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1 Definitions**1.1 PSG Invest**

PSG Invest (Pty) Ltd is the administrative financial services provider (FSP 563) or linked investment services provider that administers your tax free investment with PSG. PSG Invest (Pty) Ltd is referred to as the “Administrator” in this document.

1.2 Investor

The Investor shall be a natural person. In the rest of this document when we refer to ‘you’, it is in your capacity as the Investor.

1.3 PSG Invest Nominees (Pty) Ltd

This is the company that holds investments in safe custody for your benefit exclusively. The Administrator is hereby authorised, by you the Investor, to transfer assets held on your behalf from one Nominee Company to another should it be required and provided the Administrator notifies you.

1.4 Management Company (unit trust management company)

The Management Company, or “Manager” as it is also referred to, is the company that administers a Collective Investment Scheme in terms of the Collective Investment Scheme Control Act. PSG Collective Investments Limited is an example of a Manager.

1.5 Investment Manager (Category II Financial Services Provider)

You may appoint at your own discretion an Investment Manager, in a discretionary capacity to manage your investment, and therefore the investment manager may make investment decisions in its sole and full discretion, without obtaining any further authority or consent from you, the Investor. Where your Financial Adviser is a Category II Financial Services Provider, you may instruct us to follow their investment instructions because they may act as a discretionary investment manager. An Investment Manager is a person duly authorised by the Financial Services Board in terms of the Financial Intermediary and Advisory Services Act as an authorised discretionary financial services provider.

1.6 Financial Adviser (Category I Financial Services Provider)

You may appoint at your own discretion a Financial Adviser. A Financial Adviser is a person duly authorised by the Financial Services Board in terms of the Financial Intermediary and Advisory Services Act as an authorised financial services provider. The Financial Adviser will provide you with financial and product advice and perform such intermediary services as agreed upon, in accordance with the Financial Intermediary and Advisory Services Act.

1.7 Investment Account

The investment instrument(s) that you choose is/are managed through this account.

1.8 Linked Investment Services Provider

This is a financial institution and an approved administrative financial services provider, such as the Administrator, which packages, distributes and administers a broad range of investment instruments spanning voluntary to retirement planning products. Any investment made through these products provides a client a single entry into a selection of investment options where a Financial Adviser assists in designing a suitable investment plan.

1.9 Collective Investments

Collective investments are investments in which investors’ funds are pooled and managed by professional managers. The pooling of investors’ funds makes Collective Investments the ideal option, providing cost effective access to the world’s stock markets.

1.10 Collective Investment Scheme (‘Unit Trust’)

Fund is used in this document to refer to unit trust/s. Unit Trusts allow investors to have their funds professionally invested and managed in a selection of underlying assets. These vary depending on the objective of the Fund.

1.11 Participatory interest in a Collective Investment Scheme

This is a notional share in a Collective Investment Scheme. A Unit Trust is split in equal parts or units. Each unit is equal to direct proportional interest in each of the Fund's underlying assets. The number of units you own depends on (a) how much money you invest upfront and (b) the price of the units when you buy them.

1.12 Business Day

This refers to a full normal working day, in other words any day other than weekends or public holidays in South Africa.

1.13 Tax Free Investment Plan

The Tax Free Investment Plan allows for flexible contributions (up to specified legislative limits) where all gains are tax free. Savings can also be accessed at any time as there are no restrictions on withdrawals.

1.14 Model portfolio

This is a pre-determined selection of unit trusts administered by the Administrator and managed by a portfolio manager to meet the investment objectives specified for that model portfolio.

1.14.1 In the event that the Investor wishes to invest all or part of his/her initial investment (or any subsequent additional investments) in a model portfolio the following provisions shall apply:

1.14.2 A model portfolio is not a collective investment scheme;

1.14.3 Where an Investor selects a model portfolio, the Investor will hold units in the underlying instruments;

1.14.4 The portfolio manager shall be solely responsible for selecting instruments which are to be included in the model portfolio;

1.14.5 In the event that the composition of a relevant model portfolio is changed, the Investor hereby authorises the Administrator to accept instructions from the portfolio manager.

1.14.6 The Investor may at any time disinvest from or switch out of the model portfolio by written notice to the Administrator.

