AN UPDATE ON THE OLD MUTUAL UNIT TRUSTS ADMINISTRATION SYSTEM TRANSFER

PLANNER QUESTIONS & ANSWERS DOCUMENT

JUNE 2021

In 2019 Old Mutual Unit Trusts embarked on a journey to optimise operational efficiencies by aligning Old Mutual Unit Trusts to the same administration system as Old Mutual Wealth. This journey was set to take place in two phases: the first transfer of the pre-retirement and post-retirement products took place in August 2019 and the second, the transfer of discretionary products is planned to take place over the **weekend of 6 August 2021**.

BENEFITS TO YOU AND YOUR CLIENTS

Managing your clients' investments efficiently, helping them to achieve their financial goals and providing an excellent service experience are key aspects that influence the way we design our offering. These aspects remain our focal point in ensuring that this transfer is as seamless as possible.

Our advice and online platform offer you the following benefits:

- Planning tools that seamlessly integrate the ease of capturing information online while showcasing the benefits and value add of robust financial advice.
- Ensuring clients' financial goals are aligned to their investments while taking into account market changes and the current and future regulatory environment.

These benefits are achieved through the following guiding principles that inform your online investment experience:

CLIENT CENTRIC

Every transaction is client-specific and therefore EVERYTHING starts with the client

1

PAPERLESS & SECURE

Transacting in a **secure online environment**

2

EFFICIENCIES

Streamlined processes and user experience

3

INTUITIVE

Website **design and the natural flow** of the online functionality is **intuitive**

4

UNDERSTANDING THE DETAIL

This transfer represents a change in administration system only and has no impact on your clients' investments and the underlying funds. In preparation for the transfer, there are several important dates and administrative changes which you need to be aware of to ensure an efficient transfer for your clients.

Please see below for more details.

INVESTMENT IMPACTS

WHAT HAPPENS TO CLIENT NUMBERS?

After the transfer date, clients will have one single client number, even if they have multiple contracts. If they only have Old Mutual Unit Trusts investments, then they will retain their Old Mutual Unit Trusts client number. If, however, they have both Old Mutual Unit Trusts and Old Mutual Wealth investments, then they will retain their existing Old Mutual Wealth client number for both investments. This will be their unique client number going forward.

IF YOUR CLIENT HAS:	THEN THEY WILL:
Old Mutual Unit Trusts investments only*	Retain their existing Old Mutual Unit Trusts client number
Old Mutual Unit Trusts investments **AND** Old Mutual Wealth investments	Retain their Old Mutual Wealth client number for both sets of investments

* If your client's current Old Mutual Unit Trusts client number already exists on the Old Mutual Wealth platform, they will receive a new client number.

WHAT HAPPENS TO CLIENTS WHO HAVE MULTIPLE CLIENT NUMBERS?

We have identified certain instances where a client was issued more than one client number for their respective investments. After the transfer, clients can only have one client number and as a result, only the information linked to the **last client number issued** to that particular client will be transferred. All investment contracts for the client will then be linked to this last issued client number.

WILL THE PRODUCT ACCOUNT GROUP NUMBER AND FUND ACCOUNT NUMBER REMAIN THE SAME?

No. Following the transfer the Product Account Group Number will be referred to as the **Investment Contract Number**, which will be a new number. Clients will be informed of their new contract number and given a link to the secure client website in their September 2021 Quarterly Statement.

Within each investment contract, one or more funds can exist. The current Unit Trusts Client Account numbers will be taken across for servicing purposes.

As investment contracts can only hold each unit trust fund class once, where your client may have multiple instances of the same unit trust funds in the same contract (i.e. for the same product), these separate unit trusts (i.e. Fund Accounts) will be split into separate investment contracts (each holding the respective unit trust fund).

If your client has more than one client entity set up on Old Mutual Unit Trusts, these will be consolidated in the transfer.

Where their Old Mutual Unit Trust Fund Accounts were "named" or where a reason for investing was provided, these will be carried across to their new contract on the new administration system.

WILL YOUR EXISTING FUNDS AND FUND CLASSES BE TRANSFERRED?

Yes. All of your existing funds will be transferred to the new platform in their existing fund classes. All funds that are currently available on Old Mutual Unit Trusts will only be available for the products being transferred.

DO THE FUND MINIMUMS REMAIN THE SAME?

