

Change of static details

This form is for an individual or legal entity who wishes to change the contact, tax or banking details that we have on record, or who wishes to change the communication preference.

Please complete only the relevant sections of this form in block capital letters before signing it. **Please fax this form with all the required documents listed below to (011) 263 6147 or email it to DynastyInstructions@cicollectives.co.za. If you have any queries, please email us at query@cicollectives.co.za.**

Document checklist

We can only process your instruction once we have received all of the following documents:

- This signed form with the relevant sections completed
- If applicable, proof of your change of name, e.g. a copy of your identity document (if you are South African) or passport (if you are not South African)/certificate of change of name of company or close corporation (CM9/CK2)
- If applicable, proof of your change of residential address, e.g. a utility bill less than three months old that shows your name and residential address
- If applicable, proof of your change of surname, e.g. a copy of your marriage certificate

A: INVESTOR DETAILS

Investor number

Individuals only:

Title Surname

First names

ID or passport number

Date of birth

| D | D | M | M | Y | Y | Y | Y |

Country of issue of passport

Passport expiry date

| D | D | M | M | Y | Y | Y | Y |

Nationality

Country of birth

SA resident

Non-resident

If non-resident, country of residence

Country of citizenship

Legal entities only:

Registered name

Surname of contact person

First names of contact person

ID number of contact person

GIIN (Global Intermediary Identification Number) (if applicable)

B: CONTACT DETAILS OF INVESTOR

Residential address / Registered address

Code

Operational address: Same as registered (no need to complete below)

Code

Postal address: Same as residential/registered address Same as operational (If either is ticked, then no need to complete below)

Code

Email address

Telephone (home)

Telephone (work)

Mobile number

Fax number

Please indicate below all countries in which you are a resident for tax purposes and the associated tax reference number in each country (including South Africa). Please also indicate your country of primary tax residence:

Country of primary tax residence

Country of tax residence	Tax reference number
1.	
2.	
3.	
4.	
5.	

Are you a citizen or resident of the United States of America? Yes NoIf you are not registered for tax in any country, please tick this box.

Please state reason for not being registered for tax

The South African Revenue Services ("SARS") will levy a tax on dividends earned on your investment at a default rate of 15% (or any other rate that SARS may determine from time to time). We will pay this tax over to SARS on your behalf.

Exempt from Dividends Tax

Please indicate the reason why the beneficial owner is exempt from Dividends Tax:

- a South African resident company
-
- the government, provincial government or municipality (of the Republic of South Africa)
-
- a public benefit organisation approved by the Commissioner in terms of section 30(3) of the Act
-
- a trust contemplated in section 37A of the Act (mining rehabilitation trusts)
-
- an institution, board or body contemplated in section 10(1)(cA) of the Act
-
- a fund contemplated in section 10(1)(d)(i) or (ii) of the Act (pension funds, provident funds, preservation funds, retirement annuity, beneficiary funds or benefit funds)
-
- a person contemplated in section 10(1)(t) of the Act (CSIR, SANRAL, etc)
-
- a shareholder in a registered micro business, as defined in the Sixth Schedule to the Act, insofar as the aggregate amount of dividends paid by that registered micro business to its shareholders during the year of assessment in which that dividend is paid does not exceed R200 000
-

- a small business funding entity as contemplated in section 10(1)(cQ) of the Act
- a non-resident and the dividend is a dividend contemplated in paragraph (b) of the definition of 'dividend' in section 64D (ie a dividend on a foreign company's shares listed in South Africa)
- a portfolio of a collective investment scheme in securities
- any person to the extent that the dividend constitutes income of that person
- any person to the extent that the dividend was subject to the secondary tax on companies (STC)
- any fidelity or indemnity fund contemplated in section 10(1)(d)(iii) of the Act
- a natural person or deceased estate or insolvent estate of that person in respect of a dividend paid in respect of a tax free investment as contemplated in section 12T(1)

Declaration in terms of Sections 64FA(1)(a)(i), 64G(2)(a)(aa) or 64H(2)(a)(aa) of the Act

I/We

(full names in print),

the undersigned hereby declare that dividends paid to the beneficial owner are exempt, or would have been exempt had it not been a distribution of an asset in specie, from the dividends tax in terms of the paragraph of section 64F of the Act indicated above.

Signature(s):

Date: | D | D | M | M | Y | Y | Y | Y |

(duly authorised to do so)

Capacity of signatory(ies)

Undertaking in terms of Sections 64FA(1)(a)(ii), 64G(2)(a)(bb) or 64H(2)(a)(bb) of the Act

I/We

(full names in print),

the undersigned, undertake to immediately notify you in writing should the circumstances of the beneficial owner referred to in the declaration above change.

