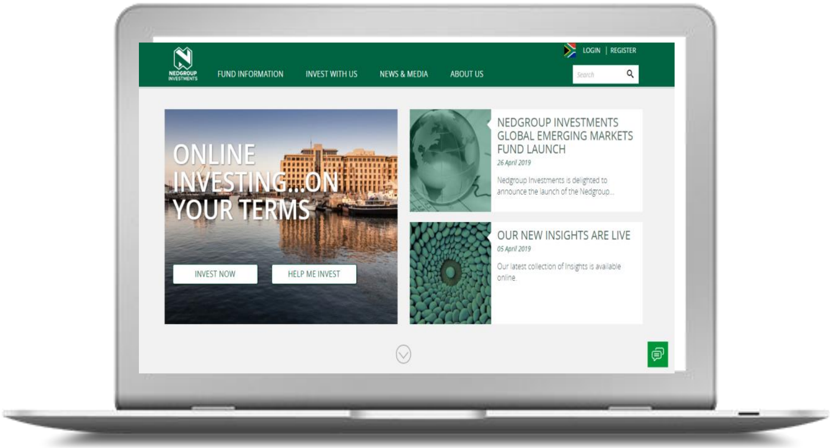
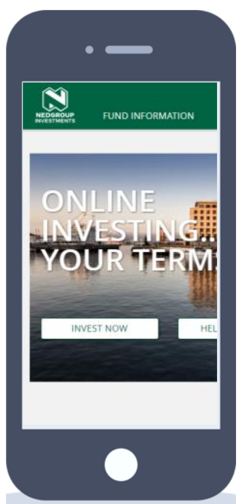
Digital Client On-boarding

Digital journey





Nedgroup Investments started a journey a couple of years ago, not only to create digital solutions for clients and financial planners, but to make doing business with Nedgroup Investments simple and efficient.

With this in mind we have built and are proud to introduce the Digital Client Onboarding functionality and online transacting.

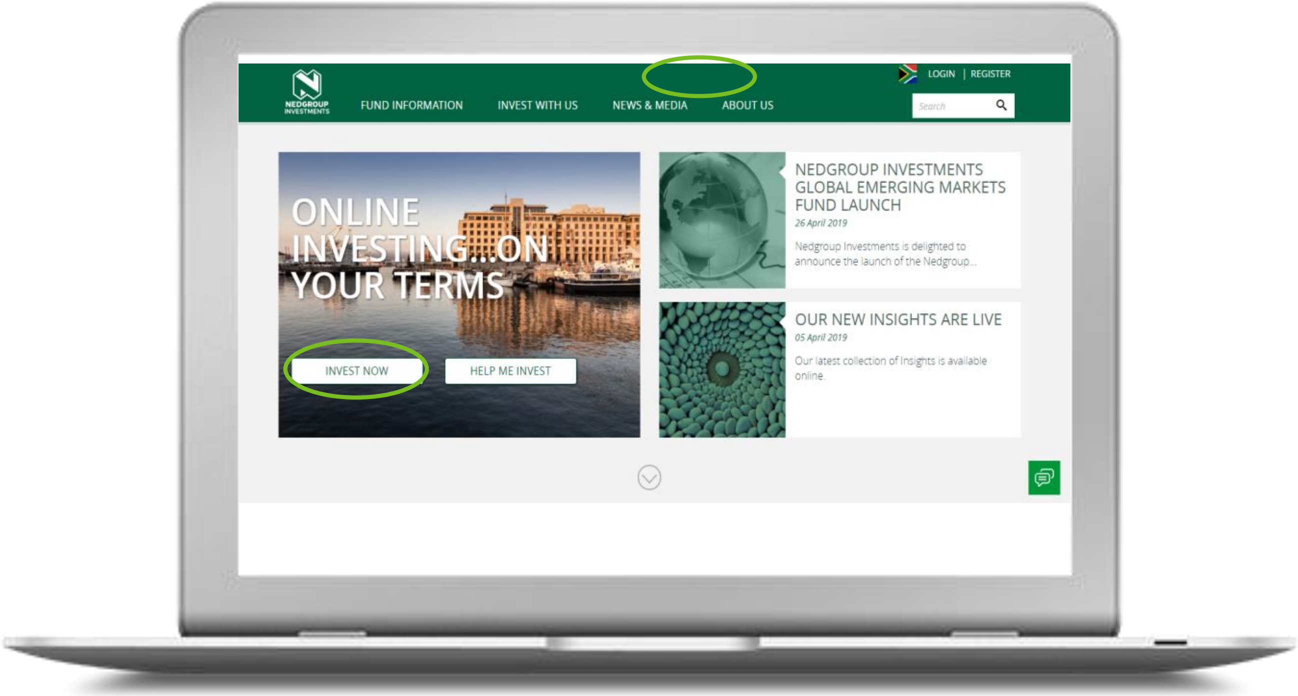
We will be showing you this functionality and demonstrating the value and time it will add to you.

