

GLACIER INTERNATIONAL ONLINE SWITCHES

Financial Intermediary Guide

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glacier
by Sanlam

GLACIER INTERNATIONAL ONLINE SWITCHES

Financial Intermediary Guide



Transact online securely



Switch or rebalance your plan with ease



Track the progress of the instruction online

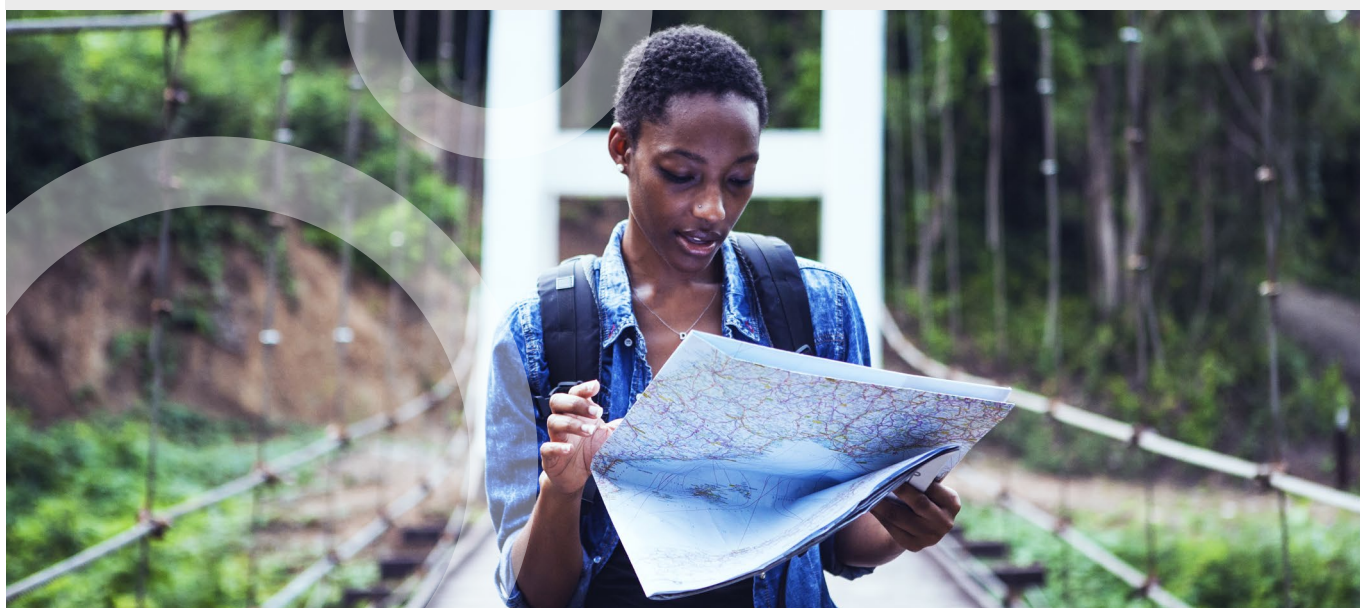


Bespoke solution for CAT I and CAT II intermediaries



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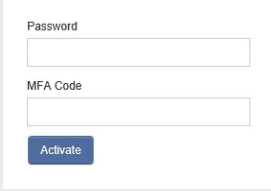
GETTING STARTED

To transact online, you will be required to set up multi-factor authentication (MFA) on your tablet or smartphone.

What is multi-factor authentication (MFA)?

MFA is when a **user must provide two or more pieces of evidence to verify their identity** to gain access to an app or digital resource. MFA is used to protect against hackers by ensuring that digital users are who they say they are.

