

Sanlam Umbrella Fund In-fund Living Annuity

Implementation Process

A Sanlam Umbrella Fund (SUF) In-fund Living Annuity can be implemented by a member or on behalf of a member by a financial advisor, the process works as set out below.

Member Implementation:

1. Member requests a quote from the Sanlam Product Support team.
 - Sanlam Product Support can be reached via email at annuitiesupport@sanlam.co.za or telephonically on 0800 247 248
2. Sanlam Product Support creates an indicative quote and sends it to the member.
3. Member expresses interest in taking up the annuity without the assistance of a financial advisor
 - If member expresses interest in taking up the annuity with the assistance of a financial advisor but needs to be referred to one, see *Advice Referral Process* below.
4. The member indicates his/her decision on the SUF Benefit Claim form, completes the Member Instruction form and submits both forms to the employer's Human Resource department.
5. Sanlam Corporate (SC) processes exit from the fund and entry into the SUF In-fund Living Annuity
6. SC sends a welcome email to member which includes a transfer and member certificate.

Financial Advisor Implementation:

1. Advisor requests an indicative quote from the Sanlam Product Support team.
 - a. Sanlam Product Support can be reached via email at annuitiesupport@sanlam.co.za or telephonically on 0800 247 248
 - b. Advisor to provide all information needed for quote requested.
Signed broker note to be provided if requesting quote which was pro-actively sent to member.
2. Sanlam Product Support creates an indicative proposal and sends it to the advisor.
3. The advisor indicates the member's decision on the SUF Benefit Claim form, completes the Member Instruction form and submits both forms to the employer's Human Resource department.
4. Sanlam Corporate (SC) processes exit from the fund and entry into the SUF In-fund Living Annuity
5. SC sends a welcome email to member which includes a transfer and member certificate.

Advice Referral Process:

Member expresses interest in taking up the annuity with the assistance of a financial advisor but needs to be referred to one, the process works as set out below:

1. The member is informed about the advice referral protocol put in place by the fund and is told who the adviser is and provided with the details.
2. Sanlam Product Support informs the adviser about the member's need for advice and is provided with the members details.
3. If the fund has no advice protocol or the member and/or the adviser opt not to enter into a business relationship with each other, the member will be referred to Graviton Financial Services.