The benefits

- Paperless
- Simple
- Ease of doing business
- Reduction in admin errors
- Convenient

NEDGROUP INVESTMENTS

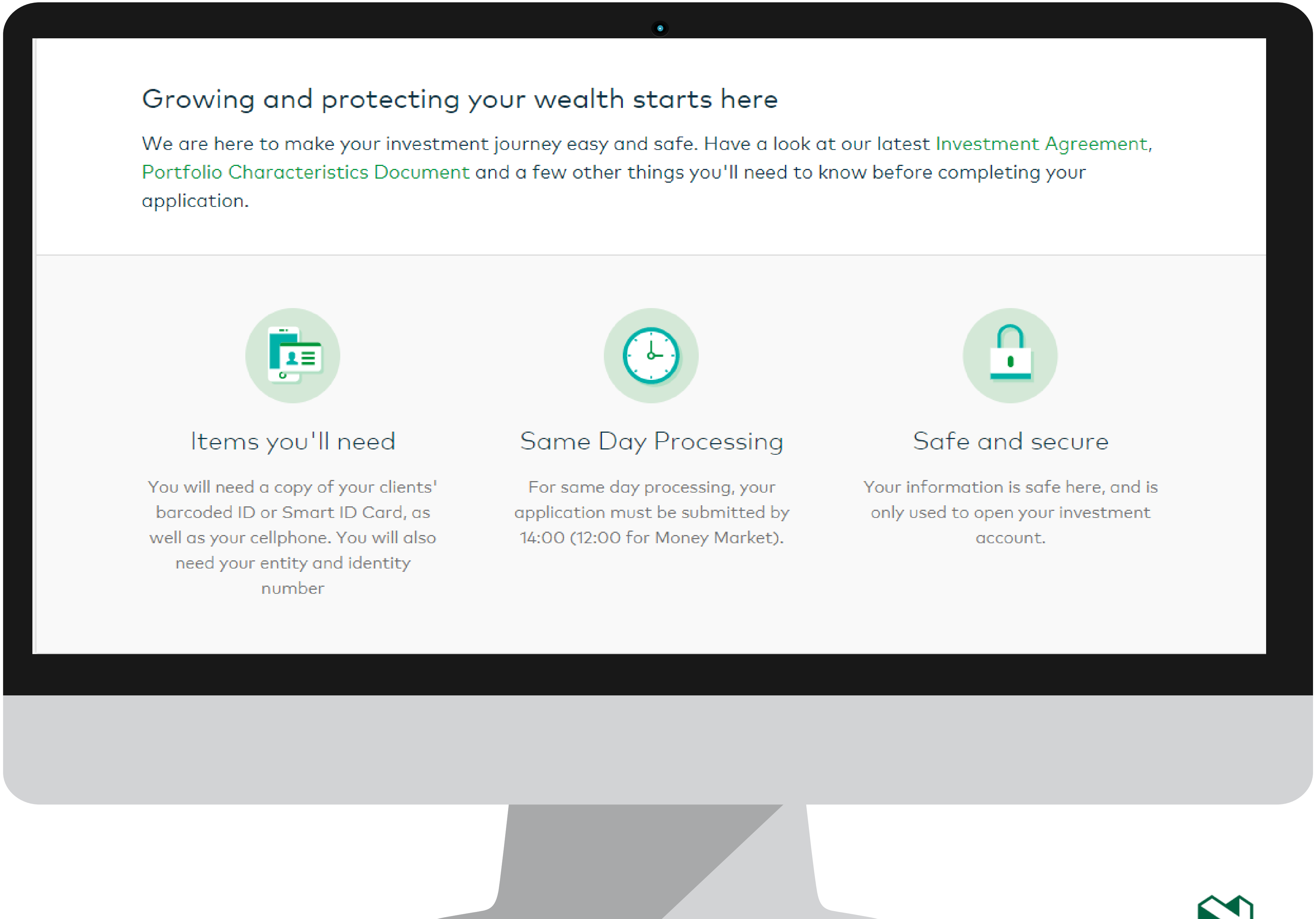
Accessing



Open the Nedgroup Investments website: www.nedgroupinvestments.com

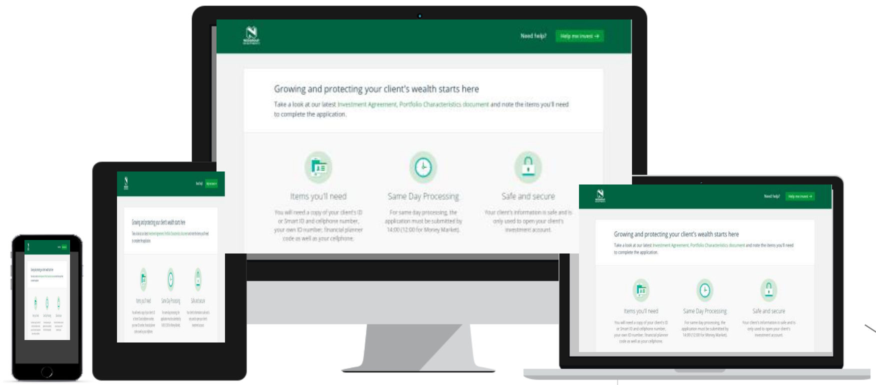
Click on Financial planner tab (top of the page)