2 Parties Involved

The different parties to this agreement are:

2.1 You (Investor)

2.2 Administrator

2.3 Financial Adviser/ Investment Manager (Category I or Category II Financial Services Provider)

3 Relevant Documents

These include the application form, transaction certificate, investment documents and this document. This will include the transfer certificate where you have transferred your tax free investment to the Administrator. Any other instructions provided by you and accepted by the Administrator will also be part of the agreement.

4 Investor Rights and Responsibilities

Any instruction must be forwarded in the stipulated format and accepted by the Administrator.

All instructions are subject to:

4.1 Administrator and Management Company stipulations and legislation applicable at the time of the transaction;

4.2 Selected investment instrument or Portfolio/s availability;

4.3 the Administrator processing requirements, including the requisite time periods and cut-off times;

4.4 minimum amounts stipulated by the Administrator and applicable at time of transaction;

4.5 Administrator or Management Company's terms and conditions.

4.6 For those Investors who are registered via the website, all instructions may be transmitted to the administrator via the Administrator's website by the Investor completing secure electronic instruction forms. In such instances the Investor shall use his user name and password to access the secure electronic instruction forms.

- 4.6.1** If any instruction is received using the username and password allocated to the Investor, the administrator shall be entitled to assume that the instruction is duly authorised by the Investor and shall be entitled and authorised to act in accordance with such instruction.
- 4.6.2** All amounts to be invested shall be paid by the Investor into the bank account as indicated by the Administrator.
- 4.6.3** The Administrator does not accept any liability for delays, loss or damage or investment into an incorrect account as a result of the client's failure to specify his username and applicable investment option, or as a result of the client's failure to specify a correct account for collection by debit order.
- 4.7** The Administrator may delay, suspend, or withdraw your instruction in keeping with the above.
- 4.7.1** Provide information that is accurate
You must ensure that any instruction, information and supporting documentation you send to the Administrator is true and accurate. If any material information has been withheld, or not truly or fully stated, the contract may be declared null and void and all sums paid upon account thereof shall be forfeited. No statements, whether made by you or any other person, shall be binding on the Administrator, unless provided in writing to the Administrator and made part of the investment.
- 4.7.2** Make informed financial decisions
It is up to you to appoint a Financial Adviser. The Administrator does not provide financial advice. You are also responsible for negotiating advisory fees with your Financial Adviser.
- 4.7.3** Change or appoint Financial Advisers
You are entitled to appoint, remove or change your Financial Adviser/Investment Manager at any stage. This must be submitted in writing to the Administrator who will inform the Financial Adviser/Investment Manager. Removal of an appointed Financial Adviser/Investment manager takes effect after **5 business days**.
The Investor authorises the Administrator to accept and action instructions given by the Investor's Financial Adviser/Investment Manager, whose details are on record, subject to the terms and conditions, which may change from time to time. The Administrator may not execute payment instructions to third parties.
- 4.7.4** Contributions
Contributions may be made as follows, subject to the conditions of a specific product:
- initial lump sum
 - additional lump sum
 - recurring monthly, quarterly, half-yearly or yearly investment amount via debit order
- 4.7.4.1** The annual contribution limit is R33 000 (thirty-three thousand rand) and the lifetime contribution limit is R500 000 (five hundred thousand rand). These limits are determined by legislation and the Administrator will not accept contributions in excess of these legislative limits.
- 4.7.4.2** The Administrator may not convert a pre-existing financial instrument or policy owned by an Investor into a tax free investment held by that Investor.
- 4.7.4.3** Any amount received in excess of the limits will be returned to the Investor.
- 4.7.5** Decide on your Portfolio/s
You need to choose one or more Funds from the list of available investment instruments that meet your requirements and risk profile. Certain Funds may be subject to availability at the discretion of the Management Company or based on Exchange Control Regulations. Any selected investment portfolio does not offer guaranteed investment returns.
- 4.7.6** Monitor your Portfolio/s
Reviewing your Portfolio/s on a regular basis and ensuring they meet your requirements is your responsibility. The Administrator is not accountable for your choice of investment/s.
- 4.7.7** Phase your investment into your selected Portfolios (if applicable)

Initial investments or additional contributions may be phased into your selected Funds/s on a weekly or monthly basis, over a selected period. This option is subject to the minimum prescribed amounts that apply at the time of the transaction.

