OLDMUTUAL

AN UPDATE ON THE STRATEGIC INVESTMENT SERVICE ADMINISTRATION SYSTEM TRANSFER

CLIENT QUESTIONS & ANSWERS DOCUMENT

JUNE 2021

WEALTH

In 2019, Old Mutual Unit Trusts and Strategic Investment Service Management Company (SIS Manco) embarked on a journey to optimise operational efficiencies by aligning Old Mutual Unit Trusts and SIS Manco to the same administration system as that of Old Mutual Wealth. The transfer of discretionary products is planned to take place over the **weekend of 6 August 2021**.

BENEFITS TO YOU AS OUR CLIENTS

Managing your investments efficiently, helping you to achieve your 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 self-service platform offer you the following benefits:

- Immediate website registration approval allowing **instant access to secure reporting and online transaction functionality** if you have not yet registered on the secure website.
- Detailed single needs financial planning tools that seamlessly **integrate into transaction tools that allow you to easily transact directly online**, assisting you in achieving your financial goals.
- **Comprehensive investment reporting and transaction capability** within a secure online environment available 24 hours a day.
- An **enhanced online transaction approval process** that allows you to accept transactions submitted by your planner *(where applicable)*.
- The ability to **track all transactions submitted** by yourself or your planner, online.
- Access to all your investments with the ability to view your progress towards achieving your financial goals.

UNDERSTANDING THE DETAIL

This transfer represents a change in administration system only and has no impact on your 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 experience in the transfer of your investment(s).

Please see below for more details.

INVESTMENT IMPACTS

WHAT HAPPENS TO MY CLIENT NUMBER(S)?

After the transfer date, you will have one single client number, even if you have multiple contracts. If you only have SIS Manco investments, then you will retain your SIS Manco client number. If, however, you have either Old Mutual Unit Trusts or Old Mutual Wealth investments, then you will retain your existing Old Mutual Wealth client number for both investments. This will be your unique client number going forward.

IF YOU HAVE:	THEN YOU WILL:
SIS Manco investments only*	Retain your existing SIS Manco client number
SIS Manco investments **AND** Old Mutual Wealth investments	Retain your Old Mutual Wealth client number for both sets of investments

* If your current SIS Manco client number already exists on the Old Mutual Wealth system, you will receive a new client number.

WHAT HAPPENS IF I HAVE MORE THAN ONE CLIENT NUMBER?

You can only have **one client number after the transfer**. If you were previously issued more than one client number for your respective investments, only the information linked to the **last client number issued** to you will be transferred. All of your investment contracts 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. You will be informed of your new contract number and given a link to the secure client website in your new September 2021 quarterly statement.

Within each investment contract, one or more funds can exist. The current client account numbers will be taken across for servicing purposes.

As investment contracts can only hold each unit trust fund class once, where you 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).

WILL MY EXISTING FUNDS AND FUND CLASSES BE TRANSFERRED?

Yes. All of your existing funds will be transferred to the new system in their existing fund classes. All funds that are currently available in your portfolio will be transferred.

SUBMITTING TRANSACTIONS BEFORE THE TRANSFER

The cut-off dates shown below will ensure that all transactions are completed and that SIS Manco contracts are ready for transfer on **6 August 2021**.

Whilst the transfer is due to take place on 6 August 2021, we encourage you to submit your sell or switch transactions (with all relevant supporting documents, where applicable) **prior to 15h00 on 5 August 2021**. This will ensure that there are no pending transactions at the time of the system transfer.

31 JULY 2021

- Changes to **existing clients' personal details**

6 AUGUST 2021: TRANSFER TO NEW ADMINISTRATION SYSTEM

- **Contract changes** for existing clients
- **Switches and disinvestments**
- Transfers, cessions, death claims

FROM 10 AUGUST 2021

Sell and Switch application forms will be available via the **Old Mutual Wealth and Unit Trusts secure client website** or, alternatively, on request from our service centre via email sisadministrator@oldmutual.com or call 021 524 5017 you can submit the following transactions* online:

- Contract changes
- Switches
- Disinvestments

* Application forms are still required for cessions, transfers and death claims.

