

## Application Form:

### Individual Investor | Unit Trust



#### Complete Form

- Complete this form and initial each page;
- Dividend Withholding Tax Declaration;
- FATCA/Common Reporting Standards (CRS) Tax declaration.
- Please refer to the "Terms of engagement" documentation should you require any information on the processes relating to making an investment with us. This document can be found on our website.



#### FICA Requirements

- Provide necessary supporting documents as per FICA requirements (Annexure A) to ensure efficient handling of your application.
- It is important that all the initial stated requirements are supplied together with the completed application form. You agree to provide all documentation and information required in terms of the Financial Intelligence Centre Act, 2017 as amended ("FIC Act"), and understands that FundRock Management Company, is prohibited from processing any business transactions on your behalf until all such documentation and information has been received as part of its customer due diligence procedures. We may also at any time require additional information to meet our statutory obligation in this regard as part of our due diligence procedure.



#### Submit Application Form

Submit all Documentation to: [fundrockinstructions@apexgroup.com](mailto:fundrockinstructions@apexgroup.com)

For any queries regarding your instruction, please find the below contact details:

- Email: [frclientservices@fundrock.com](mailto:frclientservices@fundrock.com)
- Phone: +27 (0)21 879 9937 /+27 (0) 21 879 9939
- Website: [www.fundrock.com/fundrock-south-africa](http://www.fundrock.com/fundrock-south-africa)



#### Verification

- The KYC team will verify the application form, FATCA and FICA documents and may contact you for more information.
- Upon approval, you will receive an email containing the bank account details of the portfolio you wish to invest in.
- Instructions will be actioned once the investor is considered FICA compliant, the valid application forms and documents are submitted and the proof of payment is received **before cut-off time**.



#### Cut-Off Times

- The transaction cut-off time is 14:00pm SA time on a business day.
- All instructions received after the above-mentioned cut-off time will be processed on the following business day.

## Section A: Investor Details

Natural Persons																		
Title:				Surname:														
First name(s):																		
Landline:				Cell:														
Nationality:																		
Identity or Passport Number:																		
Employment Status:	Formally Employed						Self-Employed						Unemployed					
Occupation (Please Specify):																		
Industry: (Please select applicable options)	Financial Services						Art/Entertainment & Recreation						Agriculture, Forestry & Fishing					
	Manufacturing						Tourism						Education					
	Retail						Construction & Infrastructure						Real Estate					
	Medical/Healthcare						Communication & Technology						Transportation, Storage & Logistics					
	Government/SOE						Motor Trade						Professional Services					
	Non-Profit Organisation						Mining						Utilities					
	Other:																	
Income Tax Number: *																		
Gender:						Date of Birth:	d	d	m	m	y	y	y	y				
Marital status:	Married ICOP						Married OCOP (with accrual)						Married OCOP (without accrual)					
	Single						Other (please specify)											

\* Please note, a minor is also required to have an income tax number

Contact Details																							
Physical Address:																							
											Code:												
Postal Address:																							
											Code:												
Landline:				Cell:																			
Email:																							
Please confirm your preferred method of communication: *																							
Email								Apex Connect								Post							

\* If no option is specified, email will be regarded as default. Refer to Section F (page 12) for an explanation of the Apex Connect online portal

Individual(s) Acting on Behalf of Investor			
For parents/guardians or person with power of attorney			
Title:		Surname:	
First name(s):			
Nationality:			
Capacity:			
ID Number/Passport:			
Date of Birth:			

Contact Details							
Physical Address:					Code:		
					Code:		
Postal Address:					Code:		
					Code:		
Landline:		Cell:					
Email:							
Please confirm your preferred method of communication: *		Email		Apex Connect		Post	

\*If no option is specified, email will be regarded as default selection

Source of Funds*							
Source of funds for this transaction <i>(The origin of the funds involved in a business relationship or single transaction, and includes both the activity that generated the funds as well as the means through which the funds were transferred):</i>							
Salary		Savings		Sale of Assets		Inheritance	
Other (please specify):							

