



Absa Investment Management Services

Easy Guide

Your story matters



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1. Overview

The Absa Investment Management Services (AIMS) Easy Guide intends to provide information to wealth investment managers, financial advisers, the adviser office, assistants and consultants. It contains information pertaining to the client experience, AIMS processes, timing standards and requirements, and general information.

2. Functions Absa Investment Management Services (AIMS) performs

Administration

AIMS is responsible for processing the following instructions:

- New business
- Maintenance
- Repurchases
- Estates

Client communication

AIMS is responsible for distributing:

- Quarterly statements
- Policy documents
- Maturity letters
- Tax certificates

Self-service registration process

Follow these four easy steps:

Step 1

- Log in to www.absainvestmentmanagement.co.za
- Click **Log in** in the top right-hand corner.
- Click **Register**.

Step 2

- Complete your investor/financial adviser number in the box provided.
- Complete your identity number or company registration number in the next box.

Step 3

- Complete the registration form and click Next.
- Read the terms and conditions on the verification page, then confirm and accept them.
- If you are satisfied that your information is correct, click on **Register now**.

Step 4

- You will need to verify your email address via the link that will be emailed to you.
- Click on the link in this email to activate and complete your registration.

3. Client experience

General

Client services:	0860 000 005
Operating hours:	Monday to Fridays between 08:30 and 16:30
Enquiries:	aimsenquiries@absa.co.za
Escalations mailbox:	absaaaimshotline@absa.co.za
Complaints mailbox:	aimsplaints@absa.co.za

4. Submitting instructions to AIMS

Instructions should be submitted to the relevant email address for processing.

AIMS: aimscs@absa.co.za

Estates: AimsEstates@absa.co.za

The following instructions should be sent to aimscs@absa.co.za:

- New business
- Maintenance
- Repurchases
- Broker onboarding

5. Product minimums

Product	Minimum investment amounts	Debit orders	Monthly withdrawals	Withdrawals
Guaranteed Investment – Legal Entity	R5 000 000.00	N/A	N/A	Subject to product rules
Guaranteed Investment – Individuals	R150 000.00	N/A	N/A	Subject to product rules



6. Timing standards

New business							
New business Guaranteed Investment	Business cut-off time to receive an instruction	Instruction processed and uploaded to the mainframe	Trade is placed into market every first business day of the week	Policy document available online or sent via communication preference			
	Before 13:00 (day 0)	Day 2		Day 7			
	After 13:00 (day 0)	Day 2		Day 7			

Note:

- Cut-off time for the Enhanced Growth Outcome is Thursday at 16:30. If Thursday is a public holiday, the previous business day will apply. (Product information will be communicated once available.)
- Cut-off time for the Protected Outcome Income is Friday at 13:00. If Friday is a public holiday, the previous business day will apply. (Product information will be communicated once available.)

Maintenance					
	Business cut-off time for receiving the instruction	Process the instruction	Instruction updated on system with the cession	Cession letter drafted and signed	Unit price received from fund manager
Collateral cessions	Before 13:00 (day 0)	Day 5	Day 6	Day 7	
	After 13:00 (day 0)	Day 6	Day 7	Day 8	
Outright cessions	Day 0	Day 8	Day 10	Day 11	Day 12

	Business cut-off time for receiving the instruction	Process the instruction	Instruction updated on system	System updated with the amendment and case finalised	
Amendments	Before 13:00 (day 0)	Day 5	Day 6	Day 7	
	After 13:00 (day 0)	Day 6	Day 7	Day 8	

Note: Turnaround time for noting collateral cessions also applies to the cancellation of collateral cessions.

Repurchases													
	Business cut-off time to receive the instruction	Process the instruction	Sell units	Unit price received from the fund manager	Pay into the client's bank account								
Repurchase discretionary	Before 13:00 (day 0)	Day 2	Day 2	Day 3	Day 5								
	After 13:00 (day 0)	Day 3	Day 3	Day 4	Day 6								

Note: Both Structured Products and Guaranteed Maturities will be moved into a non-transacting Absa Investment Account. Only repurchase instructions will be processed on this investment.

