

Fiduciary Services

Supporting guardians and beneficiaries

Sanlam's Fiduciary Services can help you enjoy the peace of mind that your beneficiaries will be in safe hands when you're no longer there and that their guardians will receive the support and guidance they need.

I About Sanlam

We believe that an inheritance is about more than money. To us it's a lifetime of hard work, love and responsibility. It's about having the reassurance that your legacy will be in safe hands and that your loved ones will be taken care of when you no longer can. That's why Sanlam is committed to treating your legacy with a respect for what went into creating it and take the utmost care to make the most of it. Because that's what makes us Wealthsmiths™.

Why you should choose us

- ④ **Dial-a-teacher** is a service whereby learners between the ages of 9 and 18 can call a toll-free number to get assistance with homework or projects in their home language from qualified teachers over the telephone.
- ④ **Discounts on clothing, stationery and groceries:** We have negotiated discounts for our clients when they buy from certain retailers. Beneficiaries qualify for a 10% discount from the Edcon Group (Edgars, Jet Mart, CNA, Legit) and a 5% discount from the Shoprite, Checkers and Usave Group.
- ④ **Beneficiaries close to the termination date** of their accounts with a capital value of more than R100 000 will be contacted by a financial adviser who will offer financial guidance, as well as education on the importance of savings.
- ④ **Guardian roadshows:** Annual guardian workshops educate guardians on the legal and financial functioning of the account.

- ④ **Beneficiary/Guardian ID cards:** The information on the card makes it easy for guardians and beneficiaries to contact us via the various Sanlam contact centres. The card identifies them as Sanlam clients, resulting in better client service.
- ④ **Annual Alive Status Checks:** We do an annual comparison of the identity numbers of our clients with the records of Home Affairs to confirm that beneficiaries are still alive. No forms need to be completed and returned.
- ④ **Tracing of beneficiaries:** We don't pass the buck, but take responsibility for beneficiaries — clients can have the peace of mind that their beneficiaries will be well taken care of.
- ④ **Countrywide access** to Sanlam's Fiduciary Services via any Sanlam office and Client Walk-in Centres: Access to resources, e.g. fax, email and telephone, via Sanlam offices where beneficiaries and guardians can submit documents and contact Sanlam's Fiduciary Services.

Our offer to guardians and beneficiaries

- ④ Very competitive and transparent fees.
- ④ Continuity and security, as Sanlam's Fiduciary Services is a full subsidiary of the Sanlam Group, thus enjoying collective skills and knowledge.
- ④ We are subject to regular internal and external audits — these reports are escalated to the Group Executive Committee.
- ④ Quick and easy processing with a minimum of paperwork.
- ④ We provide a one-stop service by allocating a client account manager to each client whom he or she may contact free of charge via a toll-free number for all enquiries.
- ④ We service beneficiaries and clients in the language of their choice.



- ④ Easy-to-read communication and challenging turn-around times.
- ④ Up-to-date benefit statements may be requested at any time (automatically sent out twice a year).
- ④ We acknowledge that our clients are unique, each with different needs. We therefore have a flexible approach towards maintenance and other needs.
- ④ Where the capital is more than R100 000, we do a needs assessment, and on request if below R100 000.
- ④ Where the capital is less than R30 000, the capital is rather managed out over a period by paying a fixed monthly maintenance.
- ④ The proactive management of small benefits supports our motto to pay reasonable amounts as a monthly maintenance, and not to penalise the beneficiary with unnecessary fees.

Client Services

- ④ One-stop service via a toll-free number.
- ④ An annual independent client satisfaction survey.
- ④ Workflow process measures turn-around times and processes.
- ④ Full-time operations officer responsible for processes and policies.

Investments

- ④ Due to the fiduciary nature of our service, the objective of our investment strategy is to manage a careful balance between liquidity needs and capital preservation.

- ④ Investments are individually analysed and invested according to each individual's unique needs.
- ④ An Investment Committee guides the trustees on determining the investment strategy.
- ④ We are not obliged to use Sanlam investment portfolios.
- ④ Clients receive a higher interest rate on cash investments due to pooling of assets.
- ④ Investment performance is monitored quarterly. The trustees review the investment strategy annually.

Fees

The fees mentioned below are the only fees payable. No additional fees apply for bank transactions within the RSA, payments, audit fees, trustee fees, fidelity insurance or statutory fees.

Please note all fees are quoted including VAT

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| Acceptance fee | 1,14% of the market value of the assets, with a minimum fee of R342. |
| Capital distribution fee | 2,28% on the capital being paid. |
| Management fee | 1,14% p.a. paid monthly on the market value of all assets, with a minimum fee of R28,50 per month for the months under management. |
| Tax preparation fee | R195 p.a. (R16,25 p.m.) |



Get expert advice today

To find out more about Sanlam Fiduciary Services, contact Bongani Khumalo on 011 778 6478 or visit www.sanlam.co.za.