

## Withdrawal Form

### Collective Investments (Unit Trusts)

- Please note: As a security measure, a consultant from STANLIB may contact you to confirm this instruction.

#### CLIENT DETAILS

NAME AND SURNAME / ENTITY NAME

ENTITY NUMBER

IDENTITY / PASSPORT /  
REGISTRATION NUMBER

#### CONTACT DETAILS FOR THIS TRANSACTION:

PLEASE CONTACT:

CLIENT

FINANCIAL ADVISER

\*If no point of contact is indicated, we will default to contacting the client.

#### IF YOUR CELL NUMBER AND EMAIL ADDRESS HAVE CHANGED, PLEASE UPDATE BELOW

CELL NO

EMAIL

#### \*Compulsory section

#### WITHDRAWAL DETAILS

The minimum withdrawal amount for all STANLIB Funds is R2,000.00. Refer to the Terms and Conditions regarding the minimum remaining amount.

#### WITHDRAWAL FROM

Fund Name	Account Number	Amount	**All Units	Cancel Debit Order
		R		
		R		
		R		
		R		
		R		

TOTAL AMOUNT R



\*\*If Withdrawal for all units option is selected, this will override the Rand amount stated and the total Rand value of available units will be paid out.

\*\*If the amount requested is more than the current market value, the total balance available will be paid out.

- If all units are selected and the debit order is not requested to be cancelled, we will payout all available units at that time and the debit order will continue running.
- If all units are selected and the debit order cancellation is selected, we will payout all cleared units at the time of request and stop the debit order, uncleared units will be paid out the last clearance date.

#### BANKING DETAILS FOR PAYMENTS \*

\*Bank details are required and compulsory for all Withdrawal requests.

\*Payments to 3rd party bank accounts are not allowed.

\*We only pay into the investor's account.

The acceptable bank account types are: Savings/Transmissions and Cheque/Current accounts.

No Credit Cards, Call accounts, Home Loans and/or Investment accounts will be paid into.





PAY INTO AN EXISTING BANK ACCOUNT (THE CLIENT'S BANK ACCOUNT ON STANLIB RECORDS)

If your banking details have changed, please complete the banking details section below.

BANK												
BRANCH							BRANCH CODE					
ACCOUNT NUMBER												
ACCOUNT TYPE	<input type="checkbox"/> CHEQUE			<input type="checkbox"/> SAVINGS			<input type="checkbox"/> TRANSMISSION					
ACCOUNT HOLDER'S ID NUMBER												
ACCOUNT HOLDER'S NAME												

### TERMS AND CONDITIONS

1. The terms and conditions signed and agreed to in the investment application form will remain in force and apply to this transaction. Please refer to your investment application form for the detailed terms and conditions. Alternatively you can request a copy of the terms and conditions from your financial adviser or the contact centre on 0860 123 003
2. All portfolios are valued daily at 15h00, except for fund of funds which are valued at 24h00. For non-money market funds, investments and repurchases will receive the price of the same day if a complete instruction is received prior to 15h00.

#### 3. For money market funds:

- 3.1. Investments will receive the price of the following day if a complete instruction is received prior to 12h00.
- 3.2. Repurchases will receive the price of the following day if a complete instruction is received prior to 12h00.
- 3.3. The Manager will endeavour to give clients access to their cash within a period of 2 business days if the client's fully completed withdrawal request has reached the Manager before 12:00 on any business day. If the balance of the account is below R2,000, any withdrawal instruction will result in the total balance being withdrawn and the account will be closed. If the balance of the account is above R2,000, any withdrawal request below R2,000 will result in the minimum transaction amount of R2,000 being withdrawn.

5. **Other Fixed Interest Portfolios and Equity Portfolios:** Minimum remaining amount on all STANLIB Funds is R2,000.00. The minimum withdrawal amount on All STANLIB Funds is R2,000, any withdrawal request below R2,000 will result in the minimum transaction amount of R2,000 being withdrawn. If the balance falls below R2,000, after the withdrawal, instruction will result in the total balance being withdrawn.

6. Minimum remaining amounts apply to withdrawal instructions unless there is an active debit order. The minimum remaining amount for equity funds is R2,000 and the minimum remaining amount for the STANLIB Equity Fund is R500.

7. Payment will be made as soon as possible but within a maximum period of 14 days of receipt of a valid withdrawal form.

8. **Overnight Interest Allocation:** Interest earned by STANLIB in its bank account (subscription) on deposits made by you will be added to the investment amount if it takes longer than 1 Business Day, after the receipt of the deposit and/or the fulfilment of any outstanding requirements, to process the transaction. Deposits made on a non-business day (i.e. public holidays, Saturdays and Sundays) will also not attract any interest.