Guaranteed Investments

Growth Policy

Death Claim				
	Business cut-off time to receive the instruction	Comply with and process the instruction	Instruction updated on system	Pay funds into the estate late/beneficiary's/appointed person's account
Guaranteed Investment (beneficiary for proceeds)	Before 13:00 (day 0)	Day 2	Day 3	Day 4
	After 13:00 (day 0)	Day 3	Day 4	Day 5
	Business cut-off time to receive the instruction	Comply with and process the instruction	Instruction updated on system	Transfer product to the beneficiary's name
Guaranteed Investment (beneficiary for ownership)	Before 13:00 (day 0)	Day 1	Day 4	Day 5
	After 13:00 (day 0)	Day 2	Day 5	Day 6

Note: When an instruction is fully compliant, the underwriter will be instructed only once a week on a Thursday. The proceeds will be paid the following Wednesday. The turnaround time is calculated from receipt of a fully completed and compliant instruction.

Surrender					
	Business cut-off time to receive the instruction	Comply with and process the Instruction	Send surrender instruction	Process surrender instruction	Pay funds into the client's bank account
Guaranteed Investment	Before 13:00 (day 0)	Day 1	First business day of the new week	Second business day of the new week	Day 5 after surrender was instructed
	After 13:00 (day 0)	Day 2			

Note: Fully compliant instruction to surrender from the growth policy must be received by AIMS weekly, from Monday to Thursday before 13:00.

Maturity				
	Business cut-off time to receive the instruction	Comply with the instruction	Process maturity instruction	Pay funds into the client's bank account
Guaranteed Investment	Before 13:00 (day 0)	Day 1	First business day of the new week	Second business day of the new week
	After 13:00 (day 0)	Day 2		

Note:

- Fully compliant instruction to mature from the growth policy must be received by AIMS weekly, from Monday to Friday before 13:00.
- To process a maturity instruction for reinvestment for the following week's rates, the maturity instruction must be compliant by Friday the week before. Any maturity instruction received on the Monday will not be processed in time for the same week's rates.

Income Policy

Death Claim				
	Business cut-off time to receive the instruction	Comply with and process the instruction	Instruction updated on system	Pay funds into the estate late/ beneficiary's/appointed person's account
Guaranteed Investment (beneficiary for proceeds)	Before 13:00 (day 0)	Day 2	Day 3	Day 4
	After 13:00 (day 0)	Day 3	Day 4	Day 5
	Business cut-off time for receiving the instruction	Comply with and process the instruction	Instruction updated on system	Transfer product to the beneficiary's name
Guaranteed Investment (beneficiary for ownership)	Before 13:00 (day 0)	Day 1	Day 4	Day 5
	After 13:00 (day 0)	Day 2	Day 5	Day 6

Note: When instruction is fully compliant, the underwriter will be instructed only once a month on the 20th of each month. The proceeds will be paid in the first week of the new month.

Surrender					
	Business cut-off time to receive the instruction	Comply with and process the Instruction	Send surrender instruction	Process surrender instruction	Pay funds into the client's bank account
Guaranteed Investment	Before 13:00 (day 0)	Day 1	First business day after the 25th	First week of the new month	Day 5 after surrender was instructed.
	After 13:00 (day 0)	Day 2			

Note: Fully compliant instruction to surrender from the growth policy must be received by AIMS weekly, from Monday to Thursday before 13:00.

Structured Products

Structured Product invested in Linked Endowment

Death Claim				
	Business cut-off time to receive the instruction	Comply with and process the instruction	Instruction updated on system	Pay funds into the estate late/ beneficiary's/appointed person's account
Linked Endowment (beneficiary for proceeds)	Before 13:00 (day 0)	Day 2	Day 3	Day 4
	After 13:00 (day 0)	Day 3	Day 4	Day 5
	Business cut-off time to receive the instruction	Comply with and process the instruction	Instruction updated on system	Transfer product to the beneficiary's name
Linked Endowment (beneficiary for ownership)	Before 13:00 (day 0)	Day 1	Day 4	Day 5
	After 13:00 (day 0)	Day 2	Day 5	Day 6

1. If a beneficiary for ownership is nominated, the beneficiary is only allowed to continue the policy in their name.
2. If a beneficiary for proceeds is nominated, the proceeds are payable into the beneficiary's bank account.
3. If no beneficiary for proceeds or ownership is nominated, the following option is available:
- Proceeds are payable into the investor's or deceased estate's account.

