



TERMS AND CONDITIONS

1. The terms and conditions signed and agreed to in the investment application form will remain in force and apply to this transaction. Please refer to your investment application form for the detailed terms and conditions.

Accordingly, the Client will have to pay in the difference in the initial Financial Adviser charges. However, the Client and the Financial Adviser may agree on a different arrangement to that mentioned above, in which case an initial Financial Adviser charge as agreed, between the Client and the Financial Adviser, will be charged on the switch transaction. As costs may change from time to time, please consult with your authorised Financial Adviser. **SBG Securities Uganda Ltd monitors account patterns of transactions for practices such as but not limited to market timing where an investor purchases and sells units within a short time period to take advantage of limitations in determining the net asset value of the funds. SBG Securities Uganda Ltd reserves the right to delay or reject such transactions where investors engage in such practices in order to protect and ensure equitable treatment of all investors in the fund.**

2. Redemption Requests must be received by 3:00pm on a Dealing Day if they are to be dealt with on that Dealing Day. Redemption notices received after that time will be dealt with on the next Dealing Day.
3. The redemption price will be the relevant net asset value per unit less any applicable deductions.
4. Switching: A "switch" involves selling participatory interests (units) in one portfolio and investing the proceeds in another portfolio. The Manager does not normally charge initial Financial Adviser charges twice, other than in the instance where the original entry was into a portfolio with lower charges than the portfolio into which the Client will be investing.
5. A switch request received by the Manager before the close of business on a particular Business Day will be dealt with on the following Business Day. Switch requests received after such time or on a day which is not a Business Day will be carried forward and dealt with by the Manager on the next Business Day.
6. Unit Holders are allowed free switches.
7. The proceeds will be transferred electronically to the investor's bank account or mobile money wallet depending on option selected. Payment to a third party bank account, i.e. an account not in the name of the investor, is not allowed.
8. If the investment is ceded, written consent for the transaction/cancellation of the cession must accompany this request.
9. **Additional documentation are required if:**
 - 9.1. A copy of ID was not previously provided
 - 9.2. Certified/verified FICA documentation was not previously provided
 - 9.3. A client's name has changed since inception
 - 9.4. The client was a minor at investment stage and is a major at withdrawal stage. The client must provide FICA documentation, bank details and a signed withdrawal form.

SBG Securities Uganda Ltd will only process your information for the following purposes:

- 9.5. To provide you with products and services;
- 9.6. To manage and administer your investments;
- 9.7. To communicate with you and/or your financial adviser;
- 9.8. To comply with your instructions or the instructions of your financial adviser;
- 9.9. To monitor and/or record telephone calls and electronic transactions with you (including the collection of your biometric data where necessary) in order to accurately carry out your instructions or those of your financial adviser and for your protection.
- 9.10. For payment processing for services providers, merchants, banks and other persons that assist with the processing of your payment instructions;
- 9.11. To provide your information to an entity within the Standard Bank Group, including its subsidiaries and affiliates, for the purpose of improving our business and services or the business and services of the Standard Bank Group;
- 9.12. To provide relevant information to a contracted third party who requires the information to provide a service to you for your investment;
- 9.13. To send your information to a third party to perform verification checks on the information provided by you to SBG Securities Uganda Ltd. .
- 9.14. To assist in enhancing our services and your client experience;
- 9.15. For analysis in order to assess and improve our business and services or the business and services of the Standard Bank Group;
- 9.16. To verify your identity;
- 9.17. To detect and prevent fraud or money laundering;
- 9.18. To comply with laws and public duties;
- 9.19. In the interests of security and crime prevention;
- 9.20. For operational, marketing, audit, legal and record keeping purposes;
- 9.21. To transfer your personal information outside the borders of the Republic of Uganda where this is necessary to fulfil our servicing obligations. Where your personal information is transferred offshore, SBG Securities Uganda Ltd confirms that adequate measures are in place to ensure the protection of your personal information and shall transfer your personal information offshore in accordance with the applicable requirements for trans-border information flow in terms of POPIA
- 9.22. To provide your information to industry registers, and contracted third parties, such as tracing agents, attorneys, debt collectors and other persons that assist with the enforcement of agreements;
- 9.23. To provide your information to regulatory authorities, governmental departments, local and international tax authorities and other persons that SBG Securities Uganda Ltd under the law has to share your information with;
- 9.24. To provide your information to persons to whom SBG Securities Uganda Ltd cedes its rights or delegates its obligations to under agreements; and;
- 9.25. If we become involved in a proposed or actual merger, acquisition, or any form of sale of assets, we may use and disclose your information to third parties in connection with the evaluation of the transaction. The surviving company, or the acquiring company in the case of a sale of assets, would have access to your information, which would continue to be subject to these terms.