4.7.8 Portfolio Switching

Switching between available Funds is permitted. Every switch involves two transactions:

- Units must be sold from your existing Fund;
- Units must be bought in another Fund.

The two transactions might not take place on the same day and prices are not guaranteed.

4.7.9 Full or partial withdrawals

You may withdraw from your investment in part or in total through selling units in the Investment Account. You may also request regular withdrawals monthly, quarterly, half-yearly or yearly. The Administrator may not transfer or deposit an amount in respect of a tax free investment that is withdrawn into an account other than in an account that is held in the name of the Investor in respect of whom the tax free investment is issued.

4.7.10 Transfer of ownership

Transfer of some or all of your units in your Investment Account to another legal entity or natural person is not permissible.

4.7.11 Transfer between service providers

The Investor may transfer any amount in respect of his tax free investment from one service provider to another service provider, but in terms of current legislation the Investor is **not allowed to transfer between 14 February and 1 March of each year.**

4.7.12 Errors

You must report any errors to the Administrator within **14 days** after receiving confirmation of the investment or any other statement from the Administrator.

4.7.13 Notification of changes in bank or contact details

The Administrator needs to be notified of any changes to bank or contact details, including postal and email addresses. Where appropriate, supporting documentation will be required.

4.7.14 Ceding of units

The Tax Free Investment Plan may not be ceded.

4.7.15 Vote in a ballot

You may vote in ballots affecting your Funds(s). The Administrator will not vote on your behalf.

5 Administrator Rights and Responsibilities

5.1 The Administrator must pay any disinvestments to the Investor within **seven business days** of the request being received, where applicable the payment may be subject to possible liquidity constraints.

5.2 The role of the Administrator is as follows:

- Offer opportunities to you, through a range of financial products and participatory interests in collective investment schemes and other investment instruments available on the administration platform;
- Administration of your Investment Account;
- Carry out your instructions.

5.3 Accepting/rejecting instructions

The Administrator has the discretion to determine whether to accept or reject your application or other ensuing instructions. Should the situation warrant it, the Administrator may also reverse a transaction. The contract will not commence until the application has been accepted by the Administrator and the first investment contribution has been paid, received and cleared. The participatory interest in a portfolio of a Collective investment Scheme will be registered in the name of the independent nominee company, nominated by the Administrator, on your behalf.

5.4 Communicate with you

The Administrator is the contact point between you and the Management Company (ies). You are entitled to any information that a Manager or listed company is legally required to disclose. You may select the mode of communication and whether the Financial Adviser is to receive communication on your behalf or not.

Where you have not made a choice as set out above:

- transaction advices will be forwarded to you and your appointed Financial Adviser
- statements and other communication will be sent to you only.

5.5 Mode of Communication

By completing the application form, you have selected a certain communication mode, which consisted of:

- E-mail; or
- Post.

You may also access your investment detail through the internet by visiting the Administrator's website at www.psg.co.za.

5.6 Changes

Any changes to your investment will be confirmed to you by the Administrator. The Administrator reserves the right to vary fees, the frequency thereof and investment minimums from time to time after prior notice. The Administrator reserves the right to adopt tax provisions as set out, where applicable tax legislation and practices changes.

5.7 Statements

Quarterly statements will be provided by the Administrator. Additional Statements are available - <https://secure.psg.co.za/login>

5.8 Processing of instructions

The responsibility lies with the Administrator. Once requirements are met and on the receipt of the necessary supporting documentation, the Administrator will process an instruction.

All units are purchased, sold, switched and held subject to the provisions of these terms and conditions, applicable legislation, industry agreements, the terms of the Deed of a relevant Collective Investment Scheme, and any Trustee requirements enacted at any time.

The Administrator will use its best endeavours to ensure that any instructions received from you or your appointed financial adviser are carried out within a period reasonable to the nature of the instructions, and in accordance with these terms and conditions which the Administrator may vary from time to time. Due to the fact that any selected financial product are supplied by third party product suppliers, there may be circumstances beyond the Administrator's control which may lead to the Administrator not being able to adhere to its timing standards.