Please note that the current SIS Manco application forms are only valid until 6 August 2021 and, as a result, any transaction instructions completed and submitted via these forms after this date will not be processed. From 10 August 2021, you can transact directly online via the Old Mutual Wealth and Unit Trusts secure client website or, alternatively, you may use the new forms available on the SIS Manco Page of the Old Mutual Unit Trusts public website, www.oldmutualinvest.com.

AS AN EXISTING CLIENT, CAN I STILL SUBMIT NEW OR ADDITIONAL INVESTMENTS?

No. The SIS Manco Retail Unit Trust product is capped to new or additional investment flows for Retail Investors. However these unit trust funds are still available for investment via the Old Mutual Wealth Linked Investment Service Provider Platforms (LISP) and other External Linked Investment Service Providers.

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

Any debit orders that are scheduled for 7, 8, 9 and 10 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 instruction is not received by this date, you or your planner (where applicable) will need to submit this via the online switch and disinvestment transactions functionality on the respective Old Mutual Wealth and Unit Trusts secure client and planner websites from **10 August 2021**. Alternatively, **new forms** will be available on the Old Mutual Unit Trusts public website from **10 August 2021**.

CAN TRANSFERS, CESSIONS OR DEATH CLAIMS BE SUBMITTED DURING THIS PERIOD?

Transactions like a transfer in ownership, a security cession or a 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 Unit Trusts public website as well as on the Old Mutual Wealth and Unit Trusts secure client and planner websites**.

CAN I STILL SUBMIT CHANGES?

Any changes to your **personal details** must be submitted by **31 July 2021**.

SUBMITTING TRANSACTIONS AFTER THE TRANSFER

CAN I STILL USE PAPER-BASED FORMS TO SUBMIT TRANSACTIONS AFTER THE TRANSFER?

Yes. As of **10 August 2021,** new SIS Mancos forms will be available on the Old Mutual Unit Trusts public website and on request from our servicing team. Alternatively, you can use a range of online transactional tools to:

- update your personal information
- manage your existing investments (specifically switches and disinvestments or contract changes).

TRACK YOUR TRANSACTIONS ONLINE

The online Transaction Tracking tool available on the Old Mutual Wealth and Unit Trusts secure websites allows you to follow the progress of transactions submitted* by yourself and your planner, as well as to 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.

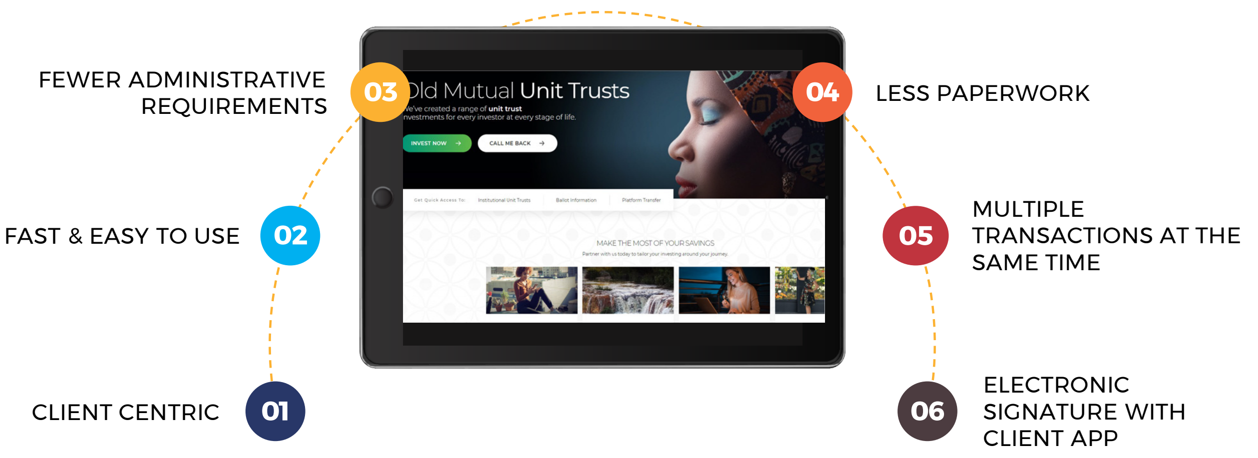
FINANCIAL PLANNER FEES

SIS Manco does not facilitate Financial Planner Fees.