Surrender							
	Business cut-off time to receive the instruction	Comply with the instruction and request surrender quote from CIB	Send surrender quote to client to sign	AIMS receive signed surrender instruction and quote	AIMS receive funds from CIB	Process surrender instruction	Pay funds into the client's bank account
*Linked Endowment	Before 13:00 (day 0)	day 2	Day 4	Day 4	Maximum five business days after signed surrender instruction was sent	Day 10	Day 15
	After 13:00 (day 0)	Day 3	Day 5	Day 6		to CIB	Day 16

Note: The abovementioned surrender instruction timelines are merely an indication of this process. It can take up to 21 business days to finalise.

* Options available for Autocall:

Option 1: Your funds will remain invested in the approved Money Market Fund within the Linked Endowment on the AIMS platform until maturity or until we receive further instructions from you.

Option 2: You may exercise your right to make the **one** withdrawal from the policy before the five-year maturity date. Withdrawal limits may apply as per legislative rules. The amount that may be paid out in terms of such surrender will be limited to a return of all amounts paid into the policy (return of contributions) together with 5% interest thereon compounded annually. Any excess may only be paid out after the five-year restriction period of the policy.

Maturity					
	Business cut-off time to receive the instruction	Comply with the instruction	Process maturity instruction	Pay funds into the AIMS bank account	Pay funds into the client's bank account
Linked Endowment	Before 13:00 (day 0)	Day 2	On settlement date as per maturity letter	Day 2 after settlement date	Day 5-7 after settlement date.
	After 13:00 (day 0)	Day 3			

Note: At the end of five years the policy will come to an end. Before maturity the adviser will be notified of the upcoming maturity in order to have a discussion with the policyholder regarding the investment options that are best suited for the policyholder.

Options:

1. Repurchase

A completed Repurchase Request form together with all relevant FICA documents, including proof of bank account, is required.

2. Reinvestment (into another AIMS product)

A completed New Business Application form together with all relevant FICA documents is required.

If no instruction is received from the policyholder regarding the maturity proceeds, the proceeds will be invested into an unclaimed discretionary account in an approved Money Market Fund until further instruction from the policyholder is received. Please note that this investment will no longer be in the underwritten Linked Endowment. Administration fees will be charged on the Money Market Fund.

7. Processing requirements

New business

All channels

Requirements	Structured Product	Guaranteed Product
A fully compliant and signed application form.	✓	✓
South African citizens: Copy of ID book, smart ID card (both sides) or passport. Foreign nationals: Copy of passport.	✓	✓
Copies of FICA documents and contact details if funds are from a third party/donor. Note: Copies of FICA documents are not required if the proceeds are from the sale of property or from the Road Accident Fund paid into an attorney's trust account. If funds are paid from an estate late bank account, AIMS require a Letter of Authority/Executorship and copy of the appointed individual's FICA documents. If a third party/donor is an entity, the same FICA documents will be required as per section 9: FICA requirements.	✓	✓
Copy of a deposit slip or proof of electronic transfer.	✓	✓
Copy of a utility bill not older than three months, showing investor's current residential address (e.g. municipal lights, water and rates account, telephone account).	✓	✓
SARS income tax number and/or valid tax directive, where applicable.	✓	✓
Confirmation of source of wealth.	✓	✓
Valid signed quote.	✓	✓
Valid signed brochure/investment schedule.	✓	

Note: Direct clients must invest in a Guaranteed Investment through a virtual adviser.