Should the investor effect a repurchase of any ETF, only whole units may be repurchased, but subject to regulatory limitations. Prices cannot be guaranteed or determined in advance and may go up or down during a Business Day, as a result, prices quoted in the media are illustrative only. The proceeds may differ from the amount requested as only whole units can be repurchased.

5.9 Calculation of unit prices.

Unit prices are calculated daily. The total value of all assets in the Fund (including any income accrual and less the permitted deductions) is divided by the number of units in the Fund. Since pricing is calculated at the close of each business day, unit prices are only available on the following business day.

5.10 Buying, selling, switching

Cut-off time for transactional requests (excluding Money Market) is **10h30** for that day. Money Market is **08h30** for that day. A currency sell exceeding 95% but less than 100% of the current total unit valuation will not be permitted.

5.11 Monthly debit order

You may contribute via debit order on any day of the month. If that day is not a business day, the Administrator will collect the contribution on the business day that follows. The instruction must reach the Administrator **4 business days** before the selected date. Instructions received after cut-off time will only be processed the following month.

- 5.12** Switching between Funds administered by different Management Companies
It normally takes a maximum of **7 business days** to process the sale of the underlying investments when switching, where applicable these transactions will be subject to possible liquidity constraints.
- 5.13** Phase-ins
The Administrator requires the phase-in instruction by **08h30**. Instructions received after cut-off will be processed the **following day**.
- 5.14** Recurring withdrawals
Recurring withdrawals are permitted any day of the month. If that day is not a business day the payment will take place on the **preceding business day**. For the payment to be confirmed within that month, the Administrator must receive all instructions (excluding Money Market) by **10h30**, seven days before the required date of payment. Money Market is **08h30**, seven days before the required date of payment.
- 5.15** Processing multiple instructions
All instructions are to be submitted in writing on standard forms provided by the Administrator. These can be executed by the Investor or a third party who has the Investor's written authority. In the case of a third party, a copy of the written authorisation must be lodged with the Administrator prior to instructions being acted upon. These instructions can be forwarded to the Administrator, by hand, fax, e-mail or via the postal service. Other means of communication agreed to by the Administrator at a future date will also be considered. Instructions from the Investor's Financial Adviser will only be accepted if the Financial Adviser is authorised as a discretionary financial services provider in terms of the FAIS Act and an approved mandate has been signed between the parties that specify the Financial Adviser's terms of discretion. The mandate must be submitted together with the application form to the Administrator unless an alternate time has been agreed upon. Instructions may include switching and transferring, applying for a withdrawal, or changing the fund selection in the Investment Account.
If the Investor instructs the Administrator to sell units equal to a specified monetary value and that monetary value is more than 95%, but less than 100% of the market value of the units held on behalf of the Investor at the time of the instruction, the Investor will be required to either reduce the amount of the instruction or specify a percentage to be sold instead. Collective Investment Scheme managers reserve the right to invoke suspension of repurchase (sell) instructions in terms of Government Notice 573 of 2003.
- 5.16** Interest
In respect of funds that are held during the placing of any switch instruction by the Investor, no interest will be payable to the Investor, as long as the Administrator affects the switch within the time set out in the application form. Should the Investor instruct a repurchase of any investment, no interest shall be payable on any funds held by the Administrator as a result of liquidating the underlying financial products, provided such funds are paid to the Investor within the first completed business day after the receipt thereof.
- 5.17** Payments
Payments will be made only to you when you withdraw a portion or all the units in your Account, where allowed. You may receive multiple payments as proceeds from unit sales that are paid per Portfolio. Payments are made via electronic transfer in South Africa and in South African Rand, into a transmission, current or savings account held in your name.
- 5.18** Reinvestment of income distributions
Any income distribution made within a Fund is automatically re-invested.
- 5.19** Removing a Fund
If a selected Fund is no longer available and due to be removed from the platform offering, the Administrator will give you notice in writing. You will be requested to choose an alternative option from the remaining Funds. If you do not select an option within the timeframe specified by the Administrator, the Administrator will switch your funds from the defunct Fund to the PSG Money Market Fund or a default Fund within a similar fund category as determined by ASISA.