Source of Wealth*							
Source of Wealth <i>(The activities that have generated the total net worth of the client):</i>							
Salary		Savings		Sale of Assets		Inheritance	
Other (please specify):							

\*FundRock reserves the right to request proof of the source of funds and the source of wealth



**Banking Details of the Investor:**

Banking Details			
Name of Account Holder:			
Bank:		Branch Code:	
Account Number:		Account Type:	
Swift		IBAN	

- Please provide FundRock with Proof of Bank Account Details.
- The onus is on the investor to inform FundRock of any changes to the bank account details.
- No payments will be made into third party bank accounts or credit cards. (i.e. payments will only be made to the bank account in the name of the registered investor).
- Bank account details specified above will be used for disinvesting, income distribution payments etc.

**Signature of Account Holder:** \_\_\_\_\_

d	d	m	m	y	y	y	y
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**Fund Banking details:**

In accordance with the requirements under the FIC Act, we do not reflect funds' banking details on our forms. In order to meet our obligations in this regard, we will first establish and verify your identity before we will send funds' banking details to you.

## Section B: Investment Option

### Method of Payment:

Electronic internet transfers may take up to two business days to appear in the bank account. Units may only be purchased upon receipt of documentation and funds into the account. Please attach proof of transfer.

### Select your investment fund(s):

**Note:** Please select the fund(s) you would like to invest in and indicate the amount you would like to invest. Please be advised that no cash deposits are allowed.

If you are not sure of which fund(s) suit your needs, please consult your financial advisor.

Please review the full list of funds and the Minimum Disclosure Documents (MDD's) with applicable fund minimums and fees. You may view these on our website: [www.fundrock.com/fundrock-south-africa](http://www.fundrock.com/fundrock-south-africa)

Class selection on your investment is deemed mandatory in order to successfully process your instruction.

Fund Name	Service Fee Excluding VAT	Class (Mandatory)	Investment Amount		Income Distribution	
			Monthly	Once-off Lump Sum	Re-invest	Pay-out
Oakhaven Bond FR Fund			R	R		
Oakhaven Core Income FR Fund			R	R		

### Regular Withdrawals:

Please only complete this section if you would like to receive a regular withdrawal from your investment. Note that there might be tax consequences associated with withdrawals.

Please withdraw from my investment:

Monthly ☐ Quarterly ☐ Bi-annually ☐ Annually ☐

Fund Name	Regular Withdrawal Amount
Oakhaven Bond FR Fund	R
Oakhaven Core Income FR Fund	R
Total per frequency	R

First withdrawal payment date:

Regular withdrawals are processed on the first calendar day of every month.

If the withdrawal date falls on a weekend or public holiday, the withdrawal will be processed on the next business day.

## Section C: Financial Advisory

Complete this section if you received advice from a Financial Advisor

Advisor's Contact Details			
Name:			
Surname:			
FSP Name:			
Contact Email:		Contact Number:	
Address:			
		Code:	
FSP Licence Number:		Licence Category:	
Financial Advisor Code:		VAT Number (if applicable):	

### Declaration

I, the appointed Financial Advisor for this investment application declare that:

- I am licensed to render services in respect of this product.
- I have made the disclosures required in terms of the Financial Advisory and Intermediary Services Act No. 37 of 2002 ("FAIS") and subordinated legislation thereto, to the investor(s).
- I have read the application form and the terms and conditions of this investment and have explained them to the investor(s). To the extent they apply to me, I agree to be bound by the contents of this application form.
- I confirm that the Manager is the primary accountable institution, in terms of the FIC Act and is responsible for the identification and verification of the investor and myself. This application will only be processed on completion of such identification and verification.
- I have explained all fees that relate to this investment to the investor(s) and understand and accept that the investor(s) may withdraw his / her / their authority for payment of advice fees at any time, in writing.
- My personal information may be used by the Manager in the normal course of business to provide the products and services and the Manager may retain any information for purposes of investment transactions, processing and administration, and to communicate directly with me. Personal information will not be sold to any third parties. The Manager will disclose or report personal information if and when required to do so by law or any regulatory authority, and to our employees, agents and/or service providers with whom we have a business agreement who require such information to carry out their duties.
- I will forward all investor documents to the investor as soon as I receive them.