Maintenance

Investment amendments

All channels

Requirements	All Products
Fully compliant and signed Investment Amendment Request form. Completion of page 1 is mandatory. Only complete the required section(s) thereafter.	✓

Outright cessions

All channels

Requirements	All Products
Fully compliant and signed Cession form,	✓
New business requirements will apply to outright cession.	✓
Copy of recent utility bill not older than three months, showing the investor's current residential address (e.g. municipal lights, water and rates account, telephone account).	✓
South African citizens: Copy of ID book, smart ID card (both sides) of the person receiving power of attorney (POA) Foreign nationals: Copy of passport of the person receiving POA.	✓

Note: *Guaranteed Income Option: Only outright cessions between spouses are allowed as per Section 10A of the Income Tax Act. No outright cessions are permitted for Structured Products.*

Collateral cessions

All channels

Requirements	All discretionary products
Fully compliant and signed Cession form.	✓
Letter from the cessionary – only required on cancellation of the collateral cession.	✓
Deed of pledge.	✓

Power of attorney (POA)

All channels

Requirements	All discretionary products
Fully compliant and signed Power of Attorney form, signed by the client, adviser and person receiving POA.	✓
Copy of recent utility bill not older than three months, showing the person receiving POA's current residential address (e.g. municipal lights, water and rates account, telephone account).	✓
South African citizens: Copy of ID book/smart ID card (both sides) of the person receiving POA. Foreign nationals: Copy of passport of the person receiving POA	✓

Repurchases

Full discretionary repurchases

All channels

Requirements	Discretionary Products
*Fully compliant and signed instruction form, signed by the client and the adviser.	✓
*Copy of a utility bill not older than three months, showing the investor's current residential address (e.g. municipal lights, water and rates account, telephone account). (Applies to 100% repurchases only if the adviser did not sign the instruction and the address on the instruction differs from the address on record.)	✓
*South African citizens: Copy of an ID book/smart ID card (both sides). Foreign nationals: Copy of passport. (Applies to 100% repurchases only if the adviser did not sign the instruction and the ID number on the instruction differs from the ID number on record.)	✓
Tax number where it was not provided at inception of the investment.	✓

* Discretionary products: Non-transacting Investment Account

Note: Both Structured Products and Guaranteed Maturities will be moved into a non-transacting Absa Investment Account. Only repurchase instructions will be processed on this investment.

8. Death claim requests

Requirements	Guaranteed Product	Discretionary Investments
Fully compliant Death Claim Request form.	✓	✓
Certified copy* of death certificate.	✓	✓
Certified copy* of deceased's ID book/smart ID card (both sides) or passport (if neither is available, we require a certified affidavit stating why an identity document cannot be provided). ***	✓	✓
Certified Letter of Executorship/Letter of Authority,** certified copy of the executor's or appointed persons' ID book/smart ID card (both sides) or passport *** and proof of address not older than three months	✓*	✓
Copy of product application form to which the beneficiary is transferring, with all the required documents (if applicable).	✓	✓
Certified copy* of the beneficiary's/beneficiaries', executors' and appointed persons' proof of address not older than three months.	✓	✓
Proof of banking details for the estate late/appointed person.	✓	✓
Certified copy* of marriage certificate, or affidavit from a third party confirming a customary union.	✓	
Proof of beneficiary's/beneficiaries' banking details.	✓	
Certified copy* of beneficiary's/beneficiaries' ID book/smart ID card (both sides) or passport. Include unabridged birth certificates for Authority,**	✓	
Post-mortem or police report, if client died due to unnatural causes.	✓	
Letter of Guardianship (if applicable).	✓	

* All certified documents must have a commissioner of oaths' stamp.

** Please note that the certified Letter of Executorship/Letter of Authority is only required if there are no listed beneficiaries on a Guaranteed Product and Linked Endowment (Structured Products). New Business requirements (as stated in section 7 for all channels) apply when a new investment is created for beneficiaries as a result of a death claim.

*** The appointed person/executor/beneficiary must provide a copy of their most recently issued ID. When the Death Claims team conduct their verification and find out that a more recent ID than the one provided is available, they will not proceed with the claim until they receive a copy thereof.

9. FICA requirements

All channels

The same FICA documents will be required if funds are from a third party/donor.