Click the Invest now tab


Growing and protecting your wealth starts here
We are here to make your investment journey easy and safe. Have a look at our latest Investment Agreement, Portfolio Characteristics Document and a few other things you'll need to know before completing your application.
Items you'll need
You will need a copy of your clients' barcoded ID or Smart ID Card, as well as your cellphone. You will also need your entity and identity number
Same Day Processing
For same day processing, your application must be submitted by 14:00 (12:00 for Money Market).
Safe and secure
Your information is safe here, and is only used to open your investment account.

The functionality

This digital client onboarding functionality facilitates the first investment for brand new Nedgroup investments clients, digitally



E- FICA

EFT

E-Signature

To successfully use the digital onboarding functionality…

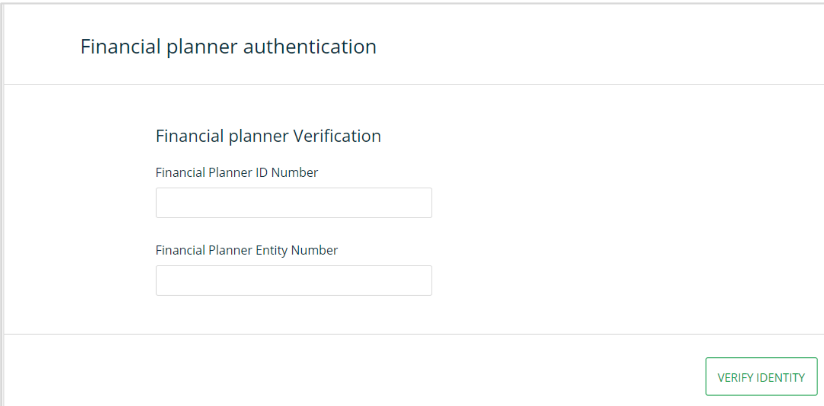
Your current cellphone/mobile number has been loaded on the Nedgroup Investments system and you have your cellphone with you while completing the onboarding process

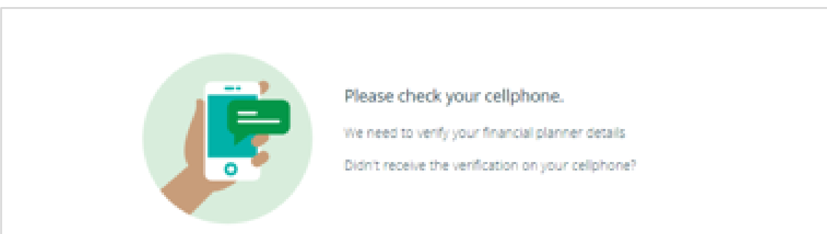
This is the first time your client is investing with Nedgroup Investments

You are sitting with your client or they have their cellphone close by, while you are completing the onboarding

Your client is investing into Unit Trusts, a Tax Free Investment or Retirement Annuity with Nedgroup Investments

