

# 1Life Linked Endowment Investment Application – Individuals

**Administrator: Wealthport (Pty) Ltd (2012/025878/07)**

Wealthport (Pty) Ltd (“Wealthport”) is an Authorised Financial Services Provider (FSP No. 44158)

Ballyoaks Office Park, 35 Ballyclare Drive, Bryanston Johannesburg • Postal address: Postnet Suite 451, Private Bag X51, Bryanston, 2021

Contact number: 010 593 3103 • Facsimile: 087 231 6972 • Email: [admin@wealthport.co.za](mailto:admin@wealthport.co.za)

- Please read the Terms and Conditions applicable to this investment. This is available from your Financial Advisor, the Client Services Centre at 010 593 3103 or at [www.wealthport.co.za](http://www.wealthport.co.za).
- Please submit applications for processing to [admin@wealthport.co.za](mailto:admin@wealthport.co.za) or fax to 087 231 6972.

## 1. Policyholder details

Title:

First name:

Surname:

Occupation:

Email address:

Cell phone number:

Other contact number:

ID number:

Date of birth:

Nationality:

Tax number:

**Physical address:**

Unit number:  Complex name:

Street number:  Street / Farm name:

Suburb / District:  Postal code:

City / Town:

**Postal address:** Same as above? Please tick this box.

Postal code:

## 2. Person acting on behalf of the Policyholder

Court appointed guardian  Parent  Power of Attorney  Curatorship  Trustee

Please supply FICA documents as required for Natural Persons and proof of the capacity stated.

Title:

First name:

Surname:

Occupation:

Email address:

Cell phone number:

Other contact number:

ID number:

Date of birth:

Tax number:

**Physical address:**

Unit number:  Complex name:

Street number:  Street / Farm name:

Suburb / District:  Postal code:

City / Town:

**Postal address:** Same as above? Please tick this box.

Postal code:

Person acting on behalf of Policyholder signature:  Date:

**3. Life Assured details**

- A nominated life assured must be a natural person.
- The policyholder is the first life assured and any detail completed below will be deemed to be an additional life assured.
- Benefits payable upon death of the policyholder will be paid to the nominated beneficiary/ies for proceeds only on the death of the last life assured nominated.
- A maximum of 3 (three) life assured may be appointed.

I understand that if no life assured is appointed, the policy owner will automatically be appointed as the only life assured and that upon my death benefits due will be paid to my nominated beneficiaries.

**I wish to nominate the following additional life assured by completing the details below:**

**Life Assured no. 1**

Title:

First name:

Surname:

ID number:  Date of birth:

Email address:

Cell phone number:

Other contact number:

**Life Assured no. 2**

Title:

First name:

Surname:

ID number:  Date of birth:

Email address:

Cell phone number:

Other contact number:

**Life Assured no. 3**

Title:

First name:

Surname:

ID number:  Date of birth:  /  /

Email address:

Cell phone number:

Other contact number:

**4. Beneficiary for Ownership details**

- A beneficiary for ownership must be a natural person OR trust where the beneficiaries of the trust are all natural persons.
- The policyholder may change the nominated beneficiary/s by completing the designated form. Alteration/s, received after the death of the last life assured will be treated as invalid.
- The beneficiary for ownership is automatically appointed as the second life assured where only 1 (one) life assured having been appointed.
- If no beneficiary for ownership is nominated and the policyholder is not the last life assured, the deceased estate will become the policyholder

**Beneficiary for ownership details – Individual/Natural Person (if applicable)**

Title:

First name:

Surname:

ID number:  Date of birth:  /  /

Email address:

Cell phone number:

**Beneficiary for ownership details – Trust (if applicable)**

Registered name:

Registration number:

Contact name:

Email address:

Cell phone number:

**5. Beneficiary for Proceeds details**

- A beneficiary for proceeds may be one of more individuals/natural persons or a trust where the beneficiaries of the trust are all natural persons.
- A beneficiary for proceeds will receive a benefit on the death of the last life assured provided that the policy owner was the last surviving life assured.
- The policyholder may change the nominated beneficiaries by completing a change of detail form.

