



Project- Sanlam Unclaimed Dividends

Possible Q and A's

The shareholder could have a lack of knowledge as to why the sudden need and/or urgency to update banking details for outstanding dividends. The following Questions and Answers have been put in place to assist as a guideline for certain questions that could be asked by the shareholder and possible answers to provide.

Possible Questions and Answers

1. How do I sell my shares?

- You can sell your share's via our low cost dealing desk, an agent will assist you over the phone is placing the sale; all trades are bulked and traded the same day.

2. Are there charges/ fees when I sell my shares?

- ❖ Yes there are;
- If the sale is between (R0 - 40 001) .You will be charged R154.48 which is VAT inclusive
- If the sale is above R40 001 You will be charged R154.48 + 0.35% + VAT Of the net proceeds

3. If I sell my shares today how long will I have to wait to receive my pay out?

- We work on T+3 (Trade+3 day)system meaning depending on which bank you banking with the funds should reflect in your account after 3 days of giving your instruction.

4. What do I need to do to sell my shares- Account NOT verified:

- ❖ I noticed that your account is not yet FICA verified,
- Please take down these requirements and email to ficaverifyelectronic@Computershare.co.za

FICA requirements:

- **Certified copy of ID-** If the shareholder has a smart card ID he/she needs to submit a certified copy of both sides of the smart card ID
- **Certified copy of proof of residence**, not older than 3months, If the shareholder does not have a proof of residence in his/ her name a Cohabitant form can be completed in the home owners name, that needs to be accompanied by supporting documents to verify the home owner.
- **Certified copy of SARS document**, not older than 1 year
- **Certified copy of bank statement/letter confirming banking details**, not older than 3months stamped on the bank letterhead
- **Signed and dated instruction from the Shareholder** specifying what has to be done/ updated on his/her account, provide the share account information (*SRN & company name the shares are held in*).

- ❖ **Account verified:** We just updated your banking details and that will take upto 2 business days to filter through, I will request that one of our dealing consultants contacts you to process the sale as soon as your banking details has been updated.

5. How many shares do I hold with Sanlam?

- You currently have a shareholding of x amount of shares registered in your name Mr/Mrs.....

6. Can I rather use my credit card account or my bond account for the dividends to pay out?

- Unfortunately not, we only accept and are able to update savings, cheque or transmission accounts.

7. I am banking with Post bank, Albaraka or Merchant bank can you take down my details?

- Unfortunately not because we cannot verify the banking details, we need an original certified copy of bank statement sent to Computershare at;

**Computershare
15 Biermann Avenue
Rosebank Towers, first floor
Rosebank
Johannesburg
2196**

Or

**Private Bag X105
Marshalltown
2107**

8. Who is Computershare and why are you calling on behalf of Sanlam?

- Computershare is the transfer secretary for Sanlam and we do all their administration regarding their shareholdings and correspondence to all shareholders, hence we are assisting in updating your personal details to pay all outstanding dividends.

9. Are these the only shares I have registered to my name?

- Kindly hold on while I have a more detailed look at your portfolio, using your ID number.
-Advise on what is seen on the system

10. The shareholder is deceased and the estate account has been closed.

- No problem, am I currently speaking to the executor/trix of the estate?
 - ❖ **If No**, then ask where is the executor/ trix and how can you get a hold of them? (confirm email address and/or cellphone number if possible)
 - ❖ **If Yes**, then confirm the executor/trix email address to send a third party indemnity form to update banking details

11. C Account holders- Why should I pay R288.75 now and a premium calculated at 2.5% of the share value later?

- The payment of R288.75 is our administration fee. We will print and send you an indemnity form. The 2.5% refers to the fee paid for insurance to cover for any risk when replacing your certificate.

12. C Account holders- The estate account has been closed already and the shares have been transferred to the beneficiary, where does this dividend payment come from and why can't you transfer the funds to the beneficiary?

- Unfortunately when the shares were initially transferred the dividend payment amount was not transferred as well because we needed to pay it into the E/L bank account.
- Kindly provide me with your email address so that I may forward you the third party bank mandate form in order to update the banking details and pay out the outstanding dividends.

13. C Account holders- How come you taking my banking details now and only paying out part of the amount due to me?

- The amount that will not be paid is for the proceeds of a 10% buy back scheme of arrangement that took place in October 2005, In order

for this amount to be paid we need for you to surrender the original Sanlam share certificate.