What you need to do: STEP 1



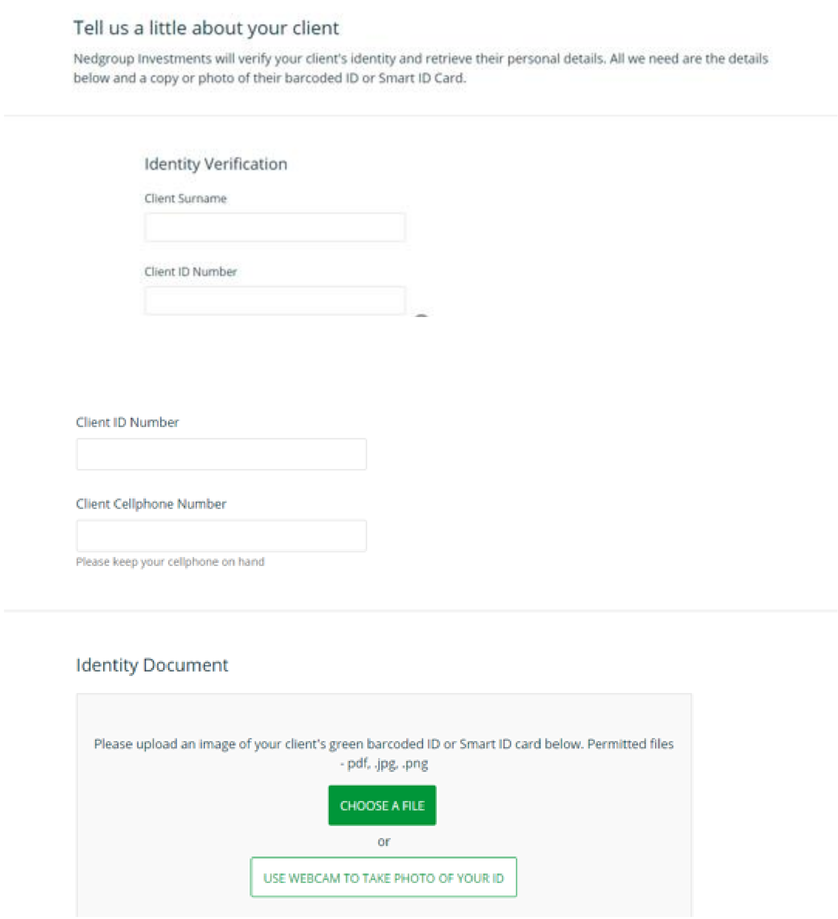


Authenticate yourself

We need to authenticate you as a financial planner. To do this you need to enter your Identity number as well as your Nedgroup Investments Financial Planner Entity Number (broker code) and click 'Verify identity'.

We will then send you an 'SMS to confirm your login to the onboarding platform.

STEP 2



Input clients details

You are only required to input the client's:

- Name +Surname
- ID Number
- Cellphone Number
- Nationality

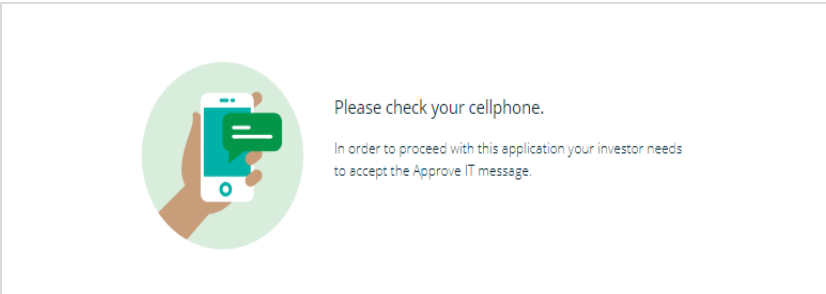
And upload a copy of their ID document
(or take a picture of the ID document using a web camera).

When uploading the ID document, ensure that the file is a .pdf, .png or a .jpg file format.

However, if your client has been FICA'd by Nedbank previously, the information will be available for the process and therefore, no ID copy will be required.

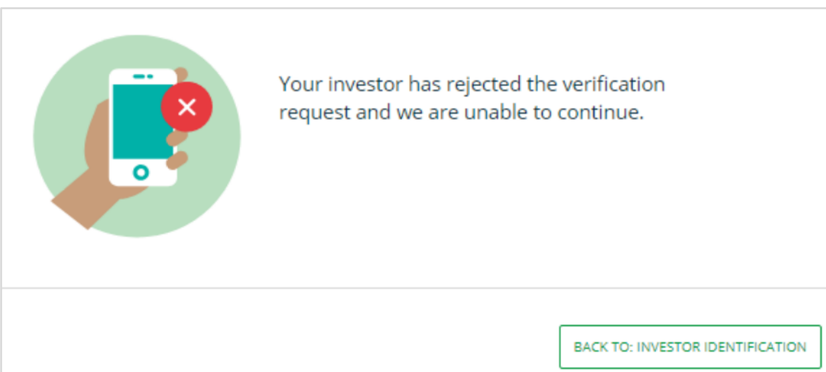
NEDGROUP INVESTMENTS

STEP 3



Client approves

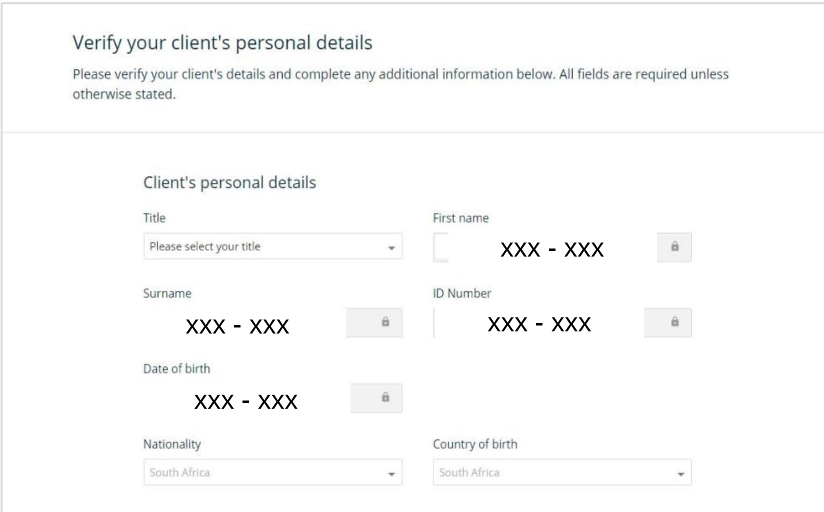
Client will receive an Approve It message on their cellphone, which they need to approve (INPUT 1 to ACCEPT) to move on to the next step of the onboarding process.