**Beneficiary no. 1**

Individual/Entity Name:

Relationship with policyholder:

ID/Registration number:  Share of benefit:  %

Date of birth:  /  /

**Beneficiary no. 2**

Individual/Entity Name:

Relationship with policyholder:

ID/Registration number:  Share of benefit:  %

Date of birth:

**\*If you wish to nominate more beneficiaries, up to a maximum of 5 (five), please attach a signed copy of this section to the form.**

**6. Policyholder bank account details**

Bank:

Branch:

Branch code:

Account holder:

Account number:

Account type:  Current  Savings  Transmission

**7. Online access**

Do you require online access?  Yes  No

If "Yes", Wealthport will issue you with the secure access details to view your investment details and download statements online, at any time via [www.wealthport.co.za](http://www.wealthport.co.za).

**8. Correspondence preference details**

All correspondence will be sent by email to the address provided in this application form. It is your responsibility to keep your contact details up to date. If you have a Financial Advisor, correspondence may be sent to both you and your Financial Advisor. Wealthport assumes no liability whatsoever for any risks associated with email communication not received, whether due to the failure, malfunction or delay of any networks or electronic or mechanical devise or otherwise.

**9. Tax Residency and Self Certification ("FATCA & CRS")**

It is required by law to obtain international citizenship and tax residency status information from all clients. The information contained in this form may be shared with the South African Revenue Service (SARS). If you are registered for tax purposes anywhere other than South Africa, you would need to complete a Tax Self Certification form in addition to the following information.

Entity type as required by SARS:

Non-reportable person  Financial Institution  Active non-financial entity  Passive non-financial entity

**If you are registered for tax purposes anywhere other than South Africa, please provide details below:**

| Country/ies where you are registered for tax purposes other than South Africa | Tax identification number (TIN) |
|---|---------------------------------|
|   |                                 |
|   |                                 |
|   |                                 |
|   |                                 |

**10. Dividends tax declaration**

If you are a South African resident for tax purposes, please tick this box?

Are you exempt or qualify for reduced Dividends Withholding Tax?  Yes  No

If “Yes”, you would need to complete a dividend tax exemption declaration and undertaking form that you can obtain from [admin@wealthport.co.za](mailto:admin@wealthport.co.za). You will be considered not-exempt from Dividends Withholding Tax up and until the required form is completed and submitted to Wealthport. The form must be completed by the beneficial owner of dividends, including dividends in specie in order for the exemption to apply.

**11. Politically exposed person**

Please indicate if you are a politically exposed person as defined in Directive 2005/60/EC, as “natural persons who are or have been entrusted with prominent public functions as well as immediate family members, or persons known to be close associates, of such persons”:  Yes  No

If “Yes”, please complete the following details:

Jurisdiction:

Year:

Duration:

Position:

**12. Investment details**

Source of funds:  Salary  Bonus  Savings  Inheritance  
 Other \*please specify: \_\_\_\_\_

**Important investment information:**

- ✓ Only electronic internet transfers or direct deposits will be accepted for structured/guaranteed products.
- ✓ Unit transfers and recurring investments is not available for structured/guaranteed products.
- ✓ The maximum amount per collection instruction is R100 000
- ✓ The minimum investment amount applicable to this policy is R100 000

**Electronic transfer/deposit:**

Investment amount: R

Deposits and transfers should be paid into the following bank account:

|                |  |
|----------------|--|
| Account holder | 1Life Insurance (RF) Ltd                         |
| Bank           | RMB Corporate Banking                            |
| Branch         | Johannesburg                                     |
| Branch code    | 250 017  |
| Account number | 625 9244 3776                                    |
| Account type   | Current Account                                  |
| Reference      | Policyholder name / ID number / Portfolio number |

**Once-off collection\* from my bank account.** Collection date:

*\*Collection facility not available when investing into structured/guaranteed products.*

Investment amount: R



Authorised signatory if applicable:

Date: 

|   |   |   |   |   |   |   |   |   |   |
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**15. Financial Advisor details**

The Policyholder hereby appoints the following Financial Advisor as the advisor on record with Wealthport and in the following capacity:

A full discretion mandate basis \*Please supply us with a copy of the mandate signed with the Category II Financial Advisor  
**The Financial Advisor may perform all transactions on behalf of the Policyholder with no prior Policyholder approval required.**

OR

A limited discretion mandate basis

**Any transaction requested by the Financial Advisor on behalf of the Policyholder will require prior Policyholder approval.**

Name:

Surname:

ID number:

FSP Name:

FSP license no:

Initial advice fee (excl. VAT):  %

Ongoing advice fee (excl. VAT):  %

I also agree that the following fees may be paid to the appointed discretionary fund manager (applicable for model portfolios):

Ongoing fee (excl. VAT):  %

**16. Financial Advisor declaration**

- I declare that I have explained and handed to the Policyholder the applicable terms and conditions relevant to this investment agreement prior to the signature of the application form.
- It is the FSP’s responsibility to evaluate and ensure that all representatives and employees involved in the marketing of all products offered on the Wealthport platform act in accordance with all applicable legislative provisions as well as the latest Wealthport Terms and Conditions as published on the Wealthport website. The FSP takes full responsibility for advice given to potential or current Policyholders by the FSP’s Representatives and will maintain records thereof in accordance with appropriate legislation.
- I hereby confirm that I am appropriately licensed in terms of the Financial Advisory and Intermediary Services Act, No 37 of 2002 (“FAIS Act”) to act as the Policyholder’s Financial Advisor, in terms of a duly signed mandate.
- I acknowledge and confirm that, in my capacity as the primary accountable institution, I have established and verified the identity of the Policyholder and all other applicable parties in accordance with Section 21 of the Financial Intelligence Centre Act, No 38 of 2001 (“FICA Act”) and will keep records of the required documents according to the provisions of Section 22 of the FICA act.
- I confirm that I am registered for the relevant regulatory product categories for advice and or intermediary services relating to securities and instruments.
- I understand that Wealthport reserves the right to request verification of the relevant information pertaining to my license categories.
- I confirm that I have explained the necessary disclosures required in terms of the FAIS Act to the Policyholder.
- I warrant that I have explained all fees and regulatory rules that relate to investing in an Endowment product to the Policyholder.
- I understand that it is my responsibility to ensure that all product specific fees such as associated selling costs and transfer taxes, including stamp duty or stamp duty reserve tax to the extent applicable as well as how fees are paid by the structured/guaranteed Product Issuer to the Financial Advisor have been explained to the Policyholder prior to signature of this investment application.
- I understand that the terms of this policy states that the Policyholder has the right to cancel the policy during the 30-day “cooling-off” period. Any fees paid to the insurer, administrator and Financial Advisor will be refunded to the Policyholder.

I agree to promptly refund all fees paid to me under this Policy as at the time of the administrator processing the Policyholder instruction.

- I warrant that the information provided in this form is correct and that I will advise Wealthport in writing should any of the details completed herein change subsequent to signature hereof.

Financial Advisor signature:

Date: 

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**17. Policyholder declaration**