We will take reasonable steps to ensure that your information is kept secure and confidential. We will ensure that a third party that we share your information with agrees to keep your information confidential and appropriately secured. We will keep your information until such time as we are compelled to delete it, as prescribed by applicable law.

We undertake solely to collect and process your information as permitted by law. If you feel we have not done so, you have the right to object. You have the right to access, correct and delete the personal information that is held about you.

To object to the processing of your personal information by SBG Securities Uganda Ltd or correct, delete, or obtain a copy of the personal information SBG Securities Uganda Ltd holds about you, you may email us on: invest@stanbic.com.

10. **Large Withdrawals:** An investor should provide 7 business days written notice if they wish to redeem units in excess of 5% of the total portfolio's net asset value (NAV). In the case where such notice is not given. In the event SBG Securities Uganda Ltd reasonably suspects that the redemption instruction may be irregular, fraudulent or otherwise defective, the Manager may take up to 5 additional days (or such further duration as necessary) to effect settlement. The delay is for purposes of generating the necessary cash in order to settle the repurchase instruction by liquidating some of the underlying investments and making sure that as a result, other investors will not be negatively impacted by the selling of units.



- 11. General:**
- 11.1. The Manager undertakes to withdraw participatory interests at the price calculated according to the requirements of the Collective Investment Schemes Act, and in line with the terms and conditions of the relevant Deeds.
 - 11.2. Ring-fencing is the separation and delayed sale of participatory interests (units) in a collective investment scheme (unit trust). This may be caused by a large sale of participatory interests in a collective investment schemes above certain thresholds. This ensures that the sale of a large number of participatory interests will not force the Manager to sell the underlying investments at a price in the market which could have a negative impact on investors. The Manager may delay the payment or reinvestment of the proceeds of the sale of participatory interests.
 - 11.3. **Electronic Transactions:** the Client agrees that the Manager shall be entitled to implement all instructions and applications of whatever nature received on their Internet site, by telephone or any other electronic medium and which appear to emanate from the Client. The Manager and/or Financial Adviser is indemnified against any losses, claims or damages arising from acting on such instructions and/or applications, notwithstanding that it may later be proved that any such instruction was not given by the Client. The Client agrees that the electronic records of all instructions and applications processed by/or on behalf of him/her or which purport to be processed on behalf of the Client via the Manager's Internet site, telephone or any other electronic medium shall constitute prima facie proof of the contents of such instructions and applications. SBG Securities Uganda Ltd will not be held 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. SBG Securities Uganda Ltd will not be liable to make good or compensate any investor or third party for any damages, losses, claims, or expenses resulting there from.
 - 11.4. **Customer Service Queries:** You can contact our Customer Service team to log a query by visiting our website on www.sbgsecurities.co.ug or send all queries to sbginvest@stanbic.com or contact our contact centre on 0312 226 649
 - 11.5. **Complaints:** Should the you need to lodge a complaint with SBG Securities Uganda Ltd regarding the services being provided, you can log on to www.sbgsecurities.co.ug to submit a complaint or alternatively send complaints to sbginvest@stanbic.com
 - 11.6. **Electronic Signatures:** This transaction may be executed by means of a Client's electronic signature. The Client agrees that in accepting these terms and conditions, the Client consents to executing this transaction by means of an electronic signature. The Manager is indemnified against any losses, claims or damages arising from acting on such an electronic signature, notwithstanding that it may later be proved that the electronic signature was not given by the Client.

INVESTOR DECLARATION

1. I/We acknowledge that I/We provide consent to SBG Securities Uganda Ltd to collect, process, store, disclose and share my Personal Information for the purpose of servicing my investment.
2. I/We agree to provide all documentation and information requested in this document and further required by law and consent to SBG Securities processing my information for the purposes stipulated within the Terms and Conditions.
3. I/We confirm that all information provided herein is true and correct and that I/We have read and understood the contents of this form.
4. By signing this form, the client consents to SBG Securities Uganda Ltd processing their personal information in accordance with the terms and conditions.

If the information you have provided in this form changes in future, please submit a new form within 30 days. If you are not the Account Holder please indicate the capacity in which you are signing the form. If signing under a power of attorney please also attach a certified copy of the power of attorney.

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