Signature of Financial Advisor:										
Name of Signatory:										
Place:		Date:	d	d	m	m	y	y	y	y

## Financial Advisor Fees

I hereby confirm that the Financial Advisor whose details are recorded in Section C above is my appointed Financial Advisor and I agree to the payment of the following fees:

- Initial Advice Fee: \_\_\_\_\_ % (exclusive of VAT, applied to each contribution received).
- Ongoing Advice Fee: \_\_\_\_\_ % (exclusive of VAT, per annum of the market value of the portfolio, charged by means of unit reduction and paid to the Financial Advisor monthly in arrears).
- I may instruct FundRock to cease paying the ongoing advisor fee at any time.

**Signature of the Investor or Authorised Representative:** \_\_\_\_\_

\*Should you be investing in more than one portfolio with different fees having been agreed upon with your Advisor, please submit a signed letter detailing this, together with your application. If above fee is not completed it will default to zero.

## Section D: Dividend Withholding Tax Declaration (DWT)

### Declaration and Undertaking for Exemption:

South African Revenue Service ("SARS") requires that we pay dividend tax on your behalf where applicable. The rate of dividends withholding tax applied for South African residents is as per section 64E of the Income Tax Act. FundRock Management Company (RF) (Pty) Ltd ("FundRock") will deduct this tax before paying any dividends to you or re-investing it into your investment account.

**In order to qualify for the exemption from DWT referred to in section 64F read with section 64FA(2), 64G(2) or 64H(2) of the Income Tax Act, 1962 (Act No 58 of 1962) ("the Act"), please sign this declaration and written undertaking. If you do not complete this form, dividend tax will be payable.**

Beneficial Owner					
Full Name and Surname or Registered Name:					
Nature of Person / Entity:	Individual		Trust (of any type)		Company
	Government Entity		Retirement Fund		Other
Residency:	South African Resident		Non-Resident		
Country of Residence:					
Country where Tax is applicable:					
Identity / Registration Number:					
South African Income Tax Number:					
Passport Number (if applicable):					
Country of Issue (if applicable):					

## Reason for Exemption

- ☐ Par (a) – a company which is resident in South Africa
- ☐ Par (b) – the government, provincial government or municipality (of the Republic of South Africa)
- ☐ Par (c) – a public benefit organisation (approved by SARS its section 30(3) of the Act)
- ☐ Par (d) – a trust contemplated in section 37A
- ☐ Par (e) – an institution, body, or board contemplated in section 10(1)(cA) of the Act
- ☐ Par (f) – a fund contemplated in section 10(1)(d)(i) or (ii) of the Act (pension fund, pension preservation fund, etc)
- ☐ Par (g) – a person contemplated in section 10(1)(t) of the Act (CSIR, SANRAL, etc)
- ☐ Par (h) – a shareholder in a registered micro business as defined in the Sixth Schedule to the Act to the extent that the aggregate amount of the dividends paid by that registered micro business to its shareholders during the year of assessment in which that dividend is paid does not exceed R200,000.00 (Two Hundred Thousand Rand)
- ☐ Par (i) – a small business funding entity as contemplated in section 10(1)cQ.
- ☐ Par (j) – a person that is not a resident and the dividend is a dividend contemplated in paragraph (b) of the definition of the definition of 'dividend' in section 64D (i.e. a dividend paid by a non-resident company that is listed in South Africa).
- ☐ Par (k) – a portfolio of a collective investment scheme in securities
- ☐ Par (l) – any person to the extent that the dividend constitutes income of that person
- ☐ Par (m) – any person to the extent that the dividend was subject to secondary tax on companies
- ☐ Par (n) – any fidelity or indemnity fund contemplated in section 10(i)(d)(iii)

If other, please provide details below:



Declaration and Undertakings

Declaration

Declaration in terms of section 64FA(1)(a)(i), 64G(2)(a)(aa) or 64H(2)(a)(aa) of the Act:

I, \_\_\_\_\_

the undersigned, hereby declare that dividends paid to the beneficial owner is exempt, or would have been exempt had it not been a distribution of an asset in specie, from the dividends in terms of the paragraph of section 64F of the Act indicated above.