You will see the following message on your screen:
If the Approve it message is rejected or not responded to by the client we cannot continue with the onboarding process

NEDGROUP INVESTMENTS

STEP 4


Verify your client's personal details

Please verify your client's details and complete any additional information below. All fields are required unless otherwise stated.

Client's personal details

Title

Please select your title

First name

XXX - XXX

Surname

XXX - XXX

ID Number

XXX - XXX

Date of birth

XXX - XXX

Nationality

South Africa

Country of birth

South Africa

Client’s information

The client’s information is prepopulated in the online form.

The fields which contain a lock icon cannot be changed as this information has been verified (e-FICA)

NEDGROUP INVESTMENTS

STEP 4


Income, residency and tax status

Occupation

Please select your occupation

What industry do you work in?

Please select your industry

Source of wealth

- Salary
- Pension
- Annuity
- Other

Please specify

How will your client be funding the investment?

- Salary
- Sale of property
- Inheritance
- Other

Please specify

Client's information

You are required to complete additional client information.

The fields contain validation rules and you will not be able to proceed unless all the relevant client information has been provided.

The newly added FICAA fields have been added to the onboarding platform, as all these fields need to be completed you will not be able to proceed until completed.

NEDGROUP INVESTMENTS

STEP 4

Residency status

- Permanent resident
- Non-resident
- Emigrant

Please note: As an emigrant, you'll have the choice of all of our investment products, except Tax-free Investment.

Are you registered to pay tax in South Africa?

- Yes
- No

What is your tax number? Optional

Is South Africa your country of primary tax residence?

- Yes
- No

Are you tax resident in any other country?

- Yes
- No

Country of tax residence	Tax Identification number (TIN)	Or TIN not applicable
Please select your country		
Please select your country		

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.

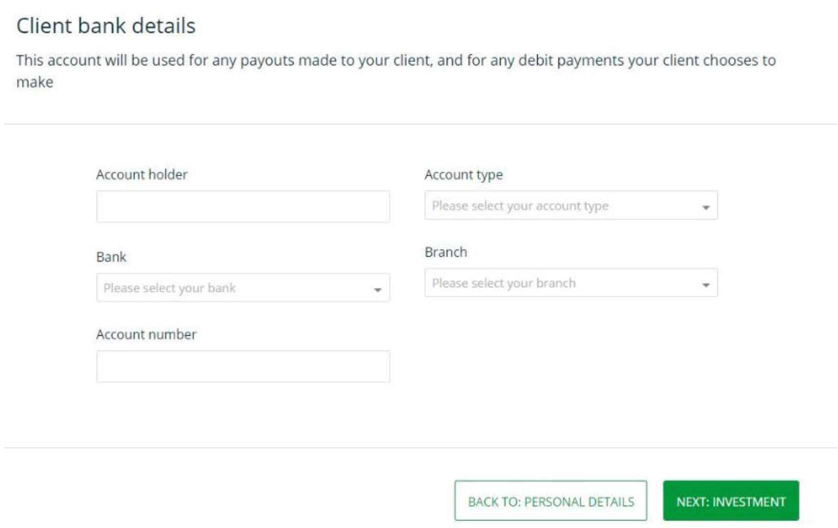
Client's information

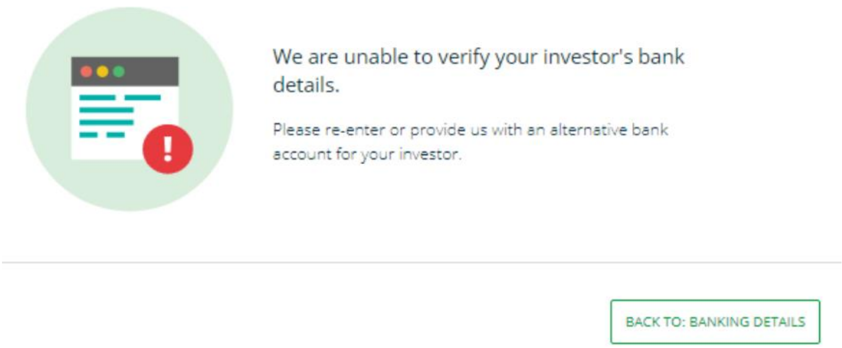
You are required to complete additional client information.

The fields contain validation rules and you will not be able to proceed unless all the relevant client information has been provided.