Individual investor			
SA adult	SA minor	Foreigner	Foreign minor
Copy of: <ul style="list-style-type: none"> ID book, or smart ID card (both sides), or Passport, driving licence or valid temporary ID (provide reason) Tax Self-certification and Declaration form.*	Copy of: <ul style="list-style-type: none"> ID book, or smart ID card (both sides), or Unabridged birth certificate, or Passport (provide reason) Copy of: <ul style="list-style-type: none"> Parent's/Guardian's ID book or smart ID card (both sides), and Letter of Guardianship (if applicable) Tax Self-certification and Declaration form.*	Copy of: <ul style="list-style-type: none"> Valid permit (asylum seeker/refugee), if applicable, and Tax number, and South African bank account, and Tax Self-certification and Declaration form*	Copy of: <ul style="list-style-type: none"> Unabridged birth certificate, or Relevant proof of identification, or Passport (provide reason and proof of authority) Copy of: <ul style="list-style-type: none"> Parent's/Guardian's ID book or smart ID card (both sides), or passport (provide reason), and Tax number, and South African bank account details, and Letter of Guardianship (if applicable), and Parent's/Guardian's tax number, and Tax Self-certification and Declaration form*
Copy of: <ul style="list-style-type: none"> Proof of residential address (not older than three months), or Declaration of Co-habitation by Co-habitant, Homeowner and Employer (Absa form 3874) 	Copy of: <ul style="list-style-type: none"> Proof of residential address of parent/guardian/legal guardian (not older than three months), and Declaration of Co-habitation by Co-habitant, Homeowner and Employer (Absa form 3874) 	Copy of: <ul style="list-style-type: none"> Proof of residential address for parent or guardian (not older than three months); and Declaration of Co-habitation by Co-habitant, Homeowner and Employer (Absa 3874 Form) 	Copy of: <ul style="list-style-type: none"> Proof of residential address of parent/guardian/legal guardian (not older than three months), or Declaration of Co-habitation by Co-habitant, Homeowner and Employer (Absa form 3874)

Note:

* Tax Self-certification and Declaration form is required in the following instances:

1. The client provides a passport number as a form of identification; and
2. The client is a non-South African citizen; and/or
3. The client resides in a different country (outside of South Africa).
4. Client country of origin is outside of South Africa

Non-individual investor		
Trusts	Private company	Close corporation
Copy of: • Trust Deed, and • Letter of Authority, and • Will/Testament (if applicable)	Copy of current CIPC certificate printout (not older than 12 months).	Copy of most recent version of founding statement and CK1 or current CIPC certificate printout (not older than 12 months)
Copy of ID book/smart ID card (both sides) of all listed founders, trustees, donors, authorised officials and testators	Copy of all listed directors' authorised signatories' or mandated officials' and immediate shareholders' ID books/smart ID cards (both sides)	If the trading address differs from the registered address, we require a copy of a utility bill not older than three months
Contact details of founders, trustees, donors, authorised officials and testators	Contact details of all listed directors, authorised signatories or mandated officials and immediate shareholders	Copy of all listed directors' authorised signatories' or mandated officials' and immediate shareholders' ID books/smart ID cards (both sides)
Copy of proof of physical address (not older than three months) of founders, trustees, donors, authorised officials and testators	Copy of all listed directors' authorised signatories' or mandated officials' and immediate shareholders' physical address (not older than three months)	Contact details for all listed directors, authorised signatories or mandated officials and immediate shareholders
Copy of Resolution (which includes details in relation to the ownership and control)	Copy of Resolution (which includes details in relation to the ownership and control)	Copy of all listed directors' authorised signatories' or mandated officials' and immediate shareholders' physical address (not older than three months)
Copy of the ownership structure*	If the trading address differs from the registered address, we require a copy of a utility bill not older than three months	Copy of resolution (which includes details in relation to the ownership and control)
	Copy of the ownership structure*	Copy of the ownership structure*
	Ultimate beneficial owner (UBO) with full names and ID numbers**	Ultimate beneficial owner (UBO) with full names and ID numbers**

Note*:

- * AIMS requires copies of the ID's and proof of address of beneficiaries stated in the Trust Deed.
- If the information is not available, AIMS will request an email with confirmation to that effect from the Trustees.
- ** If a trust is nominated as a beneficiary, all UBO information (full names, ID numbers and proof of address) must be provided. The Trust Deed and Letter of Authority will be required.
- For non-South African residents, provide copies of passports and proof of address for verification.