Signature(s):

Date: | D | D | M | M | Y | Y | Y | Y |

(duly authorised to do so)

Capacity of signatory(ies)

Reduced rate of Withholding Tax

If you are a foreign investor (ie non-resident natural or corporate person), you may qualify for a reduced rate of tax based on your country of residence and the double taxation agreements (DTAs) currently in force. Please include a reference to the DTA in the table below (DTAs can be viewed on the SARS website www.sars.gov.za):

	Country of Residence	DTA Article	Rate
Dividends Withholding Tax			
Subject to a reduced rate of Dividends Withholding Tax			%
Withholding Tax on Interest			
Subject to a reduced rate of Withholding Tax on Interest			%

Declaration

I/We

(full names in print),

the undersigned, hereby declare, in accordance with the provisions of the Income Tax Act (where applicable), and in accordance with the provisions of international tax agreements that:

- the information that I/we have provided in this form, including but not limited to my/our tax residency, is to the best of my/our knowledge and belief, accurate and complete;
- it is my/our sole responsibility to ensure that the information provided is accurate and complete; and
- I/We undertake to immediately notify you in writing should the circumstances referred to in this declaration change.

Signature(s):

Date: |D|D|M|M|Y|Y|Y|Y|

(duly authorised to do so)

Capacity of signatory(ies)

D: COMMUNICATION PREFERENCE AND ONLINE ACCESS

We send the following communications:

1. Instruction notifications - to notify you when we have received an instruction from you regarding your investment.
You would like to receive this notification via:
 Email SMS
2. Quarterly statements and transaction confirmations – to inform you once an instruction on your account has been completed.
You would you like to receive the quarterly statements and transaction confirmations via:
 Post Email

Online access

This allows you access to view your statements and correspondence online. Please select one of the following options:

- Existing user
(You are an existing online user and we should apply the static detail changes to your account as indicated on this form)
- New user
(You would like online access to your account)
- No online access required

For new users requesting online access, we require you to complete your mobile number, email address and identity number in Sections A and B of this form.

E: BANKING DETAILS

Bank account from which we should collect ongoing debit orders:

By signing below, the person paying the debit order authorises Ci Collective Investments (RF) (Pty) Ltd (“Ci”) to deduct the indicated amount and any applicable increases on the first working day of each month from the bank account recorded below. The signatory agrees to pay all bank charges and costs incurred by this debit order. We need to receive an instruction to change the bank account from which a debit order is collected in writing before the 25th day of the month to act on the instruction before the first business day of the following month.

Please note that if the banking details provided are not in the name of the investor we require the following FICA documentation for the bank account owner: Copy of identity document and utility bill less than three months old.

Bank

Branch

Branch code

Account holder

Account number

Account type Savings Current

Signature(s) of account holder above

(duly authorised to do so)

The abbreviated name which will appear on your bank statement is: Ci INVEST

Bank account for payments to you:

Only complete this section if the account from which we are collecting money differs from the account into which we make payments to you. Please note that we can only make payments into your savings or current account and that no payments can be made to third parties.

Bank

Branch

Branch code

Account holder

Account number

Account type

Savings

Current

F: TERMS AND CONDITIONS RELATING TO THIS INSTRUCTION**The documents that form part of your agreement with Ci**

1. This transaction form, the Ci terms and conditions which can be viewed on the Ci website, the Supplemental Deed of the relevant Fund/s and the Deed of the Ci Collective Investments Scheme all form part of the Agreement between the Investor and Ci ("the Agreement").
2. Ci is not aware of any material conflicts of interest between the interests of Ci and the interests of the Investor.
3. Ci undertakes to disclose to the Investor all material conflicts of interest as well as the manner in which Ci is managing such conflicts of interest.

Submission and processing of the application form and transaction forms

4. Subject to the provisions of the Agreement, a switch, additional investment, repurchase, change of investor details forms (collectively referred to as "transaction forms") that we receive before 14h00 on any business day will be processed within two business days.
5. Transaction forms will only be processed if they:
 - are current, standard Ci forms
 - have been fully, clearly and unambiguously completed, and
 - are accompanied by all the relevant supporting documents.
6. Ci will not be responsible for any losses suffered by the Investor as a result of Ci rejecting or delaying the processing of any transaction form and the Investor indemnifies Ci from any claims, damages and/or losses that may arise as a result of Ci rejecting or delaying the processing of any transaction form.
7. Interest, less any applicable charges, earned on deposits in the relevant bank account, may be allocated to the investor's investment account.
8. The Investor and/or the Investor's appointed financial advisor ("the Instructor") need to make sure that any transaction form that is faxed to Ci is received and/or actioned by Ci. The Instructor indemnifies Ci against any losses suffered by the Investor as a result of the Investor's failure to ensure that any faxed transaction form was received and actioned by Ci.
9. No transaction form with foreign banking details will be processed. The Investor must provide details of a South African bank account.
10. Ci cannot guarantee the value date of any instruction that has been rejected by Ci.

FICA

11. The Investor indemnifies and holds Ci harmless against any loss or damage that the Investor may suffer as a result of anything that Ci does or does not do in relation to an obligation imposed on Ci by the Financial Intelligence Centre Act (FICA).
12. Where applicable, copies of all verification documentation requested must accompany this application form. Ci will not process this application form until it has received the verification documentation. Ci will not be liable for any loss or damage because it could not process this application form or any transaction form due to the form not meeting the requirements of the FICA.