NEDGROUP INVESTMENTS

STEP 5





Client’s banking details

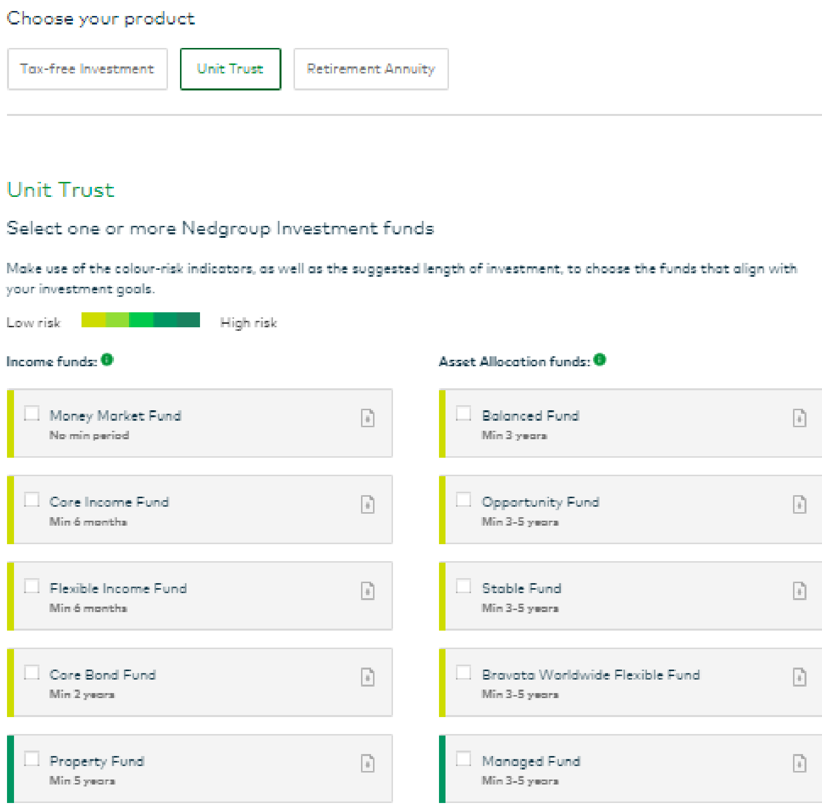
The client’s banking details are then completed.

It is important to note that a digital bank verification is done. Please ensure the banking details you complete are correct and in the name of the client. If bank account completed is not in the name of the client the bank account verification will fail.

If the bank account verification fails, the following message will reflect on your screen. This needs to be corrected before you are able to move onto the next step.

NEDGROUP INVESTMENTS

STEP 6



Product & funds

The next step of the process is selecting the product and funds the client is invested in.

Using the digital onboarding process, you can invest clients into:

- Unit Trusts
- Tax Free Investments
- Retirement Annuities.

NEDGROUP INVESTMENTS

STEP 7

Fees

Allocate fees for the selected fund(s) by filling in the relevant amounts below.

Fund	Initial FP fee max 3% (excl VAT)		Annual FP fee (excl VAT)
	Lump sum	Debit order	Sale of units
Bravata Worldwide Flexible Fund	%	%	%
Managed Fund	%	%	%

Your fees

Unit trust Edit

Fund	Initial FP fee		Annual FP fee
	Lump sum	Debit order	Sale of units
Core Guarded Fund	3%	0%	0.15%

Fees

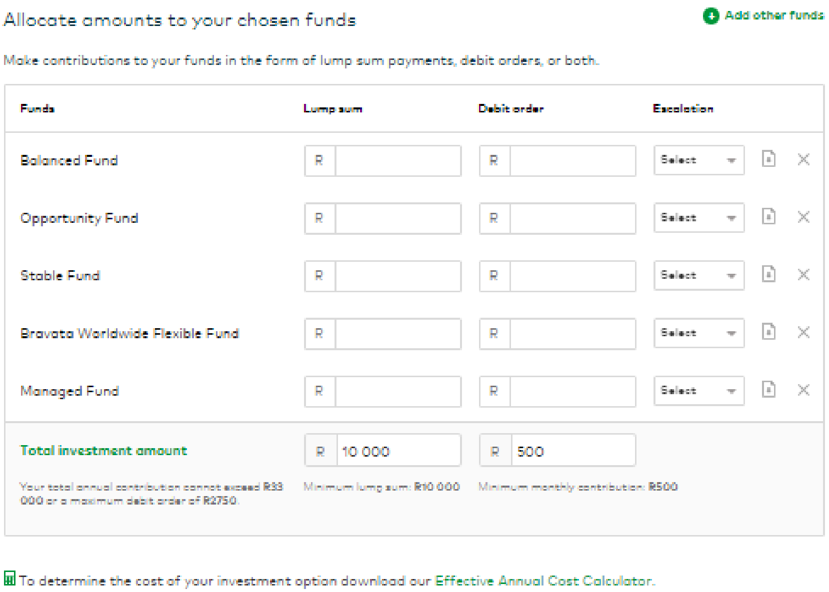
In this screen, the financial planning fees should be indicated.

The EAC (Effective Annual Calculator) is available when you click on it.

Review:
You are able to review these fees before submitting the instruction.