5.20 Professional indemnity and fidelity insurance cover

The Administrator has taken the necessary indemnity and fidelity insurance as required and is therefore insured against fraud, negligence and dishonest behaviour.

The Administrator will to the best of its ability ensure that instructions received from the Investor or Financial Adviser are carried out within a reasonable timeframe, and in accordance with the Administrator's own criteria set out in this application. (Depending on business circumstance, the Administrator may vary the timeframe within reason.) For example, many selected financial products are from third party suppliers and may affect timings, which are beyond the Administrator's control.

5.21 Market Values

Market Values displayed on statements or any other documentation is illustrative in nature. The values shown on statements reflect the latest information available as at statement date. Unit prices for the current day may not have been updated and reflected on a particular statement. Values may not be displayed or may be incorrect in certain instances due to information that may not be available at the time as the Administrator is reliant on third party providers for information.

5.22 Cancellation

In terms of your Tax Free Investment Plan, there is no 30-day cooling-off period, therefore the investment cannot be cancelled. Notwithstanding, units in your Investment Account may be sold at any time at the ruling unit price.

5.23 Amending the Terms and Conditions

Should the Administrator amend the terms and conditions surrounding your investment, you will be given prior written notice. Your investment will always be subject to the terms and conditions contained in the most recent, updated copy of the Terms and Conditions Booklet.

For the latest version of the Terms and Conditions Booklet, please do not hesitate to contact your financial adviser, alternatively you may contact the Administrator on 0860 774 774 or www.psg.co.za.

6 Death

In the event of death, the Administrator must be informed in writing as soon as possible. The Administrator will act on instructions from the executor of the deceased estate.

7 Indemnity**7.1 Advice**

The Administrator does not employ Financial Advisers or provide financial or product advice.

7.2 Losses

The Administrator is not responsible for any losses that may be suffered due to:

- Errors made by the Management Company;
- Market risk affecting the underlying investments;
- Changes in tax or other legislation;
- Processing delays or application rejection because the Financial Adviser is neither an authorised FSP nor has a contract with the Administrator;
- Financial Advisers acting beyond the scope of their FSP license issued in terms of FAIS;
- Financial Adviser giving unauthorised instructions;
- Electronic, network or mechanical device failure;
- Communication details on your investment which the Administrator provides to your Financial Adviser through any legitimate communications facility including a secure website;
- The Administrator acting on information that has been sent electronically;
- The Administrator acting on incorrect information where there has been no notification of changes from you;

7.3 Ring-fencing. This happens when the sale of a large number of units above certain thresholds can have a negative impact on Investors. In such cases the Administrator will follow the instructions of the Management Company which may delay the payment and execution of instructions.

7.4 Delays regarding processing instructions

Subject to administration procedures, legislation and Fund limitations, instructions are executed at the earliest possible opportunity. In the case of unforeseen events that cause widespread disruption, the Administrator does not accept responsibility for delays.

7.5 Information

The Administrator may make certain collective investment scheme information, financial market data, news, research and opinions or other financial information that has been obtained from certain investment providers, financial market information services, financial publishers, various securities markets including stock exchanges and their affiliates, investment managers, or that has been obtained otherwise by the Administrator, available to the Investor.

The Investor agrees that neither the Administrator, nor the information providers nor the information transmitters will be liable in any way for the accuracy, completeness, timeliness or correct sequencing of the information or for any decision made or action taken by the Investor relying upon the information.

The Investor agrees that the Administrator shall not be liable for any information, advice, opinion or recommendation which it gives, or which is contained on the Administrator's website, and that all instructions from, or on behalf of, the Investor will be in reliance upon the Investor's own judgment, or the judgment of the Investor's appointed investment manager or financial adviser.

7.6 Password and Security regarding registered Investors with web-access

The Administrator has endeavoured to ensure that the framework and principal elements of access security, network privacy and authentication are in place. The responsibility for the confidentiality and use of the Investor's username and password rests with the Investor.