***Ownership structure requirements:**

- AIMS requires an ID copy where the shareholding is more than 5% of the ownership structure.
- Ownership structure is not required if specified in the resolution.
- The organogram is to be signed by the mandated official, on a company letterhead (if available). If the organogram is provided by a third party (e.g. auditors), then we will require organogram to be on a company letterhead of the institution the third party represents.
- A share certificate that indicates voting rights or no voting rights, and that reflects the names of the shareholders is required.

Beneficiary requirements

Individual	Minor	Trust	Entity
<p>Copy of ID/smart ID card (both sides) and proof of address if:</p> <ul style="list-style-type: none"> Beneficiary is the primary client or received a court order, and Product is underwritten by a life company (Guaranteed Investments or Linked Endowments) <p>Complete the beneficiary details on the application form under the beneficiary section.</p>	<p>Copy of birth certificate and proof of address if:</p> <ul style="list-style-type: none"> A legal guardian or any person acts on the minor's behalf, and Product is underwritten by a life company (Guaranteed Investments or Linked Endowments) <p>Complete the beneficiary details on the application form under the beneficiary section</p>	<p>Copy of ID book/smart ID card (both sides) and proof of address of:</p> <ul style="list-style-type: none"> Trustees appointed by the Master of the High Court Shareholders with a minimum shareholding of 5% and more, if applicable Beneficiaries named in the Trust Deed 	<p>Copy of ID book/smart ID card (both sides) and proof of address of:</p> <ul style="list-style-type: none"> All the controllers of the company Shareholders with a minimum shareholding of 5% and more, if applicable

Direct clients			
SA adult	SA minor	Foreigner	Foreign minor
<p>Copy of:</p> <ul style="list-style-type: none"> ID book/smart ID card (both sides), or Passport, driving licence or valid temporary ID (provide reasons) 	<p>Copy of:</p> <ul style="list-style-type: none"> Birth certificate; or Passport (provide reasons) Proof of authority ID/smart card (both sides) of parent /guardian; and <p>Letter of Guardianship (if applicable) and Parent/Guardian tax number</p>	<p>Copy of:</p> <ul style="list-style-type: none"> Valid passport; and Valid permit (asylum seeker/refugee), if applicable <p>Tax number is applicable South African bank account</p>	<p>Copy of:</p> <ul style="list-style-type: none"> Birth certificate; or passport (provide reasons and proof of authority); and <p>Copy of:</p> <ul style="list-style-type: none"> ID; or Passport (provide reason); or Parent's/Guardian's ID/smart card (both sides) <p>Tax number; South African bank account; Letter of Guardianship (if applicable); and Parent's/Guardian's tax number</p>
<p>Copy of:</p> <ul style="list-style-type: none"> Proof of residential address (not older than three months), or Declaration of Co-habitation by Co-habitant, Homeowner and Employer (Absa form 3874) 	<p>Copy of:</p> <ul style="list-style-type: none"> Proof of residential address of parent or guardian (not older than three months), and Declaration of Co-habitation by Co-habitant, Homeowner and Employer (Absa form 3874) 	<p>Copy of:</p> <ul style="list-style-type: none"> Proof of residential address (not older than three months), and Declaration of Co-habitation by Co-habitant, Homeowner and Employer (Absa form 3874) 	<p>Copy of:</p> <ul style="list-style-type: none"> Proof of residential address of parent or guardian (not older than three months), or Declaration of Co-habitation by Co-habitant, Homeowner and Employer (Absa form 3874)

10. Client due diligence trigger events

Repurchases: Full withdrawal

These documents are only required if the information on the repurchase form differs from what AIMS has on record.

Intermediated and non-intermediated individuals		All channels
Copy of:		
• The client's ID/smart ID card (both sides) as a primary means of identification. If this is not available because it has been lost or stolen, the following documents can be used:		✓
• Valid passport, or		✓
• Valid driving licence, or		✓
• Valid temporary ID, and		✓
• A valid proof of address that refers to the change-in-address documents, and		✓
• Know Your Client (KYC) information (occupation, occupational status, country of origin, source of wealth, etc.)		✓
or		
• eFICA pass (only applicable for intermediated clients)		✓
Intermediated and non-intermediated entities		
Copy of:		✓
• The client's ID book/smart ID card (both sides) as a primary means of identification. If this is not available because it has been lost or stolen, the following documents can be used:		✓
• Valid passport, or		✓
• Valid driving licence, or		✓
• Valid temporary ID		✓
• A valid proof of address that refers to the change-in-address documents		✓
or		
• eFICA pass (only applicable for intermediated clients)		✓

Maintenance instruction

For intermediated clients. These documents are only required if the adviser on record did not sign the declaration on the instruction.