NEDGROUP INVESTMENTS

STEP 8



Investment amount

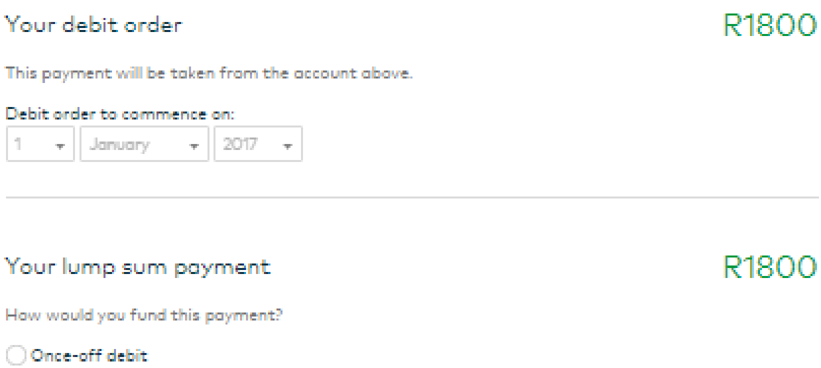
Indicate the amount being invested in each fund.

This section is used to indicate both the lump sum and/or debit order amounts

The minimum investment amounts are indicated on the screen.

NEDGROUP INVESTMENTS

STEP 9



Payment

Client’s can pay for their investment via

- Once-off Debit
- Debit Order.

STEP 10

You will receive our quarterly insights if you have provided an email address

Please indicate if you do not want to receive it — No ☐

Would you like to receive information about new and/or existing Nedgroup Investments products? — No ○ Yes ○

Would you like to receive information from the Nedbank Group about their financial services products? — No ○ Yes ○

Would you participate in research run by research organisations to improve our service offering to you? — No ○ Yes ○

☐ I hereby digitally sign this document in order to proceed to payment.

☐ I hereby confirm and certify that

- I am responsible for my investment decisions and have considered whether this investment is right for my needs.
- All information provided in this application is true and correct.
- I understand and agree that this application will be governed by the relevant and latest Investment Agreement and have read and understood the Portfolio Characteristics - document and the Fund Fact Sheet that relates to the unit trust portfolios I am investing in.
- I have used the Effective Annual Cost calculator and I am aware of the charges that may be incurred.
- I authorise Nedgroup Investments to accept this application as submitted and agree that Nedgroup Investments will not be held liable for acting on this application.
- The information contained in this application may be reported to the South African tax authorities.

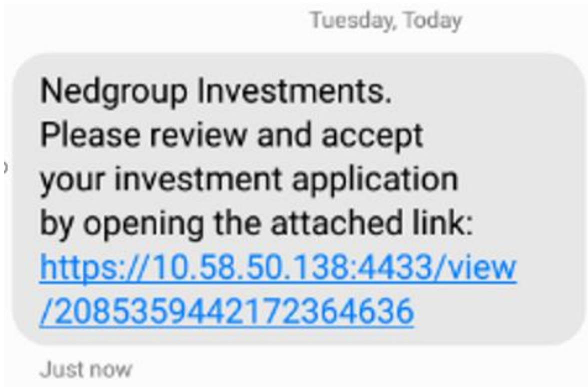
Next

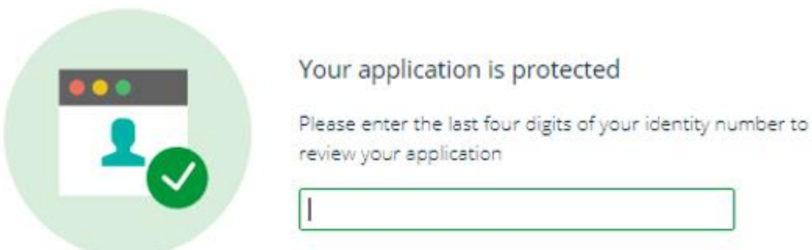
Submission

As a financial planner, you need to digitally sign the form, using a tick in the check box (eSignature).

After digitally signing, click submit to the client.

STEP 11





Client approval

The final step of the process is the client's approval.

This entails the client being sent a link via sms which they need to access.

When the link is opened they will be prompted to input their last 4 digits of their ID number before reviewing, digitally signing and confirming the instruction.

NEDGROUP INVESTMENTS

STEP 11

Investor declaration

- [ ] I hereby electronically sign this online initial investment account application and confirm and certify that:

- I am responsible for my investment decisions and have considered whether this investment is right for my needs.
- All information provided in this application is true and correct
- I understand and agree that this application and subsequent investment will be governed by the relevant and latest Investment Agreement and I have read and understood the Portfolio Characteristics document and the Fund Fact Sheet that relates to the unit trust portfolios I am investing in.
- I have used the Effective Annual Cost calculator and I am aware of the charges that may be incurred.
- I authorise Nedgroup Investments to accept this application as submitted (electronically or otherwise) and agree that Nedgroup Investments will not be held liable for acting on this application and/or any instructions contained herein.
- The information contained in this application may be reported to the South African tax authorities.
- The financial planning business and the financial planner (as authorised representative of the financial planning business) as stated on the application, is my appointed financial planner until I instruct otherwise.
- My appointed financial planning business must be paid the initial and annual financial planning fees as indicated on the application as long as it remains registered to render services in respect of my investment or until I instruct Nedgroup investments otherwise.
- My appointed financial planning business can have access to my personal and investment details via Nedgroup Investments' secure online website.

REJECT CONFIRM

Client approval

The client clicks the box to digitally sign the instruction before clicking ‘confirm’
- eSignature.