9. **Switching:** A "switch" involves selling participatory interests (units) in one portfolio and investing the proceeds in another portfolio. The Manager does not normally charge initial Financial Adviser charges twice, other than in the instance where the original entry was into a portfolio with lower charges than the portfolio into which the Client will be investing. Accordingly, the Client will have to pay in the difference in the initial Financial Adviser charges. However, the Client and the Financial Adviser may agree on a different arrangement to that mentioned above, in which case an initial Financial Adviser charge as agreed, between the Client and the Financial Adviser, will be charged on the switch transaction. As costs may change from time to time, please consult with your authorised Financial Adviser. STANLIB monitors account patterns of transactions for practices such as but not limited to market timing where an investor purchases and sells units within a short time period to take advantage of limitations in determining the net asset value of the funds. STANLIB reserves the right to delay or reject such transactions where investors engage in such practices in order to protect and ensure equitable treatment of all investors in the fund.

10. Cleared participatory interests (units) will be paid immediately and participatory interests not cleared, will be paid on the clearance date. (A clearance period of 21 calendar days for direct deposits and 45 calendar days for recurring and once-off debit orders will apply before funds can be withdrawn.)

11. Participatory interests arising from a debit order are not available for repurchase until the expiry of 45 days from the debit order transaction dates. If you are repurchasing all participatory interests and have elected to cancel your debit order, the participatory interests relating to uncleared debit order transactions will be paid at the expiry of the 45 day clearance period. If your debit order is to continue, the participatory interests in respect of uncleared debit order transactions will remain in your account at the expiry of the clearing period.

12. An existing debit order will remain in force unless otherwise specified. If a debit order cancellation is indicated, the instruction must reach the Manager two business days prior to the debit order collection date.

13. The proceeds will be transferred electronically to the investor's bank account. Payment to a third party bank account, i.e. an account not in the name of the investor, is not allowed. Payments can only be made to transmission, savings or current accounts.

14. If the investment is ceded, written consent for the transaction/cancellation of the cession must accompany this request.

#### 15. Additional documentation are required if:

- 15.1 A copy of ID was not previously provided
- 15.2 Certified/verified FICA documentation was not previously provided
- 15.3. A client's name has changed since inception
- 15.4. The client was a minor at investment stage and is a major at withdrawal stage. The client must provide FICA documentation, bank details and a signed withdrawal form.

16. **Processing of personal information :** It is important to us that you understand how and why we obtain, use, process, store, verify and share (collectively "process" or "processing" as defined in POPIA) your personal information.

STANLIB will only process your information for the following purposes:

- 16.1. To provide you with products and services;
- 16.2. To manage and administer your investments;
- 16.3. To communicate with you and/or your financial adviser;
- 16.4. To comply with your instructions or the instructions of your financial adviser;
- 16.5. To monitor and/or record telephone calls and electronic transactions with you (including the collection of your biometric data where necessary) in order to accurately carry out your instructions or those of your financial adviser and for your protection;
- 16.6. For payment processing for services providers, merchants, banks and other persons that assist with the processing of your payment instructions;
- 16.7. To provide your information to an entity within the Standard Bank Group, including its subsidiaries and affiliates, for the purpose of improving our business and services or the business and services of the Standard Bank Group;
- 16.8. To provide relevant information to a contracted third party who requires the information to provide a service to you for your investment;
- 16.9. To send your information to the Financial Services Exchange (Pty) Ltd trading as Astute where this is necessary to fulfil our servicing obligations and/or where your financial adviser has instructed us to do so.
- 16.10. To send your information to a third party to perform verification checks on the information provided by you to STANLIB..
- 16.11. To assist in enhancing our services and your client experience;
- 16.12. For analysis in order to assess and improve our business and services or the business and services of the Standard Bank Group;
- 16.13. To verify your identity;
- 16.14. To detect and prevent fraud or money laundering;
- 16.15. To comply with laws and public duties;
- 16.16. In the interests of security and crime prevention;
- 16.17. For operational, marketing, audit, legal and record keeping purposes;



16.18. To transfer your personal information outside the borders of the Republic of South Africa where this is necessary to fulfil our servicing obligations. Where your personal information is transferred offshore, STANLIB confirms that adequate measures are in place to ensure the protection of your personal information and shall transfer your personal information offshore in accordance with the applicable requirements for trans-border information flow in terms of POPIA

16.19. To provide your information to industry registers such as ASISA, and contracted third parties, such as tracing agents, attorneys, debt collectors and other persons that assist with the enforcement of agreements;

16.20. To provide your information to regulatory authorities, governmental departments, local and international tax authorities and other persons that STANLIB under the law has to share your information with;

16.21. To provide your information to persons to whom STANLIB cedes its rights or delegates its obligations to under agreements; and;

16.22. If we become involved in a proposed or actual merger, acquisition, or any form of sale of assets, we may use and disclose your information to third parties in connection with the evaluation of the transaction. The surviving company, or the acquiring company in the case of a sale of assets, would have access to your information, which would continue to be subject to these terms.

We will take reasonable steps to ensure that your information is kept secure and confidential. We will ensure that a third party that we share your information with agrees to keep your information confidential and appropriately secured. We will keep your information until such time as we are compelled to delete it, as prescribed by applicable law.

We undertake solely to collect and process your information as permitted by law. If you feel we have not done so, you have the right to object. You have the right to access, correct and delete the personal information that is held about you.