Declaration in terms of section 64FA(1)(a)(ii), 64G(2)(a)(bb) or 64H(2)(a)(bb) of the Act:

I, \_\_\_\_\_

the undersigned undertake to inform FundRock in writing should the circumstances of the beneficial owner referred to in the declaration above change.

Authorised Signature:										
Name of Signatory:										
Capacity:										
Place:		Date:	d	d	m	m	y	y	y	y

## Section E: Tax Residency Self-Certification

- This Declaration must be completed by all investors.
- FundRock is obliged to collect certain information about each investor's tax arrangements for Foreign Account Tax Compliance act ("FATCA") and the Common Reporting Standard ("CRS") and may share this information with the relevant tax authorities.
- If any of the information below about the Investor's tax residence or FATCA/CRS classification changes in the future, please ensure that we are advised of these changes promptly.
- If you have any questions about how to complete this section, please contact your tax advisor.

**This section of the form is intended to request information consistent with local law requirements.**

Please complete this section if you are an individual account holder.

If you are completing this form on behalf of someone, please advise in what capacity you are signing in Section E e.g. custodian or nominee of an account on behalf of the account holder, or power of attorney. A legal guardian should complete the form on behalf of a minor.

Please initial any amendments or changes and the bottom of each page.

FATCA Declaration	
U.S. Citizenship / U.S. Residence for Tax Purposes	
I confirm that I am (the investor is) a U.S. citizen and/or resident in the U.S. for tax purposes and the U.S. federal taxpayer identifying number (U.S. TIN) is as follows:	
Tax Identification Number (TIN)	Country of Residence

Are you considered a taxpayer, or need to submit a tax return, in any other country for which you have **not** been issued a TIN?

Yes ☐ No ☐

If yes, please list them:

List of Countries	

## CRS Declaration of Tax Residency

I confirm that I am not (the investor is not) a U.S. citizen or resident in the U.S. for tax purposes.

Not a U.S. citizen or resident ☒ U.S. citizen or resident ☐

Please indicate your/the investor's country of tax residence (if resident in more than one country please include all countries of tax residence and associated taxpayer identification numbers 'TIN').

Tax Identification Number (TIN)	Country of Tax residence

NOTE: Provision of a TIN is required unless you are tax resident in a jurisdiction that does not issue a TIN.

## Declaration and Undertakings

### Declaration

- I declare (as an authorised signatory) that the information provided on this form is, to the best of my knowledge and belief, accurate and complete.
- I acknowledge that the information contained on this form and information regarding the account holder may be reported to the tax authorities of the country in which this account/s is/are maintained and exchanged with tax authorities of another country or countries in which the account holder may be tax resident where those countries (or tax authorities in those countries) have entered into agreements to exchange financial account information.
- I undertake to advise the recipient promptly and provide an updated Self-Certification form where any change in circumstances occur which causes any of the information contained on this form to be incorrect.

Authorised Signature:										
Name of Signatory:										
Capacity:										
Place:		Date:	d	d	m	m	y	y	y	y

## Section F: Apex Connect Portal

The Apex Connect Portal is an online platform which gives the investor access to viewing his/her investor holdings, transaction history, static account details, investor statements as well as other pertinent investment information.

Please mark the appropriate field below:

Existing Investor ☒ New Investor ☐

Apex Connect: Main User Details	
User Requiring Access:	
Investor Number (if existing investor):	
Email Address:	
Cell Number:	

Please indicate any additional individuals requiring access:

Name	Relationship	Email	Cell Number

## Section G: Protection of Personal information

FundRock may collect, process, disclose or use your personal information for the purpose of providing the product and/or service which you have requested in the normal course of business. FundRock is required to process and keep investor and investor representative information to perform its obligations lawfully, fairly and competently. FundRock will disclose or report personal information if and when required to do so by law or any regulatory authority. We may also share your personal information with our employees, agents, sub-contractors, with other entities within the Apex Group, with your adviser and/or their duly appointed agent, where directed. We will only collect information that we need for that purpose. FundRock may share information with companies within the Apex Group of companies and service providers with whom we have a business agreement to process such information on our behalf or to those who render services to us. Apex Group is an international business and located in different geographical locations. In such instances FundRock will ensure that sufficient legislation or agreements are in place for the information to remain adequately protected. You are entitled to request access to the information we have collected, processed and shared. All processing of personal information will be done in accordance with applicable laws and FundRock's privacy policy.