ACCESS TO THE SIS CONNECT SECURE SITE

Leading to the date of transfer, the current SIS Manco secure site can still be used by clients and planners until **5 August 2021.**

Following the transfer, values for the contracts, online transactional functionality, client information and transactional history will move and be available on the new Old Mutual Wealth and Unit Trusts secure planner and client websites. These will still be accessible via the Login link on our public website home page https://www.oldmutualinvest.com/individual



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

Visit www.**oldmutualinvest.com** and follow the steps to register for access following selection of the login tab on the right of the home page.

We encourage you to register on Old Mutual Secure Services so that you are ready to access the self-service and transacting functionality that will be available to you after the transfer.

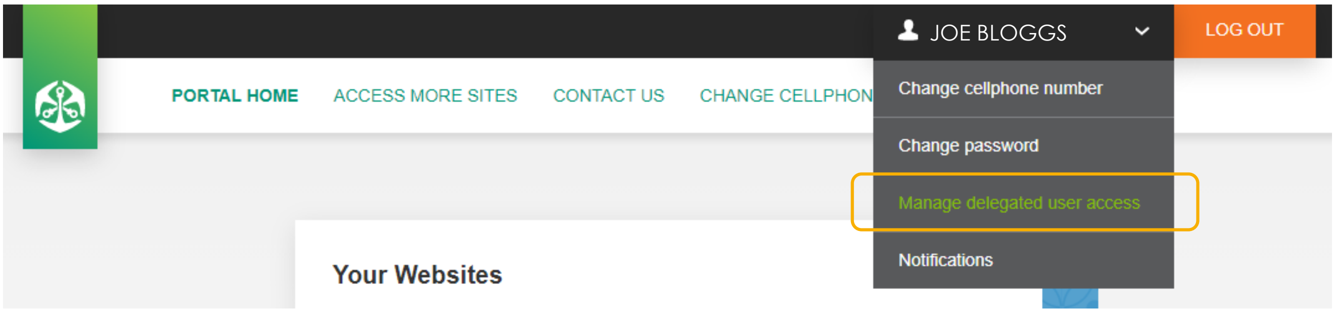
NOTE: If you are registered on Secure Services, you automatically gain access to the OM Wealth Client role which you will see in your list of roles. Following the transfer, this role will be renamed **"Wealth and Unit Trusts client"** role. Simply select this role to access the **Old Mutual Wealth and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

THIRD-PARTY AUTHORISED REPRESENTATIVES' WEBSITE ACCESS AFTER THE TRANSFER

If you would like to grant access to any additional authorised representatives to have access to your portfolio, you can do so via the **Delegated Authority functionality** on the Old Mutual Secure Services website.

DELEGATED AUTHORITY FUNCTIONALITY

The Delegated Authority functionality allows you to grant authorised representatives access to your online profile. 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 profile.



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
- 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 an authorised representative for delegated authority via the Nominate a user for delegated access option, the authorised representative 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), both yourself and the authorised representative will receive **SMS confirmation**.

TERMINATION OF ACCESS

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**.

ARE THERE ANY TAX CERTIFICATE IMPACTS?

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 2022

PROVISIONAL TAX STATEMENTS

While provisional tax statements were not generated for SIS Manco clients previously, the data has been available in reports on request to our Service Centre.

Following the transfer, a provisional tax statement for the period 7 August 2021 to 28 February 2022 will be generated for you (if you are a provisional taxpayer). This statement will be available on the Old Mutual Wealth and Unit Trusts secure client website for you to access.

ENCOURAGING YOU 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, you:

- May opt to **receive additional correspondence** (such as transaction notifications), which are not available for post correspondence.
- Will benefit from **efficient delivery** of correspondence, with a lower carbon footprint compared to post correspondence.
- Can ensure the security of your correspondence sent to you, as it is **password-protected**, so that your personal information is more secure.
- Will **receive relevant market-related communications** and newsletters to keep you informed of the latest market movements and trends.

If your existing communication preference is post, we encourage you to provide us with your email address and to update your correspondence preference to email. The correspondence preference you have before transfer will remain the same following the transfer.

SERVICE CENTRE DETAILS REMAIN THE SAME

The **SIS Manco Service Centre** will be equipped to address any queries regarding the transfer and general queries leading up to the transfer date of **6 August 2021**. The **contact details will remain the same** after the transfer.

Contact number: **021 524 5017**

Email address: sisadministrator@oldmutual.com