To object to the processing of your personal information by STANLIB or correct, delete, or obtain a copy of the personal information STANLIB holds about you, you may email us on: contact@stanlib.com or write to STANLIB's Information Officer at: P O Box 202, Melrose Arch, 2076. or alternatively, you can email STANLIB's information officer at privacy@stanlib.com.

**17. Large Withdrawals:** An investor should provide 10 business days written notice if they wish to redeem units in excess of 5% of the total portfolio's net asset value (NAV). In the case where such notice is not given, STANLIB retains the right to delay the honour of a repurchase or withdrawal instruction by up to 20 business days as stipulated in Board Notice 573. The delay is for purposes of generating the necessary cash in order to settle the repurchase instruction by liquidating some of the underlying investments and making sure that as a result, other investors will not be negatively impacted by the selling of units.

**18. General:**

18.1. The Manager undertakes to withdraw participatory interests at the price calculated according to the requirements of the Collective Investment Schemes Control Act, 2002, and in line with the terms and conditions of the relevant Deeds.

18.2. Any capital gain realised on the disposal of a participatory interest in a collective investment scheme is subject to Capital Gains Tax (CGT).

18.3. Ring-fencing is the separation and delayed sale of participatory interests (units) in a collective investment scheme (unit trust). This may be caused by a large sale of participatory interests in a collective investment schemes above certain thresholds. This ensures that the sale of a large number of participatory interests will not force the Manager to sell the underlying investments at a price in the market which could have a negative impact on investors. The Manager may delay the payment or reinvestment of the proceeds of the sale of participatory interests.

18.4. **Electronic Transactions:** The Client agrees that the Manager shall be entitled to implement all instructions and applications of whatever nature received on their Internet site, by telephone or any other electronic medium and which appear to emanate from the Client. The Manager and/or Financial Adviser is indemnified against any losses, claims or damages arising from acting on such instructions and/or applications, notwithstanding that it may later be proved that any such instruction was not given by the Client. The Client agrees that the electronic records of all instructions and applications processed by or on behalf of him/her or which purport to be processed on behalf of the Client via the Manager's Internet site, telephone or any other electronic medium shall constitute prima facie proof of the contents of such instructions and applications. STANLIB will not be held responsible for any failure, malfunction or delay of any networks, electronic or mechanical device or any other form of communication used in the submission, acceptance and processing of applications and/or transactions. STANLIB will not be liable to make good or compensate any investor or third party for any damages, losses, claims or expenses resulting there from.

18.5. **Customer Service Queries:** You can contact our Customer Service team to log a query by visiting our website on [www.stanlib.com](http://www.stanlib.com) or send all queries to contact@stanlib.com or contact our contact centre on 086 123 003.

18.6 **Complaints:** Should the you need to lodge a complaint with STANLIB regarding the services being provided, you can log on to [www.stanlib.com](http://www.stanlib.com) to submit a complaint or alternatively send complaints to complaints@stanlib.com

18.7 **Electronic Signatures:** This transaction may be executed by means of a Client's electronic signature. The Client agrees that in accepting these terms and conditions, the Client consents to executing this transaction by means of an electronic signature. The Manager is indemnified against any losses, claims or damages arising from acting on such an electronic signature, notwithstanding that it may later be proved that the electronic signature was not given by the Client.

18.8 **Ongoing Advice Fee Adjustment:** All requests to change ongoing advice fees requested during the month will be effected on the first day of the following month.

18.9 **FAIS Ombudsman details:** Block B, Sussex Office Park, 473 Lynwood Road, Pretoria, 0081. Telephone 012 470 9080

## INVESTOR DECLARATION

- I/We acknowledge that I/We provide consent to STANLIB to collect, process, store, disclose and share my Personal Information for the purpose of servicing my investment.
- I/We agree to provide all documentation and information requested in this document and further required by law and consent to STANLIB processing my information for the purposes stipulated within the Terms and Conditions.
- I/We confirm that all information provided herein is true and correct and that I/We have read and understood the contents of this form.
- By signing this form, the client consents to STANLIB processing their personal information in accordance with the terms and conditions.
- I/We acknowledge and accept that the information contained in this form and information about the Account Holder may be provided to SARS. Further, that SARS may also exchange the information with the tax authorities of another country or countries in which the Account Holder may be tax resident.

**If the information you have provided in this form changes in future, please submit a new form within 30 days. If you are not the Account Holder please indicate the capacity in which you are signing the form. If signing under a power of attorney please also attach a certified copy of the power of attorney.**

SIGNATURE OF CLIENT /  
AUTHORISED SIGNATORY \*

DATE

SIGNED AT

<input type="text"/>	<input type="text"/>	-	<input type="text"/>	<input type="text"/>	-	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
D	D		M	M		Y	Y	Y	Y

  

CAPACITY

DATE

SIGNED AT

<input type="text"/>	<input type="text"/>	-	<input type="text"/>	<input type="text"/>	-	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
D	D		M	M		Y	Y	Y	Y

  

SIGNATURE OF FINANCIAL  
ADVISER