No. Fund minimums will now be replaced by investment contract minimums. This means that the minimum investment amounts of R500 per month or R10 000 lump sum investment no longer apply per fund but rather at a **contract level**. This creates an opportunity for clients to invest smaller amounts across many funds within their investment contract.

SUBMITTING TRANSACTIONS BEFORE TRANSFER

The cut-off dates shown below will ensure that all transactional activity is completed and that the Old Mutual Unit Trusts contracts will be ready for transfer on **6 August 2021**.

While the transfer is due to take place on **6 August 2021**, we encourage you to submit all transactions **prior to this date**. This will ensure that there are no pending transactions at the time of transfer.

31 JULY 2021

- Investments for **new clients**
- **New recurring debit order** instructions
- Changes to **existing debit order instructions**
- Changes to **existing clients' personal details**

5 AUGUST 2021

New or additional investments via **once-off debit order**

6 AUGUST 2021 TRANSFER TO NEW ADMINISTRATION SYSTEM

- **New, additional investments and contract changes** for existing clients
- **Switches and disinvestments**
- Transfers, cessions, death claims

FROM 10 AUGUST 2021

Financial planners must use the **Old Mutual Wealth & Unit Trusts secure planner website** to submit the following transactions* online:

- New & additional investments
- Contract Changes
- Switches
- Disinvestments

* Application forms will be available for retirement notifications, cessions, transfers and death claims.

Please note that any transactions submitted via application form are only valid until 6 August 2021 and as a result, any transactions submitted via a form thereafter will not be processed. From 10 August 2021, the Old Mutual Wealth and Unit Trusts secure planner website will be available for all your client unit trust instructions. Further detail about the cut-off dates is provided below.

CAN I STILL SUBMIT INVESTMENTS FOR NEW CLIENTS?

The submission of any Old Mutual Unit Trusts discretionary investments for **new clients**, whether via EFT, cash deposit or debit order, must be finalised with no outstanding requirements no later than **31 July 2021**. As of **10 August 2021**, all investment instructions for new clients must be submitted via the Old Mutual Wealth and Unit Trusts secure planner website.

Please note: If there are instances where investment instructions are received for a new client via EFT after 31 July 2021, bank interest will be added from the date of deposit until the date of investment once the investment is processed from 10 August.

CAN I STILL SUBMIT NEW OR ADDITIONAL INVESTMENTS FOR MY EXISTING CLIENTS?

Yes.

Via once-off debit order

Any new or additional investments submitted **via a once-off debit orde**r must be finalised with no outstanding requirements no later than **5 August 2021**.

Via recurring debit order

In preparation for the transfer, the last date for any **new recurring debit order instructions** to be submitted will be **31 July 2021**. The next available debit order collection date will start from **12 August 2021**. If the transaction is not received by 31, you will need to submit it via the online **Contract Changes tool** on the Old Mutual Wealth & Unit Trusts secure planner website from **10 August 2021**.

Via EFT

New or additional investments into existing Old Mutual Unit Trusts discretionary investments **via EFT** must be finalised with no outstanding requirements by no later than **15h00 on 6 August 2021**.

WHAT WILL HAPPEN TO MY CLIENTS' EXISTING DEBIT ORDERS THAT ARE SCHEDULED DURING THE TRANSFER PERIOD?

Any debit orders that are scheduled for 7th, 8th, 9th and 10th of August 2021 will be deducted on **10 August 2021**, once the transfer is complete. This will assist in limiting transactional activity during this period and ensure a smooth transfer process.

CAN I STILL SUBMIT SWITCHES AND DISINVESTMENTS?

All switches and disinvestments, whether once-off or recurring, must be submitted by no later than **15h00 on 6 August 2021**. If the transaction is not received by this date, you will need to submit it via the respective online **Switch and Disinvestment tools** on the Old Mutual Wealth and Unit Trusts secure planner website from **10 August 2021**.

CAN I STILL SUBMIT TRANSFERS, CESSIONS OR DEATH CLAIMS DURING THIS PERIOD?

Transactions like a transfer in ownership, security cession or death claim can still be submitted up until **15h00 on 6 August 2021**. For transactions of this nature after the transfer, you will be required to use the updated forms available from **10 August 2021 on the Old Mutual Wealth and Unit Trusts secure planner website**.

CAN I STILL SUBMIT CLIENT AND/OR CONTRACT CHANGES?