To setup MFA, login to the Glacier International Secure site, navigate to the My Profile tab and click on the MFA sub tab and then follow the steps below,

<p>1</p> <p>Download the authenticator app</p> 	<p>2</p> <p>Follow the in-app steps</p> 	<p>3</p> <p>Scan the QR code</p> 	<p>4</p> <p>Enter your user password and MFA code</p> 
<p>Install any MFA compatible application that supports scanning QR codes on your smartphone. We recommend Microsoft Authenticator or Google Authenticator</p>	<p>After installation, open the app and follow the steps on your screen</p>		



ONLINE SWITCH PROCESS

A switch is when an existing client requests one or more funds to be moved to one or more other funds within their plan. The client therefore requests a change in the composition of the funds in their investment.

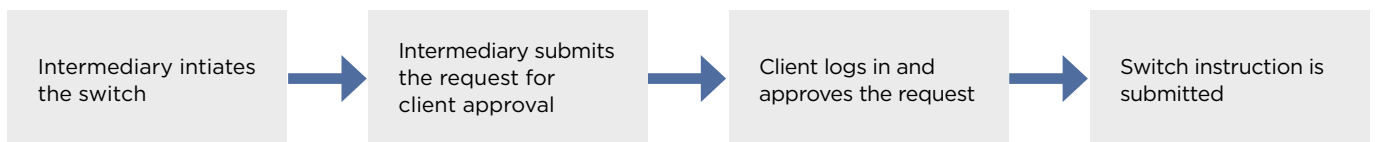
This is different from a rebalance in that a rebalance is when the client wants to reshuffle their entire portfolio. The client can choose to invest in a new selection of funds. This can also be done if the client wants to invest different proportions in their current underlying funds.

Both a switch and rebalance can be done and processed online.

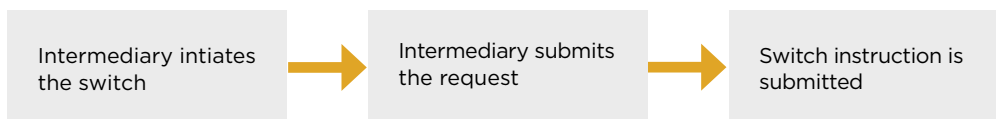
CAT 1 Intermediaries vs CAT 2 intermediaries

CAT 1 Intermediaries and CAT 2 follow slightly different processes due to the mandate that is in place for CAT 2 brokers, allowing intermediaries to process on their behalf, so no approval is required in this instance.

Process overview for CAT I intermediary (follow steps 1 to 8)



Process overview for a CAT II intermediary (follow steps 1 to 5)



STEP 1 ACCESSING ONLINE SWITCHES

Go to www.glacierinternational.com and then login to the secure site by entering your username and password. You'll land on the Home tab. Enter the client name or plan number in the search field which can be found on the top right-hand side of the screen. You will be directed to the client's plan.

The dashboard features a navigation menu with 'HOME', 'BOOK', 'PRODUCTS', 'INVESTMENTS', 'MY PROFILE', and 'TOOLS'. A search field on the right is labeled 'Name or Plan #'. The 'Summary' table on the left lists: Total Plans (7), Reporting Currency (USD), Navigate Funds (0.00), Mutual Funds (495,464.35), Stockbroking (0.00), and Total Value (495,464.35). The 'Sales vs. Withdrawals' gauge chart shows a needle pointing to 300.0k on a scale from -400k to 400k. Below the chart are time period filters (1 day, 1 week, 1 month, 3 months, 6 months, 1 year) and date selection fields for 'Start date' (28-May-2022) and 'End date' (28-Nov-2022). A purple callout box with an arrow points to the search field, containing the text 'Enter the client name or plan number here'.

The 'Investment Options' section is for plan number 1002041257 - Global Life Plan, as of 17-Oct-2021. It shows 'Current Values' of USD 69,612.49 and an 'IRR' of 0.70%. A table lists the following investments:

Fund Name	Fund Code	Fund Currency	Unit Value	Units	Value in Fund Currency	Value USD	IRR	%
ABSA Global Growth Basket Issue 22	7058	USD			69,612.49	69,612.49	0.70%	100.0%
ABSA Global Growth Basket - Issue 22	96.4% 1802175	USD	101.2262	662.8570	67,098.52	67,098.52		
BlackRock ICS US Dollar Liquidity	3.6% 1120092	USD	153.1641	16.4136	2,513.97	2,513.97		

Plan Actions include: Switch and Allocation, Withdrawal Request, and Status of Requests.