Processing of Personal Information

13. Ci will only collect, process, transfer and disclose Investor information for providing an Investor with products and services, managing the Investor's investments, complying with an Investor's instructions, accepting instructions on an Investor's behalf from their appointed financial advisor, collecting documents to comply with anti-money laundering laws such as FICA and any other legitimate and appropriate purpose.

Unclaimed Assets

14. The Investor shall remain responsible for ensuring that their contact information is kept up to date with Ci.
15. In the event of assets being unclaimed due to contact information not being kept up to date, Ci will be obliged to trace Investors. The obligation to trace an Investor is triggered within 6 months of:
 - an Investor's income distribution payment being returned;
 - an Investor's redemption payment being returned; or
 - an Investor's income statement and/or annual investor report being returned
16. Ci will attempt to contact the Investor to advise them of available funds by using the last known contact information and address.
17. If, after 10 years, Ci is unable to contact and trace the Investor, an external tracing company will be appointed to trace the Investor.
18. All direct administrative, tracing and management costs associated with unclaimed assets will be recovered by a deduction from the value of the Investor's investment with Ci once the Investor has been located.

Debit order instructions

19. A debit order instruction will be cancelled after the third time that it has failed.
20. The Investor indemnifies and holds Ci harmless against any losses or damages resulting from the cancellation or failure of any debit order through no fault of Ci. The Investor agrees to reimburse Ci for such losses or damages.

Electronic collections and payments

21. If the Investor instructs Ci to collect any amount by way of a once-off collection and Ci receives the Investor's instruction before the cut-off time for instructions (14h00), then the collection and value date of the instruction will be the business day after the business day on which Ci received the instruction.
22. Ci has, at its discretion, the option to pay or collect any amount that the Investor owes Ci through the Automated Clearing Bureau or Electronic Funds Transfer (EFT), or by direct debit or credit against the Investor's bank by means of a debit or credit note addressed to the Investor's bankers. The amount will only be considered received by Ci and a transaction made when the amount of the debit order, cheque or EFT payment has been unconditionally credited to the Ci account with its bankers.

Reporting and notifications

23. The Investor instructs Ci to use the address details specified in this application form to send any reports or notifications. Where the Investor has provided an email address, the Investor agrees that Ci may use this address to send reports and notifications.
24. Investors who are invested directly with Ci will receive quarterly investment statements at the email address given, or alternatively at the indicated postal address. The Investor undertakes to notify Ci of any change to these details.
25. The Investor can access details relating to their investment online at www.cicollectives.co.za.
26. A quarterly general investor report will be published on Ci's website www.cicollective.co.za and will be available for the Investor to download.

Variations to the Agreement

27. Any variations to the terms of this Agreement will only be binding if submitted in writing, signed by the Investor and accepted by Ci. No act or omission by Ci will be construed as an acceptance of a variation to this Agreement.

Tax consequences

28. Ci will not be responsible for any loss or damages arising from changes in tax or other legislation that may have an impact on the investment.

Tax regulations

29. Tax regulations require us to collect additional information about each investor's or controlling person's tax residency. In certain circumstances we may be obliged to report information of the investor's income to the South African Revenue Service who may, in turn, share such information with the applicable foreign tax authority.
30. Where we do not receive sufficient information from an investor to ascertain the investor's tax residency, we may request further information from the investor in the form of a valid self-certification.
31. Failure to make the necessary declarations or provide sufficient information may result in the following:
 - i. Dividends Withholding Tax being levied and withheld at 15%;
 - ii. Dividends Withholding Tax being levied and withheld on Real Estate Investment Trust (REIT) distributions;
 - iii. Withholding Tax on Interest being levied and withheld at 15%;
 - iv. The investor becoming reportable to the applicable foreign tax authority due to South Africa's obligations to exchange financial account information between member countries..
32. Any interest earned by foreign investors from the funds may be subject to Withholding Tax on Interest ("WTI"). Unless a foreign investor submits a declaration to Ci to the effect that they are exempt or qualify for a reduced rate of tax, Ci will be obliged to withhold 15% withholding tax from the interest portion of the income earned by the investor for purposes of WTI.
33. The investor shall be responsible for notifying Ci promptly of any changes to the information provided by the Investor.
34. Ci will under no circumstances be liable for any costs, expenses or damages including, but not limited to, any direct, indirect, special, consequential or incidental damages caused by or arising from any late submission, omission or incorrect or incomplete information provided by the Investor

Complaints process

35. If an Investor is not satisfied with the service that they have received from Ci and wish to submit a complaint, they may submit a written complaint to the Ci Compliance Officer at the address below. Ci will acknowledge receipt of the complaint in writing and will inform the Investor of the person dealing with the complaint.
PO Box 412249, Craighall, 2024 Tel: 0861 000 881 Email: brenda@cicollective.co.za
36. If an Investor is not satisfied with the response received from Ci or if an Investor has a complaint about the advice given by their financial advisor, the investor has the right to address their complaint in writing to the Ombud for Financial Services Providers at the address below. The objective of the FAIS Ombud is to investigate complaints by investors in a procedurally fair, informal, economical and expeditious manner.
PO Box 74571, Lynwood Ridge, 0040 Tel: (012) 470 9080 Fax: (012) 348 3447 Email: info@faisombud.co.za

