

3 July 2026

Dear Investor

### **Change of Administrator for Ci Collective Investments**

At Ci Collective Investments, we are continually seeking ways to improve our service offering to investors.

With this objective in mind, we would like to inform you that we will be transitioning the administration of your investment from **FNZ to Intembeko**. This change is intended to improve operational efficiencies and enhance overall service delivery.

We would like to reassure you that your investments remain secure and fully protected. This administrative change will have no impact on the value of your underlying investment holdings, and we remain committed to acting in your best interests at all times.

No action is required from you. However, please take note of the following important information.

### **Important dates to remember**

- The effective date of the change is **17 July 2026**.
- To support a smooth transition, a **trade freeze** will apply on **17 July 2026, 20 July 2026, and 21 July 2026**. During this period, transactions will not be processed.
- Transaction processing will resume from **22 July 2026**.

### **Key changes to be aware of**

- **New investment number:** You will be issued with a new investment number, which must be used when submitting any transaction instructions once processing resumes.
- **Instructions email address:** The email address for submitting transaction instructions remains unchanged as [ciinstructions@cicollectives.co.za](mailto:ciinstructions@cicollectives.co.za).
- **Debit orders and regular withdrawals:** Where debit orders or regular withdrawals fall on a weekend or public holiday, they will be processed on the next business day. In addition, regular withdrawals will be processed on the **22nd of the month** to support payment by the **25th**.

#### **Collective Intelligence**

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### **Further communications and updates**

- **Online registration:** Investors who currently have access to the online portal will receive an email invitation to re-register once the transition has been finalised. Once registered, you will be able to view your investment details and statements online.

We appreciate your support in ensuring a smooth transition.

Should you require any additional information, please contact your advisor or the Ci Client Services team.

Yours sincerely

**Ci Client Services**