- ❖ If the shareholder/ executor/trix does not have the share cert refer back to your notes on lost cert and advise accordingly about the process.
- ❖ If the shareholder/ executor/trix does have the share cert in their possession, explain that the certificate needs to be surrendered for the buyback amount to be paid out successfully, refer back to your notes about dematerialisation and advise accordingly.

14. The person you asking for is deceased...

- **Confirm if you speaking to the executor/trix**
 - ❖ If NOT note the information down in the comments field on your spreadsheet
 - ❖ If YES, refer back to your script and explain the reason for your call. Once complete request for an email address to forward estate late requirements to update the account as an estate account.

15. C Account holders- How do I sell my shares?

- Your account reflects that it is still in certificated format; kindly confirm where is the original share certificate?
 - ❖ If the shareholder/ executor/trix does not have the share cert refer back to your notes on lost cert and advise accordingly about the process.
 - ❖ If he shareholder/ executor/trix does have the share cert in their possession, explain that the certificate needs to be surrendered to open an electronic account with Computershare, refer to your notes on dematerialisation and advise accordingly.

16. At what price were the shares bought back from us?

- In 2005 Sanlam through the 10% buy back scheme of arrangement repurchased shares from every shareholder at a price of **R12.00** per share. This was a non-elective corporate event however shareholders were informed at the time and a majority of shareholders voted in favour of the sheme of arrangement.

17. I don't have Sanlam share's, how can I have outstanding dividends?

- According to our records you are the registered holder of (x amount) Sanlam limited shares, although you might have have forgotten. In 1998 its likely at the time you validated your personal information to receive free shares. These shares were allocated to Sanlam policy holders at no cost to them.
- A minimum of 300 free shares were allocated shares based on their policy profile through a demutualisation in 1998. Policy holders had to complete an acceptance form and were given a certain period of time to return the forms in order to take up the free shares.

18. How much did I buy these shares for?

- You did not buy these shares, in 1998 based on your policy profile you were allocated the shares, the process was called demutualisation and the share price at the time was R6.00.

19. Joint Account- I am no longer in partnership, married/ or in communication with the other holder, what do I need to do to get my account updated and the shares transferred into my name?

- A new Custody account will need to be opened in your own name and your entitlement portion of the holdings will need to be transferred. NB. Transfer fees and Securities Transfer Tax is applicable
- NB: the minumun number of shares must be no less than 27/300.

20. Joint Account- The other holder is deceased, what do I do?

- We require your FICA documentation and E/L documents for the deceased holder;
 - ❖ Kindly refer back to your notes on estate late requirements, bearing in mind that it is legal documents and will need to be posted to;

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21. How can I trade my shares online?

- Before shares can be traded online you need to register and accept the terms and conditions on the CIS website first.

22. Can I sell my certificated shares online?

- Certificated holders cannot trade online.
- The online deal routing is only for electronic accounts, shares held in certificated form needs to be dematerialised and the account FICA verified before you can trade. Therefore certificated holders cannot trade online until the demat process is complete.

23. How do I open an electronic or dematerialised share account with Computershare?

- Investors can complete and submit the forms online under the individual tab to open a custody account.
 - ❖ For more information kindly refer to your notes on dematerialization and advise accordingly.

24. How do I register to trade online?

- To register on our website, please access our web page through www.computershare.com Click on the buy and sell tab, A new window will open, click on the tab "Deal Routing" another new window will open, click on the tab "Register".

25. What are the risks of trading my shares online, if there are any?

Investors are finding the ease of online trading appealing. With greater access to many different shares and markets, investors want to manage their own share portfolios and execute real-time share transactions. The online trading allows you a secure platform to trade your shares and personalized login information with no risk of unauthorized access.

26. Can I trade my business' shares online?

- Unfortunately not, currently the platform is only for individuals and minors

27. Can I buy and sell shares online?

- Shares can only be sold online; you cannot purchase shares online as yet.

28. How will I know once my shares are sold?

- Where the Client transacts via the on-line share dealing service, Computershare shall send data messages (**Electronic Communication**) to the Client's e-mail address as a form of notification and confirmation of all transactions. The Client must ensure that the contact details Computershare has on record are correct at all times, and that no unauthorized persons gain access to the notifications or confirmations

29. How long will it take for my shares to be sold?

- Sanlam shares are traded the same day provided that the instruction is given before 15h30 daily
- We work on T+3 (Trade+3 day) system meaning depending on which bank you banking with the funds should reflect in your account after 3 days of giving your instruction.

30. I forgot my password, how do I reset a new password?

- Click on the forgotten password, complete the required information and submit. A call centre consultant will phone you back to confirm your information and assist with the password reset.