Any changes to **personal details for existing clients** must be submitted by no later than **31 July 2021**.

All **contract changes for existing clients** must be submitted by no later than **15h00 on 6 August 2021**. If the transaction is not received by this date, you will need to submit it via the Old Mutual Wealth and Unit Trusts secure planner website from **10 August 2021**.

SUBMITTING TRANSACTIONS AFTER TRANSFER

WILL I STILL BE ACCREDITED FOR OLD MUTUAL UNIT TRUSTS PRODUCTS AFTER THE TRANSFER?

Yes, if you are accredited for the Old Mutual Unit Trusts product set prior to transfer, then this accreditation will be replicated to the new administration system.

CAN I STILL USE PAPER-BASED FORMS AND FINALISOR TO SUBMIT TRANSACTIONS FOR NEW OR EXISTING CLIENTS AFTER TRANSFER?

No.

As of **10 August 2021**, all accredited planners will use the Old Mutual Wealth and Unit Trusts secure planner website* to:

- create new clients
- submit new investments
- manage existing clients' investments (e.g. additional investments, switches, disinvestments, update clients' personal details or contract changes)

Paper-based forms for these transactions will **no longer be available for planners** going forward. However, where there is no online functionality available for a particular transaction (e.g. cessions, transfers, retirement notifications and Section 14 transfers), a paper-based form will be available for planners on the secure planner website.

* More information about the Old Mutual Wealth and Unit Trusts secure website transactional tools will be shared with you leading up to the transfer date.

TRACK YOUR TRANSACTIONS ONLINE

The online Transaction Tracking tool available on the Old Mutual Wealth and Unit Trusts secure websites allows you and your clients to follow the progress of transactions submitted* by yourself and your client as well as view any outstanding information that may be required.

* Please note that any transactions submitted **prior to the transfer** will not reflect in the Transaction Tracking tool on the Old Mutual Wealth and Unit Trusts secure sites after the transfer.

IMPACTS ON MULTIPLE TAX FREE INVESTMENTS AFTER THE TRANSFER

- **CAN MY CLIENTS CONTINUE TO CONTRIBUTE TO MORE THAN ONE ACTIVE TAX FREE INVESTMENTS AFTER TRANSFER?**

  No. To ensure that clients do not exceed their contribution limits within the Tax Free Investment, the new administration system does not allow for clients to have more than one Tax Free Investment. As a result, clients who have more than one Tax Free Investment will need to contact the Old Mutual Unit Trusts Service Centre to consolidate these investments and only then will they be able to transact on it.

- **WILL MY CLIENTS' SCHEDULED DEBIT ORDER INCREASES CONTINUE ON THEIR TAX FREE INVESTMENTS AFTER TRANSFER?**

  No. The new administration system does not allow scheduled debit order increases on these investments to ensure that clients do not exceed their contribution limits for tax purposes. As a result, any existing scheduled debit order increases will be removed.

IMPACT ON TRANSACTIONS INTO MONEY MARKET FUNDS AFTER THE TRANSFER

Currently, all transaction requests into Money Market Funds need to be submitted by 13h00 on any working day. As of **10 August 2021, the cut-off for Money Market Fund transactions will change to 12h30**.

CAN I SUBMIT RECURRING SWITCHES AFTER THE TRANSFER?

Yes, you can submit recurring switches by completing the Old Mutual Unit Trusts Switching Form and submitting it to the Old Mutual Unit Trusts Service Centre via an email to uttransactions@oldmutual.com.

CHANGES TO FINANCIAL PLANNER FEES

ONGOING FINANCIAL PLANNER FEES

Currently ongoing financial planning fees accrue daily and are paid at the end of the month. Following the transfer, ongoing financial planning fees will be calculated based on the assets under management (AUM) held in the contract at month-end. This means that payment for ongoing financial planning fees for the month of August will be made in early September 2021.

FINANCIAL PLANNER FEES ON DEBIT ORDERS

Currently clients can have more than one financial planner linked to their investment contract, for example, a client could have a **different planner earning a fee that is linked to a debit order** while still having a Preferred Servicing Intermediary (PSI) that earns a fee that is linked to their entire investment contract.

The new administration system only allows for one financial planner per investment contract and this is recognised as the PSI. As a result, following this transfer, financial planner fees linked to debit orders will no longer be paid to financial planners who are not the PSI on the investment contract.