- I have read, understand and agree to the Terms and Conditions governing this agreement, as published and updated on the Wealthport website ([www.wealthport.co.za](http://www.wealthport.co.za)) from time to time. I understand the importance of having read and questioned the terms and conditions where anything is unclear in order to be fully aware of the detail contained therein.
- I have read, understand and agree to the terms and conditions of the 1Life Market Linked Endowment policy terms, as contained herein.
- I declare that I have not received any advice from Wealthport and that my Financial Advisor explained the issuer terms and conditions relating to this investment to me.
- I confirm that all information provided herein is true and correct and I will advise Wealthport in writing should any of the details change subsequent to signature hereof.
- I confirm that Wealthport may accept all instructions signed by me, including instructions submitted via electronic means.
- I confirm that the Financial Advisor mentioned above, is my appointed Financial Advisor.
- I also confirm that Wealthport may accept all instructions from my appointed Financial Advisor only if appointed and authorised by me in writing.
- I understand that I need to approve all transactions submitted on my behalf where the Financial Advisor is not appropriately licensed to transact on my behalf or I have not granted him/her a discretionary mandate.
- I hereby declare that I am the legal owner of the funds and/or investments which are to be utilised to facilitate this investment or have gained the signed permission of the third-party bank account holder as included in this application.
- I understand that this application will only be finalised, and/or any transactions processed once Wealthport has received and verified all required documentation.
- Should I be married in community of property in terms of the Matrimonial Property Act, I understand that the consent of my spouse to use the monies to facilitate this investment.
- I have satisfied myself that under any taxation or assurance legislation to which I may be subject, I am permitted to effect the policy.
- I understand that ownership of the underlying assets of the policy will vest with the insurer and not the Policyholder.
- I acknowledge that a notice period is required for investment and withdrawal purposes.
- I understand that this product is underwritten by a registered long-term insurer and that the insurer is not responsible for the returns or performance of the investment portfolios held in this policy.
- I understand that the policy does not guarantee any capital, or any investment returns, however some of the available underlying investment portfolios may offer a guarantee. The policy benefits are determined solely by reference to the returns of the selected linked investment portfolios held for the purpose of the investment.

Policyholder signature:

Date: 

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Signature of spouse (if applicable):

Date: 

|   |   |   |   |   |   |   |   |   |   |
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|---|---|---|---|---|---|---|---|---|---|



## 18. Fee disclosure information

| Standard Administration fees: |                                  | Agreed fees: (including VAT) |
|-------------------------------|----------------------------------|------------------------------|
| Wealthport Administration fee | Maximum of 1.01% (including VAT) |                              |
| 1Life Endowment Policy Fee    | Maximum of 3.03% (including VAT) |                              |

### Important fee information:

|   |
|---|
| <p><b>Structured/Guaranteed Products</b></p> <ul style="list-style-type: none"> <li>Your agreed 1Life Endowment Policy fee depends on the underlying investment selection will be disclosed on your records of advice, a quotation signed by you and your Policy document.</li> <li>A surrender penalty charged by the Insurer may be applicable to this investment.</li> </ul> <p><b>Unit Trusts and Exchange Traded Funds</b></p> <ul style="list-style-type: none"> <li>Wealthport may change administration fees from time to time with 3 (three) months' prior written notice.</li> <li>All rebates will be passed on to the investor.</li> <li>JSE listed investments may attract regulatory and statutory fees that will be passed on to the client.</li> <li>Stockbroker fees for certain investment types will be passed on to the client.</li> <li>Central Depository Clearing "CSDP", a JSE custodian fees are applicable to certain investment types and may be passed on to the client from time to time.</li> <li>Where the annualised percentage fee converted to a rand value is less than R20 plus VAT, a minimum fee of R20 (excluding VAT) per investment portfolio will apply for portfolios with a discretionary unit trust fund selection.</li> </ul> |
|---|

### How are fees deducted from my investment?

|  |   |
|--|---|
| <b>Unit Trusts, Money Market Funds and Exchange Traded Funds</b> | Initial fees - deducted from the initial lump sum investment amount or ongoing debit instruction. Ongoing fees- deducted proportionally across all investment funds in an investment portfolio.   |
| <b>Structured/Guaranteed Products</b>                            | Initial and/or ongoing fees - deducted, depending on the rules and terms of the specific structured/guaranteed product selected and may be integrated into the structure of the underlying investment. Please consult with a financial advisor to explain the rules and terms of your selected structured/guaranteed product features and fees. |