STEP 11

The investor has not accepted the instruction.
Please review instruction and resubmit.

BACK TO: REVIEW

Thank you.

We appreciate that you've chosen Nedgroup Investments to grow and protect your wealth.

You will receive an email to register on the Nedgroup Investments portal shortly.

A summary of your investment and confirmation of payment has been emailed to you.

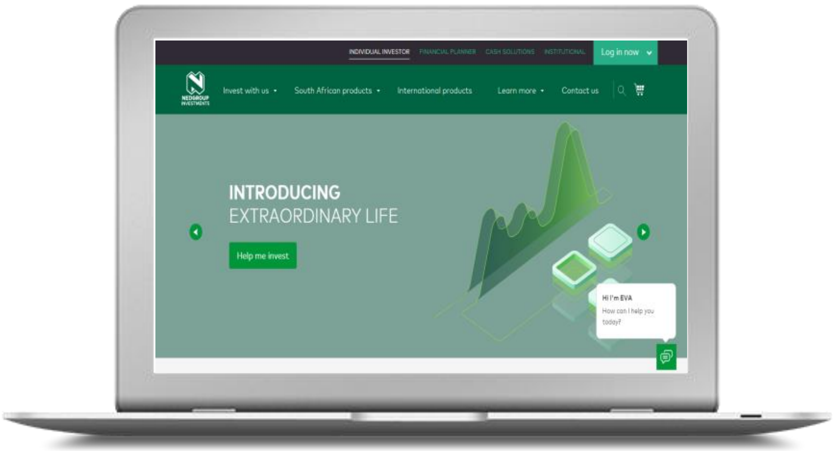
Back to nedgroup investments home

Client approval

If the client rejects the instruction, the following will reflect on the financial planner's screen.

When the client approves the 'success' message is displayed.

STEP 12



Confirmation

Both you and the client will receive confirmation of the investment (in pdf format). Along with this, the client is automatically registered for secure website access.

The investor will receive their username via email and their one time pin (OTP) via sms.

Clients can login to the Nedgroup Investments secure website to check their investment with Nedgroup Investments.

Thank you

Disclaimer

Nedgroup Collective Investments (RF) Proprietary Limited administers the Nedgroup Investments unit trust portfolios and is authorised to do so as a manager in terms of the Collective Investment Schemes Control Act. Collective Investment Schemes (unit trusts) are generally medium to long-term investments. The value of participatory interests (units) or the investment may go down as well as up and past performance is not necessarily a guide to future performance. Nedgroup Investments does not guarantee the performance of your investment and the investor will carry the investment and market risk, which includes the possibility of losing capital. Collective Investment Schemes are traded at ruling prices and can engage in borrowing and scrip lending. A schedule of fees and charges and maximum commissions is available on request from Nedgroup Investments. Certain Nedgroup Investments unit trust portfolios apply a performance fee. For the Nedgroup Investments Flexible Income Fund and Nedgroup Investments Stable Fund, it is calculated daily as a percentage (the sharing rate) of total positive performance, with the high watermark principle applying. For the Nedgroup Investments Bravata World Wide Flexible Fund it is calculated monthly as a percentage (the sharing rate) of outperformance relative to the fund’s benchmark, with the high watermark principle applying. All performance fees are capped per portfolio over a rolling 12-month period. Certain Nedgroup Investments unit trust portfolios include international assets, whereby a change in the exchange rates may cause the value of those investments to rise and fall. The Nedgroup Investments money market portfolios aims to maintain a constant price (e.g. R1.00) per unit. A money market portfolio is not a bank deposit. The total return to the investor is made up of interest received and any gain or loss made on any particular instrument and that in most cases the return will merely have the effect of increasing or decreasing the daily yield, but in an extreme case it can have the effect of reducing the capital value of the portfolio. The yield is calculated using an annualised seven day rolling average as at the relevant dates provided for in the fund fact sheet. Excessive withdrawals from the portfolio may place the portfolio under liquidity pressures and that in such circumstances a process of ring-fencing of withdrawal instructions and managed pay-outs over time may be followed. A fund of funds is a portfolio that invests in portfolios of collective investment schemes, which levy their own charges, which could result in a higher fee structure for the fund of funds. A feeder fund is a portfolio that invests in a single portfolio of a collective investment scheme, which levy its own charges, which could result in a higher fee structure for the feeder fund.

Please note that Nedgroup Collective Investments (RF) Proprietary Limited is not authorised to and does not provide financial advice. This presentation is of a general nature and intended for information purposes only. It is not intended to address the circumstances of any investor and cannot be relied on as legal, tax or financial advice, either express or implied. Whilst we have taken all reasonable steps to ensure that the information in this document is accurate and current on an ongoing basis, Nedgroup Investments shall accept no responsibility or liability for any inaccuracies, errors or omissions relating to the information and topics covered in this presentation. Nedgroup Collective Investments (RF) Proprietary Limited is a member of the Association for Savings & Investment SA (ASISA).