## Section H: Terms and Conditions

- FundRock provides access to many portfolios offered by the market. Should you require any financial planning assistance, please consult your financial advisor as FundRock may not provide financial advice in respect of any investment.
- This application form together with the Main Deed and Supplemental Deed will form the legal agreement between the investor, FundRock and the asset manager. The agreement will be administered in terms of CISCA. FundRock may in its sole discretion accept or reject the investor's application form.
- The FundRock portfolios shall be priced to reflect the Net Asset Value ("NAV") prices as at the last business day of the month.
- Participatory interests are calculated on a NAV basis by determining the total market value of all assets in the portfolio, including any income accruals, less any permissible deductions from the portfolio. Participatory interests on investor statements are thus net of all fees.
- Participatory interests will be purchased and repurchased by the manager at the NAV calculated in accordance with the requirements of CISCA and the relevant deeds.
- Quarterly reports are available for download from the FundRock Website. FundRock will email monthly statements and contract notes on execution of transactions. Tax certificates are generated and distributed annually, if applicable.
- FundRock may, at its discretion, close portfolios to new investors and existing investors to enable the portfolios to be managed in accordance with their mandates.
- FundRock reserves the right to terminate this contract by giving a calendar month's notice to the investor. Participatory interest shall be repurchased on the first business day of the following month after notification of termination at the ruling price of the last NAV. Any proceeds from the termination shall be paid to the investor recorded in this application form.
- For the purpose of this agreement, unless the context indicates otherwise, the singular shall include the plural and vice versa.
- Commission and incentives may be paid and if so, would be included in the overall costs.
- The responsibility of ensuring that the instruction has been received and actioned by FundRock will lie with the instructor (investor or financial advisor).
- No physical cash payments will be accepted, and a proof of payment must accompany all EFT payments.
- FundRock will not be liable for any damages or losses of whatsoever nature arising out of FundRock's failure to action this instruction due to occurrences beyond the control of FundRock, nor will FundRock be liable for any loss incurred due to incorrect information being supplied by the investor or his/her financial advisor.
- In certain circumstances (such as large redemptions), FundRock may employ ring-fencing, which is the separation of underlying assets in a portfolio and the delayed sale/repurchase of corresponding units. This is done to avoid prejudicing other investors through the sale of assets at weaker prices.
- Copies of all verification documentation requested in this application form and a proof of payment must accompany this application form. FundRock will not be obliged to process this application form until it has received the verification documentation and FundRock will not be liable for any loss or damage of whatsoever nature arising from the inability of FundRock to process this application form due to the fact that the requirements of the FICA have not been complied with.
- The investor indemnifies and holds FundRock harmless against any loss or damage which the investor may suffer as a result of any commission or omission by FundRock, which is a result of an obligation imposed on FundRock by FICA. The investor will not earn interest in the following situations:
  - The instruction provided is incomplete.
  - Funds are deposited into a fund after the cut-off time.
  - Deposits are made on a non-business day (including public holidays, Saturdays, and Sundays). If a debit order collection falls on a non-business day, the collection will occur on the next business day.
  - Deposits into the client deposit account.

