

December 2013

Dear Advisor

STANDARDISATION OF BUSINESS PROCESS AND PROCEDURES

Our striving towards improved service has necessitated that we critically review our business processes and procedures. It has accordingly been identified that the accommodation of instructions not submitted on our standard forms leads to errors, subjective interpretation, poor service and potential losses.

To alleviate errors, improve service and ensure that the business is governed to the best of our abilities and within regulations; it has been decided to accommodate only business submitted per our standard instruction forms, duly completed and signed, as from 3 February 2014. This implies that all instructions not received on our standard forms will be rejected.

To ensure that there is minimum disruption in this process we have tasked our team of Product Specialists to make sure that you have access to the necessary forms and assist in the process where necessary.

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.

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

Kind regards



Lizé Visser
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