ACCESS TO THE OLD MUTUAL UNIT TRUSTS SECURE SITES

Prior to the transfer the Old Mutual Unit Trusts Secure Site can still be used by clients and planners and will **reflect all discretionary investment values held** up until **5 August 2021**. **Transactional functionality** on the Old Mutual Unit Trusts Adviser Transact role will **no longer be available from 5 August 2021**.

After the transfer, values for the previous Old Mutual Unit Trusts investment contracts, online transactional functionality, client information and transactional history will be available on the Old Mutual Wealth and Unit Trusts secure planner and client websites – accessible via our website https://www.oldmutualinvest.com/individual

HOW DO I GAIN ACCESS TO THE OLD MUTUAL WEALTH AND UNIT TRUSTS SECURE SITE AFTER THE TRANSFER?

If you are registered on Secure Services, you automatically gain access to the OM Wealth Planner role which you will see in your list of roles. Following the transfer, this role will be renamed "**Wealth and Unit Trusts planner**" role. Simply select this role to access the **Old Mutual Wealth and Unit Trusts secure planner website**.

WHICH SECURE SITE SHOULD MY CLIENTS USE AFTER THE TRANSFER?

As for planners, the current Old Mutual Unit Trusts secure site for clients will no longer be available from **5 August 2021**. After the transfer, clients will be able to access the **Old Mutual Wealth and Unit Trusts client website** by using their same login details.

If your clients have not yet registered for website access via Old Mutual Secure Services, they can register via the Old Mutual Unit Trusts website – https://www.oldmutualinvest.com/individual.

Your clients will also be able to access their investment information via MyOldMutual on the secure site and via the Old Mutual or Old Mutual Wealth apps.

CAN I STILL USE MYCLIENT TO OBTAIN CLIENT VALUES FOR OLD MUTUAL UNIT TRUSTS AFTER THE TRANSFER?

Yes.

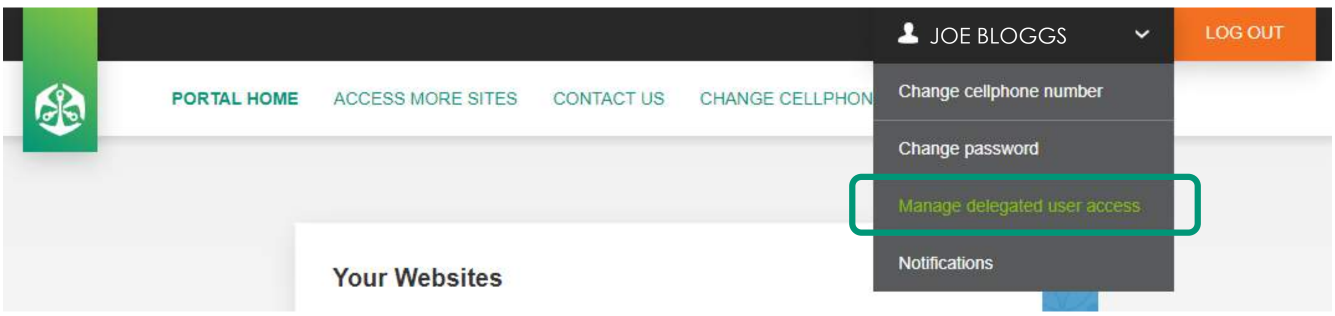
WILL MY SUPPORT STAFF HAVE ACCESS TO MY PROFILE ON THE OLD MUTUAL WEALTH & UNIT TRUSTS SECURE SITE AFTER THE TRANSFER?

Yes. If your support staff currently have access to the Old Mutual Unit Trusts secure site, their access will be carried over to the Old Mutual Wealth and Unit Trusts secure site. If you would like to grant access to additional support staff you can do so via the **Delegated Authority functionality** on the Old Mutual Secure Services website.

DELEGATED AUTHORITY FUNCTIONALITY

We understand that as a financial planner, managing your clients' investments can be admin-intensive which sometimes results in more time spent submitting transactions and finalising paperwork and less time spent with your clients. With Delegated Authority functionality, you can **grant your support staff access to your profile to transact on your behalf**, leaving you with more time to manage your client relationships.

You can manage your delegated users from the **Manage Delegated User Access** dashboard on the Old Mutual Secure Services home page (displayed below), allowing you to control who has access to your profiles.