## Section I: Investor Declaration

- I have read and fully understood all the pages of this application form and agree to be bound by the provisions of this application form.
- I warrant that the information contained herein is true and correct, and that if this application form is signed in a representative capacity, I have the necessary authority to do so and that this transaction is within my powers.
- I am aware of the charges and fees, the total expense ratio, investment objectives, risk factors and income distributions applicable to my investment as set out in this form and in other documentation provided to me.
- I am acting for my own account and that I have made my decision to enter into the investment and as to whether the investment is appropriate for me independently, based upon my own judgment, and upon advice from such advisors as I may deem necessary.
- I declare that I am not relying on any communication from FundRock, whether written, oral or implied as investment advice or as a recommendation to enter into the investment.
- I confirm that all funds invested with FundRock are not the proceeds of unlawful activities and that I have not contravened any anti-money laundering and tax legislation. I have complied with and will continue to comply with all relevant legislation, including but not limited to FICA and the Income Tax Act.
- I have read and understood the terms and conditions.
- I understand that FundRock will only be able to process investments on receipt of funds into the appropriate bank account, proof of deposit, and all relevant FICA documentation.
- I will notify FundRock immediately if my tax residency or FATCA or equivalent classification changes in the future.
- I accept full responsibility for informing FundRock of any changes in current identification information provided (e.g. change of address, surname change, contact, banking details etc.) on the prescribed form.
- I acknowledge that FundRock will not be held liable for delays or losses incurred due to incomplete or inaccurate information on the application forms or insufficient or incorrect submission of FICA information. I also acknowledge that FundRock will not be held liable for delays or losses incurred due to delays caused by the financial advisor.
- I acknowledge that the responsibility in ensuring my instruction has been received and actioned by FundRock lies with me.
- FundRock will not be responsible for any failure, malfunction, or delay of any networks, electronic or mechanical device or any other form of communication used in the submission, acceptance and processing of applications and/or transactions. FundRock will not be liable to make good or compensate any investor or third party for any damages, losses, claims or expenses resulting there from.
- I acknowledge the transaction cut off times set out herein and agree to comply with such cut off times.
- I confirm that FundRock may accept instructions from my financial advisor or any authorised third party who has been appointed and authorised by me in writing.
- I authorise FundRock to accept and act upon instructions by facsimile or e-mail and hereby waive any claim that I have against FundRock and indemnify FundRock against any loss incurred as a result of FundRock receiving and acting on such communication or instruction.
- I acknowledge and give consent that any personal information may be used by FundRock in the normal course of business to provide the products and services and FundRock may retain any information for purposes of investment transactions, processing and administration and to communicate directly with me. Personal information will not be given or sold to any third parties. FundRock will disclose or report personal information if and when required to do so by law or any regulatory authority, and to FundRock's employees (if relevant), agents or service providers (with whom we have a business agreement) who require such information to carry out their duties.

- I acknowledge by investing in the fund(s) included in this application form that my information may be shared with both FundRock, Co-named/Hosting Investment managers and for any regulatory purposes.
- I have read, received, noted and understood the following information:
  - the Minimum Disclosure Document (MDD);
  - the Effective Annual Cost (EAC)
  - Risk factors
- I consider myself to be, or to be closely related or associated with, a Domestic Prominent Influential Person or a Foreign Prominent Public Official. A Prominent Influential Person is someone who has been entrusted with a prominent public function such e.g. Heads of State or Government, Senior Politicians, Senior Government Officials, Important political party officials, Senior executives of State-Owned corporations etc.  
 Yes ☒ No ☐

If 'Yes,' please provide details:

**Mandatory:**

☒ Please tick the circle if you have read and agree to all the information mentioned within this Investor Declaration.

Authorised Signature:										
Name of Signatory:										
Capacity:		Date:	d	d	m	m	y	y	y	y

## Section J:Mandatory Disclosure

Collective Investment Schemes are generally medium to long-term investments. The value of participatory interests (units) or the investment may go down as well as up. Past performance is not necessarily a guide to future performance. Collective investment schemes are traded at ruling prices and can engage in borrowing and scrip lending (i.e. borrowing and lending of assets). The manager does not provide any guarantee, either with respect to the capital or the return of a portfolio. Different classes of participatory interests apply to these portfolios and are subject to different fees and charges. A schedule of fees, charges, minimum fees and maximum commissions, as well as a detailed description of how performance fees are calculated and applied, is available on request from FundRock.

