

June 2014

Dear Adviser

NEW PROCEDURE WHEN MAKING CHANGES TO BANK ACCOUNT DETAILS AND THIRD PARTY PAYMENTS

The worldwide increase in fraud, where sophisticated electronic means are used, has necessitated that we consider and implement procedures to address the risk.

It has accordingly been decided to implement the following procedures with immediate effect:

- 1) All change of bank account and and/or 3rd party payment instructions will be followed up to confirm that the instruction is valid by
 - Firstly phoning and/or e-mailing the appointed Financial Advisor (where applicable)
 - Thereafter phoning and/or e-mailing the Client
- 2) The transaction will not be processed until validation/confirmation from the Client has been received.

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



Chris Swart
Head of Operations



Yolandi Pask
Head of Client Service
