_\_\_\_\_  
(if not the beneficial owner)

## Undertaking

**in terms of sections 64FA(1)(a)(ii), 64G(2)(a)(bb) or 64H(2)(a)(bb) of the Act:**

I, \_\_\_\_\_ (full names in print please),  
the undersigned, declare that dividends paid to the beneficial owner are exempt, or would have been exempt had it not been a distribution of an asset in specie, from the dividends tax in terms of the paragraph of section 64F of the Act indicated above.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_ (ddmmccyy)  
(Duly authorised to do so)

Capacity of signatory \_\_\_\_\_  
(if not the beneficial owner)

Initial \_\_\_\_\_