FundRock does not provide any guarantee in respect of the capital or the return of the portfolio. Excessive withdrawals from the portfolio may place the portfolio under liquidity pressure and in such circumstances, a process of ring-fencing of withdrawal instructions and managed pay-outs over time may be followed. Commission and incentives may be paid, and if so, are included in the overall costs. The value of an investment is dependent on numerous factors which may include, but not limited to, share price fluctuations, interest and exchange rates and other economic factors. Where funds are invested in off-shore assets, performance is further affected by uncertainties such as potential constraints on liquidity and the repatriation of funds, macro economic risks, political risks, foreign exchange risks, tax risks, settlement risks and potential limitations on the availability of market information. Prices are published in accordance with the valuation frequency of the portfolio, on our website and local media. Additional information, including Key Investor Information Document, Minimum Disclosure Document, as well as other information relating to the portfolio is available, free of charge, on request from FundRock. The Manager ensures fair treatment of investors by not offering preferential fee or liquidity terms to any investor within the same strategy. The Manager of the CIS may, at its discretion, close the fund/s you have chosen to new investors and to additional investments by existing investors to make sure that it is managed in accordance with its mandate. A money market fund is not a bank deposit account and aims to maintain a constant price of 100 cents per participatory interest in such scheme. A Feeder fund may only invest in a single portfolio of a CIS which levy its own charges that could result in a higher fee structure for these funds. Foreign securities including foreign CISs may be included in underlying CIS portfolios. As a result, those CIS portfolios may face material risks. The volatility of the CIS may be higher and the liquidity of the underlying securities comprising the applicable portfolio of the CIS may be restricted due to relative market sizes and market conditions. The CIS's ability to settle securities and to repatriate investment income, capital or the proceeds of sales of securities may be adversely affected for multiple reasons including market conditions, macro-economic and political circumstances. A fund of funds is a portfolio that invests in portfolios of collective investment schemes (unit trusts) that levy their own charges, which could result in a higher fee structure for the fund of funds.

FundRock is registered and approved by the Financial Sector Conduct Authority ("the Authority") under the Collective Investment Scheme Control Act no. 45 of 2002 ("CISCA"). FundRock retains full legal responsibility for the portfolio. Oakhaven Capital (Pty) Ltd is an authorised Financial Services Provider (FSP Number 25917) under the FAIS Act to render investment management services. Rand Merchant Bank Trustee is the appointed trustee and can be contacted on 087 736 1732.



### Compliance and Complaints

FundRock takes your concerns and queries very seriously. If you are unsatisfied with the investment or the services received from FundRock, please contact our compliance officer. FundRock will acknowledge the complaint in writing and will inform the investor of the contact details of the persons involved in the resolution thereof. You can obtain our complaints policy and conflict of interest policy from our compliance department.

### Contact details:

The Compliance Officer, FundRock Management Company (RF) Proprietary Limited

Post: PO Box 24, Cape Town, 8000.

Email: [ComplianceTeamSA@apexfs.group](mailto:ComplianceTeamSA@apexfs.group)

**If any investor is not satisfied with the response from FundRock, he/she has the right to address his/her complaint in writing to the Ombud of the Financial Services Providers at the address below. The Ombud is legally empowered to investigate and adjudicate complaints in a procedurally fair, economical and expeditious manner.**

Application Form | Individual

Initials \_\_\_\_\_

### FAIS Ombud:

Website: [www.faisombud.co.za](http://www.faisombud.co.za)

Email: [info@faisombud.co.za](mailto:info@faisombud.co.za)

Post: FAIS Ombudsman

P.O. Box 74571

Lynnwood Ridge

0040

## Annexure A: Onboarding Checklist

### Identification of Individuals

#### Individuals:

- Copy of identity document (if Foreign National, copy of valid passport / identity document relevant in that country)
- Proof of physical address
- Proof of Bank Details
- Proof of Income Tax Number

#### Third Party Representing another Individual/Power of Attorney:

- Copy of identity document of the third party/representative individual and the client
- Proof of physical address of the third party/representative individual and the client
- Proof of Bank Details of the client
- Proof of Income Tax Number of the client
- Proof of authority to act e.g. power of attorney, mandate, resolution or court order

