

November 2013

Dear Advisor

PROCESS TO ENSURE THAT ANNUITY INCOME PAYMENTS ARE NOT MISSED

In our continuous efforts to improve our service to you, as well as your clients, we are constantly evaluating our systems, processes and procedures in order identify areas that we can improve on.

We would like to take this opportunity to inform you of the current processes in place, and recent changes made to these processes to ensure that annuity income payments are not missed.

Annuity income payments are processed 9 days prior to the 25th of each month in order to make payment by the 25th of each month. We do allow sufficient time for the payment to reflect in your client's bank account by the 25th so payment may take place a few days earlier.

ELLA's received via Section 37 transfers

The process of paying annuity income on ELLA's transferred to PSG via Section 37 remains the same. We will always confirm the last annuity income payment date with the transferring company and make sure that your client receives the next due income without interruption.

New ELLA's

PSG will pay the client's first annuity income with our bulk annuity payments by the 25th of each month. It is of vital importance that the date of first annuity income is provided where such payment is required prior to our bulk annuity payment run (9 days prior to the 25th of each month). Should the application be received within our annuity income bulk processing period and no date is provided, the first annuity payment will default to the next bulk annuity run in the following month.

We thank you in advance for your cooperation and continued support.

Should you have any enquiries, please contact your PSG Product Specialist or one of our Client Service Consultants on 0800 117 180 or clientservice@psg.co.za.

Kind regards



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