STEP 2 SELECTING SWITCH AND ALLOCATION

On the Plan Actions tab which can be found on the top right-hand side of the screen, click Switch and Allocation.

The 'Plan Actions' menu contains three buttons: 'Switch and Allocation' (with a double-headed arrow icon), 'Withdrawal Request' (with a document icon), and 'Status of Requests' (with an information icon). The 'Switch and Allocation' button is highlighted with a white background and a grey border.



STEP 3 OPTIONS AVAILABLE

You may either select to perform a switch (displayed as Fund Transfers onscreen) or rebalance. Below is a screenshot of options.

Fund Transfers

Fund transfers are used when you want to tell us explicitly which funds to sell and which funds to buy. For example, you will say sell 10% of fund A and buy Fund B with the proceeds of the sale. Fund transfers do not change your investment allocation for future contributions.

IMPORTANT: Transfers submitted after 22:00 London time will be processed the next day. Current London time is 12:44

Start Fund Transfer

Rebalance and Investment Allocation

The investment allocation screen is used when you want to change how your plan is invested. In this screen you will enter the target percentage for all your funds. Those percentages can be used to change your current investment - rebalance your plan, or change your allocation for future contributions.

Please select how you want to apply the changes to your investment allocation:

I want to rebalance my plan right now

IMPORTANT: Rebalances submitted after 22:00 London time will be processed the next day. Current London time is 12:44

STEP 4

Selecting Fund Transfers

When you click “Start Fund Transfer”, you will be presented with the funds that you are currently invested in. You may select to sell by value or by percentage. You can then select the funds that you would like to purchase. The allocation of funds to buy must total 100%.

Fund Transfer

IMPORTANT: Transfers/Rebalances submitted after 22:00 London time will be processed the next day. Current London time is 13:06

Funds to Sell

%

Fund	Currency	Value	Percent	Sell By Percent
1802152 - Baillie Gifford Worldwide Discovery	USD	\$5,616.18	23.05%	20 %
1802138 - Fundsmith Equity	EUR	€5,274.88	26.36%	%
1802048 - Nedgroup Investments - Global Emerging Markets Equity	USD	\$5,912.12	24.27%	%
2012008 - Ninety One GSF Global Franchise	EUR	€5,267.44	26.32%	100 %