The Investor agrees to notify the Administrator immediately if he becomes aware of:

- any loss, theft or unauthorised use of his username and password; or
- any failure by the Investor to receive accurate confirmation via email of an instruction or its execution within **1 (one) business day** after entering the instruction through the Administrator's website; or
- any receipt of confirmation of an order that was not placed by the Investor or any other similarly inaccurate or conflicting report or information.

The Administrator does not accept any liability and the Investor agrees not to hold the Administrator liable for any damages or loss of any kind resulting from the Investor's disclosure of his username or password to any third party, or from the Investor failing to notify the administrator as envisaged, or from an unauthorised person gaining access to the Administrator's system in any manner whatsoever.

The Investor undertakes that he shall not disclose his or her username or password to any third party (including the Investor's advisers). The Administrator shall be entitled to cancel this agreement with immediate effect if the Investor discloses his or her username or password to any third party.

7.7 Services Available to registered Investors with web-access

Access to the electronic services offered through the Administrator's website may be limited or unavailable during periods of peak demand, system upgrades, and maintenance or for other reasons.

The Investor agrees to wait until the electronic services offered through the Administrator's website are available again in the event of unavailability envisaged above and the Investor agrees that the Administrator shall not be liable if the Investor is unable to access his account information or to request a transaction service offered via the Administrator's website.

The Administrator may in order to render administrative or intermediary services to any Investor utilise the services of its own staff only, however, where outsourcing of a certain component of the Administrators service is required, a service level agreement will be in place.

8 Exclusions

8.1 Investment Risk

Markets go down as well as up and past performance is not an automatic indicator of the future, which is why Funds are considered medium- to long-term investments. The investment risk is your choice and, includes the possibility of capital losses.

8.2 Financial Adviser

You appoint the Financial Adviser as your authorised agent. All dealings with the Administrator, until notified otherwise, are conducted through the agreed Financial Adviser whose details are recorded on the application form. The Adviser may be entitled to certain fees and you authorise the Administrator to pay the Adviser these fees. An annual fee is deducted at a monthly rate equivalent to 1/12 of the annual fee. This is paid from the underlying assets. If you decide to terminate the services of the Financial Adviser as stipulated in the agreement and appoint another Adviser authorised by the Administrator, you must advise the Administrator of the change in writing. The Administrator will notify the respective Financial Adviser that their services have been terminated. The Administrator will continue to pay the new Adviser annual fees, unless you advise the Administrator to the contrary.

9 Fees and Charges

For an explanation of the applicable Fees and Charges please refer to the Investment Schedule attached hereto.

The Administrator is hereby authorised by the Investor to levy applicable fees and charges in accordance with the information provided in the Investment Schedule, in line with the Administrator's business practice, understanding that these practices may change from time to time. Furthermore, the Investor acknowledges that fees and charges may be adjusted from time to time to allow for changes in the regulatory or business environment that affects the investment.

9.1 Fees:

9.1.1 Fees and charges are deducted from the underlying investments in the Investment Account. The fee structure is determined in part by your choice of Funds. In these cases the fees and charges are spread proportionately across the various Funds. You can also choose to have the Ongoing Investment Administration and Ongoing Financial Advisory fees deducted from your Preferred Fee Fund.

9.1.2 If there are not sufficient funds in the Preferred Fee Fund, the Administrator will deduct the fees from the relevant Fund/s. If these are also short of funds, the fees will be deducted proportionately from the remaining Funds. The Administrator may be required to pay any charges due to changes in:

- Tax laws (including any new tax)
- Legislation
- Practice or interpretation of any legal or regulatory authority
- Investment Administration fees
- Portfolio Asset Management fees
- Ongoing Financial Advisory fees / Initial Financial Advisory fees
- Model Portfolio Fees (if applicable)
- Switching charges
- Debit order returning charges

10 Risk Disclosure

The Investor acknowledges that he/she understands the risk of market fluctuations and other risks associated with investments and acknowledges that he bears those risks. The Investor acknowledges and agrees that the Administrator has not provided him with any financial advice in respect of any investment decision. The Administrator will not be liable for any losses, direct or indirect, incurred by the Investor as a result of investment decisions made by the Investor, or by the Investor's appointed investment manager, or as a result of the client acting on the advice of his intermediary or financial adviser. If the Investor invests in a managed portfolio, the Investor acknowledges that:

- 10.1** He/she has appointed the relevant investment manager in a discretionary capacity to manage his/her investments, and therefore the investment manager may take investment decisions in its sole and full discretion, without obtaining any further authority or consent from the Investor, until the Investor informs the Administrator of the termination of the investment manager's appointment in writing;
- 10.2** The Administrator is not the investment manager of these managed portfolios;
- 10.3** He/she selects his/her investment portfolio (either himself/herself or on the advice of his Financial Adviser) and that there is no duty on the Administrator to ensure that the selected investment portfolio is appropriate to the Investor's investment goals, circumstances or risk profile; and;
- 10.4** The Administrator sole duty is to administer the investments in accordance with the instructions of the Investor and/or the Investor's appointed Financial Adviser, but subject to these terms and conditions.
- 10.5** The Administrators administration fees may differ between respective Funds made available via any the Administrators platforms, always consult the Administrator fees schedule accordingly.

11 Certain transactions not allowed

A financial instrument comprising a tax free investment may not be utilised as an account –

- against which debit orders or stop-orders may be debited;
- from which payments or withdrawals may be made from any automatic teller machine or any similar device that dispenses cash to an account holder;
- from which payments may be made with a debit card or credit card;
- from which transfers may be made to any other person.

12 Risk cover not allowed

An investment contract in respect of which a tax free savings investment is comprised may not provide for any cover against the occurrence of an unforeseen event, including disability, illness or death.

13 FICA

The Administrator is committed to combating all criminal activities, money laundering and financing of terrorists according to national and international law. As such, all applications and information regarding an Investor are profiled, verified, screened and processed. There are occasions the Administrator may have no option but to decline certain applications. Where the Investor falls within a particular risk category, financial statements and asset and liability statements may be called for. Once an application is accepted, your information, instructions and transactions will be subject to continuous profiling and screening which could limit or delay implementation, or may result in the Administrator terminating its relationship with you.

The Administrator will advise you, where permissible, of limitations or prohibitions. However the Administrator, or its respective affiliates, employees, officers and directors waive any liability for special punitive, consequential or indirect losses or damages, including loss of profits or any anticipated savings – without limitation.

14 Legislation and Regulations

Here is a quick checklist of the main acts and regulations governing this contract. Amendments to or replacements of the legislation and directives issued by the regulatory authorities could change the preceding terms and conditions.

- The Collective Investment Schemes Control Act regulates Collective Investment Schemes and their Portfolios.
- Exchange Control Regulations affect the availability of certain Portfolios.
- Income Tax Act applies whenever we refer to taxation.
- Financial Intelligence Centre Act applies to verification of and information about the Investor required by the Administrator prior to processing the application.
- Financial Advisory and Intermediary Services Act applies to any advice given relating to this investment. It also governs any form of intermediary services between you and the Administrator.

15 Contact details

PSG INVEST (PTY) LTD	
Physical Address	1 st Floor, Roland Garros, 57 Sloan Street, The Campus, Bryanston, Johannesburg 2191
Postal Address	PO Box 61295, Marshalltown, 2107, South Africa
Telephone	0860 774 774
Fax	+27 (11) 996 5499
Email	clientservice@psg.co.za
Website	www.psg.co.za

16. Complaints

The Compliance Officer is there to address dissatisfaction with the investment or service from the Administrator. You may lodge a complaint in writing to the Compliance Officer of the Administrator, at the address provided above or e-mail compliance@psg.co.za or alternatively at 0860 774 774. Please include supporting documents.

The Administrator will respond in writing and include the contact details of the party appointed to resolve the complaint. If you are still dissatisfied either with the Administrator's response or with the designated Financial Adviser, you can write to the Ombud for Financial Services Providers.

THE OMBUD FOR FINANCIAL SERVICES PROVIDERS	
Physical Address	Sussex Office Park, Ground Floor, Block B, 473 Lynnwood Road Cnr Lynnwood Road & Sussex Ave, Lynnwood, 0081
Postal Address	PO Box 74571, Lynnwood Ridge, 0040
Telephone	+27 (0) 12 470 9080
Fax	+27 (0) 12 348 3447
Email	info@faisombud.co.za
Website	www.faisombud.co.za