Maintenance: Name change	
Intermediated and non-intermediated individuals	All channels
Copy of:	
• Marriage certificate	✓
• Divorce certificate	✓
• Driving licence with new surname	✓
• Confirmation from Department of Home Affairs (letter, etc.)	✓
Intermediated and non-intermediated entities	
Copy of:	
• CoR 15.2 (notice of amendment)	✓
• CM9 (certificate of name change)	✓
Maintenance: Residential/Operating address change (existing client)	
Intermediated/Non-intermediated individuals and entities	All channels
Copy of any one of the following documents listed as an acceptable/approved form of address. This must be in the individual/entity's name.	
• Utility bill (municipal water, lights and rates account or property managing agent's statement)	✓
• Bank statement from another bank on an official bank document/form	✓
• Letter from municipality confirming residential address/business address	✓
• Municipal councillor letter	✓
• Recent lease or rental agreement	✓
• Municipal rates and taxes invoice	✓
• Account statement from an NCR-registered service provider (NCR number must be visible/recorded on the document)	✓
• Security service providers registered with PSIRA e.g. Chubb, ADT (PSIRA number must be visible/recorded on the document)	✓
• Telephone or cellphone account	✓
• Official SARS document (not eFiling documents)	✓
• Valid television licence renewal letter	✓
• Television renewal/confirmation letter	✓

• Subscription TV (e.g. MultiChoice) statement	✓
• Home loan statement from another financial institution	✓
• Long/Short-term insurance policy documents from another financial services provider (FSP number must be visible/recorded on the document)	✓
• Motor vehicle registration/licence document	✓
• Body corporate/Governing body/Property managing agency letter or statement	✓
• Official employer letter for employees residing on company/institution premises	✓
• Official university/university of technology/college or tertiary institution registration letter	✓
• Tribal authority letter confirming residential/business address	✓
• Posted traffic fine from a metro police department (e-toll statements are not accepted)	✓
• Medical aid statement or policy document (policy number must be visible on the document) (Bankmed accepted)	✓
• Signed letter from an independent auditor/accountant on their company letterhead confirming physical/trading/operating address	✓
• Point-of-delivery courier, e.g. UTI and DHL	✓
• IDX statement	✓
• Tax certificate	✓
• A third-party report provided by an acceptable third-party data service provider	✓
• Confirmation of physical site visit conducted for verification purposes, for example Absa 3121 EX (only applicable for individuals)	✓
or	
• eFICA pass (only applicable for intermediated clients)	✓

Maintenance: Nationality change

Intermediated and non-intermediated individuals	All channels
Copy of:	
• ID book/smart ID card (both sides) as a primary means of identification. If this is not available because it has been lost or stolen, the following documents can be used:	✓
• Valid passport, or	✓
• Valid driving license, or	✓
• Valid temporary identity document	✓

Maintenance: Change in country of residence

Intermediated and non-intermediated individuals	All channels
• Copy of valid proof of address that refers to the change-in-address documents	✓

Maintenance: Identity number or passport number change	
Intermediated and non-intermediated individuals	All channels
Copy of:	
• ID book/smart ID card (both sides) as a primary means of identification. If this is not available because it has been lost or stolen, the following documents can be used:	✓
• Valid passport, or	✓
• Valid driving licence, or	✓
• Valid temporary identity document	✓
• eFICA pass	✓
Maintenance: Power of attorney	
Intermediated and non-intermediated individuals	All channels
Copy of:	
• ID book/smart ID card (both sides) as a primary means of identification. If this is not available because it has been lost or stolen, the following documents can be used:	✓
• Valid passport, or	✓
• Valid driving licence, or	✓
• Valid temporary identity document	✓
• A valid proof of address that refers to the change-in-address documents	✓

