

Changing your banking details for payments

The purpose of this form is to change the bank account that we will use to pay benefits due to you as the claimant.

In this form:

- 'You' refers to the person named on this form as the claimant. A claimant is a person making the claim. The claimant may be a member, a pensioner or a beneficiary.
- 'We' and 'us' refer to the company in Alexforbes that is shown at the top of this form, who is also the administrator.
- 'Fund' refers to the fund that you are a member of.

Key points to understand about this form

Please read this document carefully. Contact us or your financial adviser if you have any questions. You should sign the form only if you agree to all the terms and conditions in it. The form is part of your contract with us. You must make sure that all the information is correct and that all parts of the form are complete. We have the right to treat the information given in the form as accurate and complete. If you make changes to what you have already filled in, you must sign next to each change.

Documents you must attach to this form

You must attach the following documents to this form. We will start to process your form only when we have received all the documents we need.

- A copy of your identity document
- One of the following:
 - a copy of your latest bank statement (not older than three months)
 - a copy of a letter from your bank, on the bank's letterhead, confirming your bank account details (not older than three months).

Follow these steps

1. You need to fill out the form. You do have the option of filling in this form electronically and printing the electronic version of the form to be signed. You must sign the form and date it.
2. Attach the documents requested above to the completed form.
3. Keep the first and second pages to refer to for any queries.
4. Send the form to us or deliver to the address shown at the top of the form.

Delays in carrying out your instructions

Neither we nor the fund are responsible for any losses that result from any delays you cause by:

- not filing in this form accurately and completely
- not giving us the documents we ask for.

This includes losses in the value of your investment and losses that occur because you may have to pay more tax than you anticipated.

Personal information, privacy and security

FIND OUT how we protect your personal information, privacy and security.

Alexforbes is not responsible for any loss you or anyone else may suffer if important information is left out of this document.

How to contact us

- If you want to ask us if we have your personal information, you can contact us at the telephone number shown at the top of the form.
- If your personal information is incorrect, we will change it if you make us aware of this.
- If you want a record of the personal information we have for you, we might charge you a fee for this. Please contact us to find out what the fee is.

Complaints

- We would like to hear from you if you have a complaint.
- You can do so in person at any of our offices, by email at contactus@alexforbes.com, by phone on 0860 000 279 or +27 (0)11 669 7026 if you're outside South Africa, or by following our complaints process on the website at <http://www.alexforbes.com/za/en/ContactUs/Complaints.aspx>.
- Please contact us if you have any questions or if you need more information.