#### Minors:

- Copy of the Birth Certificate (abridged or unabridged) / Identity document
- Copy of the identity document for the Guardian/Parent/s
- In the case of a guardian, provide documents confirming legal guardianship
- Proof of physical address for the Guardian/Parent/s
- Declaration stating minor resides with the Guardian/Parent/s
- Proof of Bank Details of the minor
- Proof of Income Tax Number of the minor

#### Estate Late:

- Copy of the Death Certificate
- Copy of the Letter of Executorship
- Copy of identity document for the named Executors
- Proof of physical address for the named Executors
- Proof of Bank Details of the Estate Late
- Copy of the will in instances where we don't distribute the cash to the late estate bank account.
- Where applicable, necessary FICA documents for beneficiaries

We do not need to obtain required FICA documents if the Executor is an Accountable Institution. We do however have to obtain a copy of the Executor/s identity document and a letter confirming they are not acting in their personal capacity.

**FundRock reserves the right to request additional evidential information in relation to above.**

## Acceptable Verification Documentation

### Identity Document:

- Clear copy of barcoded identity document (Photo: facial features such as eyes, nose, chin and ears must be clear), full names, date of birth and ID number)
- Clear copy of smart Id Card (front and back)
- Valid passport (for foreign residents/citizens only), containing a photo, full names, date of birth and passport number)
- Marriage certificate, where applicable, together with identity document
- Minor's birth certificate (where applicable)
- Any valid identity document in home jurisdiction
- Drivers licenses will not be accepted as proof of identity. If a barcoded identity document or a smart ID Card is not available a valid reason as to why such an identity document cannot be provided must be given together with a copy of a valid Passport.

#### **Proof of Address:**

- Utility bill bearing the client name and residential address (less than 3 months old)
- Bank statement bearing the client name and residential address (less than 3 months old)
- Home loan statement bearing the client name and residential address (less than 3 months old)
- Telkom telephone account bearing the client name and residential address (less than 3 months old)
- Salary advice bearing the client name and residential address (less than 3 months old)
- SA Revenue Services tax return bearing the client name and residential address (less than 12 months old)
- Lease agreement bearing the following details (Valid):
  - Name, particulars and signature of the lessee and the lessor
  - Date/term for which the lease applies
  - Physical address of the property being leased
  - Date the agreement is signed
- Body Corporate/Levy statement bearing the client name and residential address (less than 3 months old)
- Letter on letterhead or CIPC document, signed by board of trustees, directors, company secretary or Head of Compliance confirming physical address
- Proof of registered address of Master of High Court with stamp on letter from authority
- Affidavit from client (as a last resort) providing:
  - Name, identity number and physical address
  - Confirmation that client resides at the physical address
- Letter from bank manager, accountant, attorney, senior management etc (where relevant), on a formal letterhead, stating that they know the client for at least three years or that he/she has visited the client at the address and confirming physical address.
- Vodacom, Cell C, MTN, MWeb etc account (no less than 3 months old).

Original electronic versions of above, where applicable, will be accepted. These documents must however be in a format that is not susceptible to tampering and manipulation. **TV license, clothing accounts or any other invoices will not be accepted as proof of address.**

#### **Spouse/partner:**

Any of above documents for the spouse as proof of physical address, together with:

- copy of the marriage certificate
- letter from the spouse confirming that the client resides at the same address
- the Spouse needs to provide
  - Copy of Identity document

#### **Co-habitant:**

Letter from person co-habiting with client, providing:

- name, identity number and physical residential address of client and co-habitant
- relationship between client and co-habitant
- confirmation that residential address is shared

#### **Parent/s:**

Any of above documents for parents, together with child's birth certificate (for a minor).

**Bank Details:**

- Bank statement (not older than 3 months)
- Signed and stamped confirmation letter from the bank on a bank letterhead (not older than 3 months)

**No bank details in the name of a third-party will be accepted.**

- Original electronic versions of above, where applicable, will be accepted. These documents must however be in a format that is not susceptible to tampering and manipulation.

**Income Tax Number:**

- Documentation issued by SARS (not older than 2 years)
- Should the client not have a tax number, the client must provide confirmation that they have applied to SARS for a tax number