### What types of fees may be applicable to my investment?

|   |   |
|---|---|
| <b>Administration fee</b>                       | A fee for administrative financial services.  |
| <b>Structured/Guaranteed Product Issuer fee</b> | A fee to construct and perform investment management duties related to the structured/guaranteed product. |
| <b>Insurer/Underwriter Policy fee</b>           | A policy underwriting/administration fee due to the underwriter of the endowment policy.                  |
| <b>Financial Advisor fee</b>                    | A fee for financial planning services agreed to between yourself and your financial advisor on record.    |
| <b>Investment Manager fee</b>                   | Investment selection and/or portfolio management fees.  |

### Where can I view investment values and fees?

|  |
|--|
| <ul style="list-style-type: none"> <li>All fees applicable to this investment will be disclosed in your policy document, record of advice, a quotation signed by you and your investment statements.</li> <li>The effective annual cost "EAC" of your investment will be provided to you by Wealthport.</li> <li>You will have online access to your investment account</li> </ul> |
|--|

### What turnaround times apply to my investment?

|  |
|--|
| <ul style="list-style-type: none"> <li>Turnaround and cut-off times vary depending on your investment selection.</li> <li>You can find a detailed description of investment turnaround and cut-off times in the Wealthport Standard Terms and Conditions that is available via <a href="http://www.wealthport.co.za">www.wealthport.co.za</a> and from Client Services via email at <a href="mailto:admin@wealthport.co.za">admin@wealthport.co.za</a> or telephonically on 010 593 3103.</li> <li>With your signature hereto, you agree that you understand the information contained in the Wealthport Standard Terms and Conditions and consulted to clarify any questions or/ or concerns you may have had before entering into this agreement.</li> </ul> |
|--|

Policyholder signature:

Date:

|   |   |   |   |   |   |   |   |   |   |
|---|---|---|---|---|---|---|---|---|---|
| Y | Y | Y | Y | / | M | M | / | D | D |
|---|---|---|---|---|---|---|---|---|---|

## 19. Important Policy Related Information

- Minimum investment requirements and investment cut-off dates (also referred to as a “strike date”) as well as time-frames may apply and may vary depending on the underlying investment options terms and conditions.
- It is the responsibility of the Financial Advisor to ensure that the Policyholder has been advised of all the investment requirements and terms and conditions applicable to the 1Life Market Linked Endowment.
- An assessed tax loss incurred by 1Life Insurance Limited (the underwriter of the 1Life Market Linked Endowment) may be used to the benefit of the Policyholder to provide a reduced capital gain tax rate and income tax rate for the Policyholder. Taxes may be levied in the form of a charge within the policy and proceeds are paid out tax free to the Policyholder.
- Investments can be made in the form of:
  - Once-off investment
  - Debit order investment (not available for structured/guaranteed products)
  - Ad-hoc lump sum investment/s (not available for structured/guaranteed products)
- A Policyholder has the choice to select from a range of underlying investment options (unit trust funds, exchange traded funds and structured/guaranteed products).
- Where a structured/guaranteed product is selected as an underlying investment of the 1Life Market Linked Endowment policy the following information is applicable:
  - Your investment may be linked to several different indices, baskets of shares, commodities or indeed many other asset classes; specific details relating to the structured/guaranteed product selected are detailed in the brochure and listing supplement provided by the structured/guaranteed Product Issuer and it is the Financial Advisor’s responsibility to ensure that the Policyholder understands the construction of the selected structured/guaranteed product.
  - The structured/guaranteed Product Issuer’s terms and conditions will indicate a specific date for the receipt of investment deposits, and failing compliance with this specified date will result in an investment transaction not being processed by the structured/guaranteed Product Issuer. Wealthport does not assume any direct and/or indirect liability for the structured/guaranteed product cut-off dates not being adhered to because of not receiving all relevant application forms, supporting documents and/or the correct investment amount within the required Wealthport timeline.
  - For Wealthport to ensure that a structured/guaranteed Product Issuer’s timeline is adhered to, an investment amount must be received and cleared by the bank 5 (five) working days prior to the new investment cut-off time stipulated in the relevant structured/guaranteed Product Issuer’s terms and conditions. Please make sure that you have been informed by your Financial Advisor as to the closing date for accepting investments to ensure that Wealthport receives your investment amount 5 (five) working days prior to this date.
  - Your Wealthport statement will reflect the structured/guaranteed value of your structured/guaranteed product investment. In many cases the price of the structured/guaranteed product shown on the JSE will be below the initial price of the instrument even if it is capital protected. The capital protection is only structured/guaranteed at expiry and during the life of the product the investment may be worth less than the capital protection.
  - A surrender value for the structured/guaranteed product investment is available on request.
  - Wealthport is not bound by any terms and conditions contained in the structured/guaranteed Product Issuer agreement entered into by the Policyholder.
  - As some structured/guaranteed products are taxable as income and others as capital gains, Policyholders should seek tax advice.
  - Most structured/guaranteed products are designed to be held for the full term. If you decide to cash in your investment early, it may be worth less than you originally invested. We will pay you the value of your investment in accordance with the prevailing market rate at that time, less any associated selling costs and transfer taxes, including stamp duty or stamp duty reserve tax to the extent applicable as provided to us by the structured/guaranteed product Issuer.
  - Policyholders should note that certain structured/guaranteed products can only be unwound in entirety and in some cases on specific dates.
  - The Insurer may prescribe rules in terms of the allowed subscription levels for each product and or tranche issued. In case of an over-subscription, Wealthport will inform the client and return such over-subscribed amounts in full to the bank account from where the money was received.
  - Types of structured/guaranteed products:

- a. The Policyholder is the holder of a structured/guaranteed product as the underlying investment in the endowment policy, you will be the owner of a listed share on the JSE. Section 9C of the Income Tax Act number 58 of 1962 (“Act”) deems receipts and accruals arising from the disposal of a qualifying share to be of a capital nature if the taxpayer was the owner of the qualifying share for a continuous period of at least three years immediately prior to the sale. The tax consequences for Policyholders who elect to sell before a period specified by the structured/guaranteed Product Issuer has lapsed will be dependent upon the individual circumstances of such Policyholders and any profit realised from the sale may be subject to income tax.
- b. The Policyholder invests in bond markets and bond market instruments. The bond market, also known as the debt, credit, or fixed income market, is a financial market where participants buy and sell debt securities usually in the form of bonds.

## Conditions of Membership of the 1Life Market Linked Endowment

### Interpretation

“**Wealthport**” refers to Wealthport (Pty) Ltd, a private company incorporated in the Republic of South Africa with registration number 2012/025878/07. Wealthport is an approved administrative financial services provider (with FSP number 44158) and Retirement Funds administrator (with FSB approval number 24/714). As an administrative financial services provider, Wealthport invests on behalf of Policyholders in Unit Trusts and Exchange Traded Funds (“ETFs”) on the basis that such Units are bought and sold in bulk. Wealthport has been appointed as the administrator of the 1Life Market Linked Endowment under a binder agreement with 1Life Limited.

“**Endowment**” refers to the 1Life Market Linked Endowment which is a market linked endowment policy underwritten by 1Life Insurance Limited (registration number 2005/027193/06 with FSP number 24769) and administered by Wealthport.

“**Policyholder**” refers to the First Life Assured, i.e. the owner of the policy.

### General Product Terms

- a. There is no life cover applicable to this policy.
- b. This policy is an endowment with a five-year restricted period, after which the policy becomes open ended.
- c. A “cooling-off” period of 30 days is applicable to this product. The investment amount returned will be the market value of the Investment Portfolio/s at the time of processing the instruction, and may therefore be less than the initial investment amount due to market movement. Any fees paid to the insurer, administrator and your Financial Advisor will be refunded to the Policyholder. No interest will be paid or accrued to the Policyholder.
- d. When the policy ends, the Policyholder receives the market value of the investment, less fees, capital gains tax and charges as may be applicable.
- e. The proceeds of the policy will become available to the Policyholder once the underlying investment options have been sold and the applicable fees and charges have been deducted.
- f. Turnaround times as per the Wealthport standard terms and conditions apply.