11. Electronic signatures

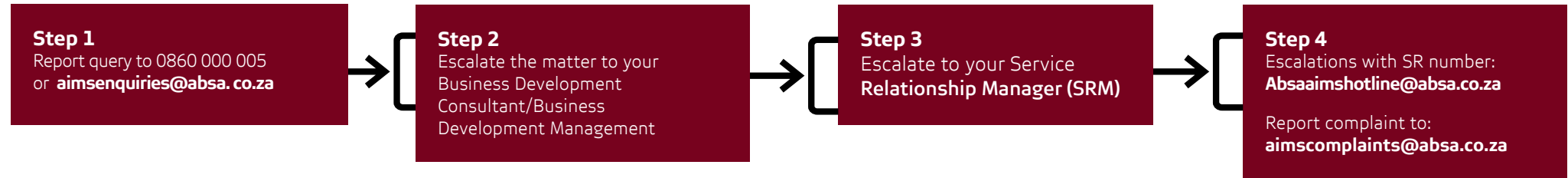
Acceptable electronic signature providers and requirements:			
DocuSign	Impressions	Signiflow	QuicklySign
<p>The document must contain:</p> <ul style="list-style-type: none"> Envelope ID on each page Name/Squiggle/Digital signature and partial ID for both the adviser and client Separate PDF audit trail/chain of custody/certificate of completion: <ul style="list-style-type: none"> Status must be completed Number of pages Audit entry with name and email of client and adviser Valid email addresses and dates of client and adviser Valid sender names and cellphone numbers must match 	<p>The document must contain:</p> <ul style="list-style-type: none"> Name/Squiggle/Digital signature for both the adviser and client. Audit trail/chain of custody for each of the signatories: <ul style="list-style-type: none"> Audit entry with name and email of client and adviser Valid email addresses and dates on chain of custody Valid sender names and cellphone numbers Name/Squiggle/Digital signature of both the adviser and client Audit trail/chain of custody for each of the signatories: <ul style="list-style-type: none"> Audit entry with name and email of client and adviser Valid email addresses and dates on chain of custody 	<p>The document must contain:</p> <ul style="list-style-type: none"> Name/Squiggle/Digital signature of both the adviser and client Status must be completed Audit entry with the corresponding name and email address of client and adviser 	<p>The document must contain:</p> <ul style="list-style-type: none"> Name/Squiggle/Digital signature of both the adviser and client Audit entry with the corresponding name and email address of client and adviser

Note: Email address used for electronic signatures must correspond to the details that we have on record.

12. Escalation process

All channels

AIFA/IFA/Absa Wealth Advisers



Direct Clients



13. Enquiries and escalation process turnaround times

AIMS Enquiries

48 hours (weekends excluded)
(aimsenquiries@absa.co.za)

AIMS Hotline

24 hours to acknowledge that the matter is with the hotline and investigation is in progress (weekends excluded)
(absaaimshotline@absa.co.za)

AIMS Complaints

24 hours to acknowledge complaint. Resolution timing standard will be communicated (weekends excluded)
(aimscalplaints@absa.co.za)

Processing communication

Emails and SMSs will be distributed to the investor, adviser and consultant as per the client's preferred method of communication, as the case progresses.

For example:

- Sent for processing,
- Request for the outstanding requirements to be submitted,
- Termination of the instruction, or
- Processed.

Outstanding requirements

Auto-index outstanding requirements to the relevant email address with the case number in square brackets as the email subject. Example: [2020/01/01/000000001]

Termination process

14. Submitting instructions to AIMS

General

Instructions and supporting documents must be sent in PDF format. Embedded images in the body of an email will cause the email not to reach aimsgcc@absa.co.za successfully.

Indexing has a daily cut-off time of 13:00

The inbox queue has an average turnaround time of two to three hours for instructions to be indexed or outstanding requirements to be attached to an existing case.

Time frame	Discretionary products
Day 0: Initial notification	✓
Day 3: First reminder	✓
Day 6: Second reminder	✓
Day 9: Termination notice	✓

Your story matters