The **Manage Delegated User Access dashboard** allows you to:

- Nominate a user to view the information that you have access to, via *Nominate a user for delegated access*

  Please note: Individual requests must be submitted for each support staff member.
- Manage who has access to your profile, via *My delegated users*
- Manage the delegated access granted to you by other users, via *My Delegated Access*
- Request delegated access to another user's profile (e.g. power of attorney, minors, trusts etc.)
- Apply to access more Old Mutual sites, via *Access more Old Mutual sites*.

An **access review period** can be set **between 1 and 6 months**. You will receive a notification when the review is due, at which point the user's access can be set to remain as is or amended.

APPLYING FOR ACCESS

When you nominate a support staff member for delegated authority via the *Nominate a user for delegated access* option, the support staff member will receive an email (titled "**Old Mutual Secure Services: Delegated Access Invitation**"). This email will confirm who the nominator is and provide steps on how to accept the nomination.

Once the application for access is finalised (i.e. whether it is approved or declined), the support staff member and financial planner will receive **SMS confirmation**.

TERMINATION OF ACCESS

AUTOMATIC TERMINATION OF DELEGATED ACCESS FOR FINANCIAL PLANNERS

Immediate termination of delegated access will occur when:

- Old Mutual Wealth has been notified that the **profile owner is deceased**
- the **financial planner has resigned** or
- the **review period** has **lapsed**

AUTOMATIC TERMINATION OF THIRD PARTY AUTHORISED REPRESENTATIVE

In the instance where the profile belongs to a minor, any access which has been authorised to a delegated user will be terminated immediately **when the minor reaches the legal age of 18 years**.

IMPACTS TO CLIENT CORRESPONDENCE

CAN MY CLIENT STILL UPDATE THEIR DETAILS OR MAKE ADDITIONAL INVESTMENTS VIA THEIR QUARTERLY STATEMENT (INFOSLIPS INTERACTIVE STATEMENT) AFTER THE TRANSFER?

As of June 2021, our quarterly statements will no longer offer the ability for clients to update details nor add to their investments. Given that clients can use older quarterly statements to submit detail changes, the last date to submit any changes via Infoslips will be **31 July 2021**.

After the transfer, your clients will receive quarterly statements from the same reporting platform that Old Mutual Wealth uses. Where a client has both Old Mutual Wealth and Unit Trust investments, they will receive one quarterly statement for all of their investments.

ARE THERE ANY TAX CERTIFICATE IMPACTS?

IT3S, IT3B & IT3C CERTIFICATES

As a result of the transfer clients will receive two tax certificates for the **2021/2022 tax year**: one for each of the following periods:

- 1 March 2021 – 6 August 2021
- 7 August – 28 February 2021

PROVISIONAL TAX STATEMENTS

While provisional tax statements have not been generated for Old Mutual Unit Trusts clients previously, the data has been available in reports available on the Old Mutual Unit Trusts secure site.

After the transfer, a provisional tax statement for the period 7 August 2021 to 31 January 2022 will be generated for your relevant clients. This statement will not be sent directly to clients but will be available on the respective Old Mutual Wealth and Unit Trusts secure planner and client websites.

ENCOURAGING YOUR CLIENTS TO CHANGE TO ELECTRONIC COMMUNICATION

With the ever-increasing use of technology, Old Mutual Unit Trusts believes in the benefits of sending correspondence via email as opposed to post. With email correspondence, your clients:

- May opt to **receive additional correspondence** (such as transaction notifications), which is not available for post correspondence.
- Benefit from **efficient delivery** of correspondence, with a lower carbon footprint when compared to post correspondence.
- Ensure that your client's correspondence is **password-protected**, so that their personal information is more secure.
- **Receive relevant market-related communications** and newsletters that will keep them informed of the latest market movements and trends.

We encourage you, to inform your clients of the benefits of email, to provide us with your clients' email addresses and to update your client's correspondence preference to email.

Please note: If your client's existing communication preference is post, it will remain as post after the transfer.

SERVICE CENTRE DETAILS REMAIN THE SAME

The **Old Mutual Unit Trusts Service Centre** will be equipped for any queries regarding the transfer and general Old Mutual Unit Trusts Service Centre queries leading up to the transfer date of **6 August 2021**. The **contact numbers will remain the same** after the transfer.

Contact Number: **0860 234 234**

Email Address: unittrusts@oldmutual.com