### Access to funds

- a. Legislation provides that during any restriction period, you may make one withdrawal.
- b. The maximum amount you may withdraw is the lesser of:
  - Contributions during the restriction period, including any market value in the policy the day before the restriction period started plus 5% compound interest; or
  - The market value of the investment amount less fees and charges. Any remaining balance more than R2 500 or as may be prescribed in legislation from time to time, must stay invested until the restriction period ends.
- c. The restriction period is imposed by legislation. It is a period in which there are restrictions on the withdrawals you may make from the policy. This applies to the first five years of the policy or five years from the first day of the month during which the 120% rule takes effect.
- d. The 120% rule takes effect:
  - In the second year of the policy when contributions received towards the policy are greater than 120% of the first years’ total contributions.
  - In any policy year where the contributions received are greater than 120% of the higher of either the previous two policy years’ total contributions.

### Premium increases (not applicable where the underlying investment is a Structured/Guaranteed Product)

- a. Premiums may only be increased by 20% per annum, calculated on the previous two premium periods.
- b. Simply stated, a premium period is a 12-month period starting on the first day of the month in which the first premium is received. If the premium is increased by more than 20% at any time after the first premium period, the policy will enter a new restriction period on the date in which the increased premium is received and it will end 5 years thereafter.

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- c. If the outstanding term on the contract is less than 5 years after the first increased premium is received the maturity date will move on for 5 years after this increase is made.

**Death of the Policyholder**

The value of the death benefit will be the market value of the investment at the time of all claim requirements and supporting documents have been confirmed to be received by the administrator.

**Tax Treatment**

Tax legislation stipulates the underwriter of this policy (1Life Insurance Limited, registration number 2005/027193/06) pay tax on any income, dividends and capital gains (CGT) at a rate which depends on the Policyholder classification for tax purposes.

**Confidentiality**

Wealthport has a Privacy Policy governing the confidentiality of Policyholder information. Please refer to the Wealthport website at [www.wealthport.co.za](http://www.wealthport.co.za) for a copy of this policy or a copy can be obtained from the Client Services Centre 010 593 3103 or at [admin@wealthport.co.za](mailto:admin@wealthport.co.za).

**Amendments to the Terms and Conditions**

Wealthport reserves the right to amend its terms and conditions from time to time. Material changes to any latest terms and conditions will be communicated to the Policyholder.

**Complaints and disputes**

If the Policyholder is not satisfied with any aspect of this contract, complaints may be directed to the Wealthport Client Service Centre available on 010 593 3103 or to Wealthport via email to [admin@wealthport.co.za](mailto:admin@wealthport.co.za). Wealthport will endeavour to resolve any complaints received within 24 hours or, if the complaint requires further investigation or management involvement, the complaint will be resolved as soon as possible after it is received, not exceeding 20 working days. Please refer to the Wealthport website at [www.wealthport.co.za](http://www.wealthport.co.za) for a copy of the Wealthport Complaints Resolution contract or a copy can be obtained from the Policyholder Services Centre 010 593 3103 or at [admin@wealthport.co.za](mailto:admin@wealthport.co.za).

If a Policyholder has not received a response within 20 working days or is not satisfied with the response, the Policyholder may contact the Ombudsman for Long Term Insurance at:

|                 |            |  |          |  |
|-----------------|------------|--|----------|--|
| Private Bag X45 | Telephone: | +27 21 657 5000  |          |  |
| Claremont       | Fax:       | +27 21 674 0951  |          |  |
| 7735            | Email:     | <a href="mailto:info@ombud.co.za">info@ombud.co.za</a> | Website: | <a href="http://www.ombud.co.za">www.ombud.co.za</a> |

If a Policyholder has a complaint about the Administrator relating to this policy, or is not satisfied with the response, the Policyholder may contact the Ombudsman for Financial Services Providers at:

|                |            |  |          |  |
|----------------|------------|--|----------|--|
| PO Box 74571   | Telephone: | +27 12 762 5000  |          |  |
| Lynnwood Ridge | Fax:       | +27 12 348 3447  |          |  |
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