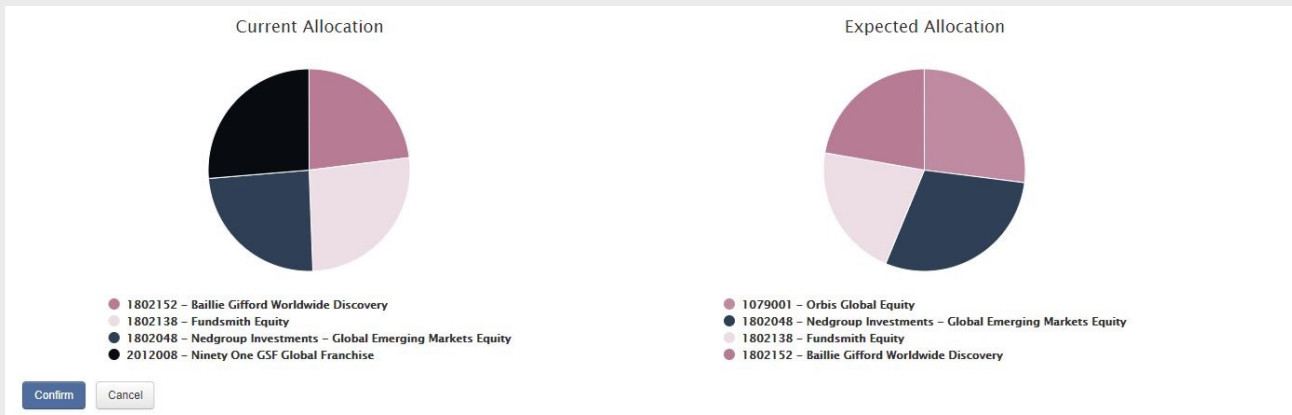
Funds to Buy

Fund	Currency	Percent
1079001 - Orbis Global Equity	USD	100 %
Select...		%

Total: 100.00%



STEP 4 SELECTING FUND TRANSFERS *continued*



Selecting Rebalance

When the “I want to rebalance my plan now” option is selected, you will be presented with your current and new allocation. By selecting the arrow in the Current Allocation, this will trigger a move across to the new allocation. You can change the percentage allocation of the existing funds or add new funds.

Start Rebalance

IMPORTANT: Transfers/Rebalances submitted after 22:00 London time will be processed the next day. Current London time is 12:59

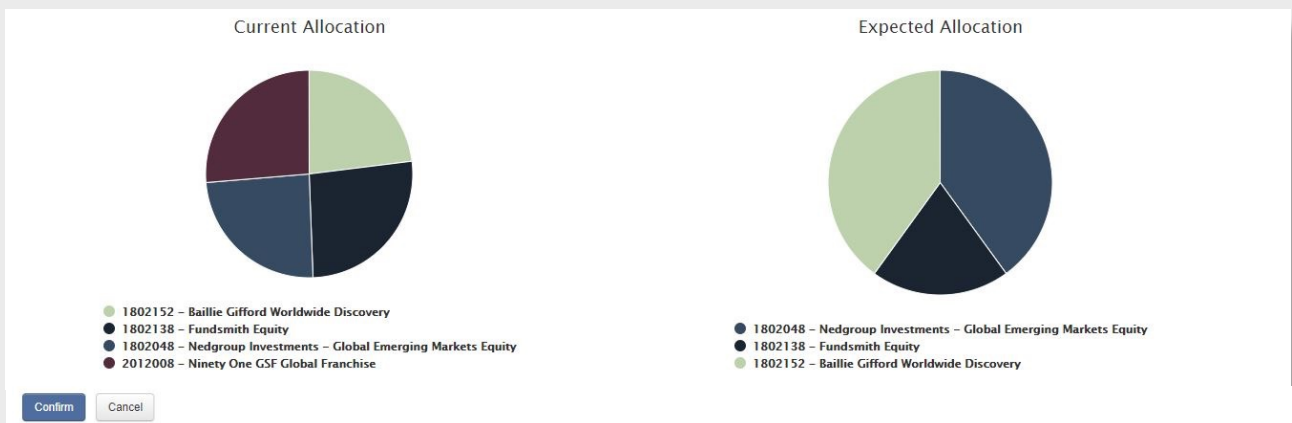
Current Allocation

Fund	Currency	Value	Percent	
1802152 - Baillie Gifford Worldwide Discovery	USD	\$5,616.18	23.05 %	→
1802138 - Fundsmith Equity	EUR	€5,274.88	26.36 %	→
1802048 - Nedgroup Investments - Global Emerging Markets Equity	USD	\$5,912.12	24.27 %	→
2012008 - Ninety One GSF Global Franchise	EUR	€5,267.44	26.32 %	→

New Allocation

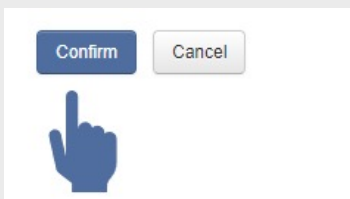
Fund	Currency	Percent	
1802048 - Nedgroup Investments - Global Emerging Markets Equity	USD	40 %	✕
1802138 - Fundsmith Equity	EUR	20 %	✕
1802152 - Baillie Gifford Worldwide Discovery	USD	40 %	✕
Select...		%	Add

Total: 100.00%

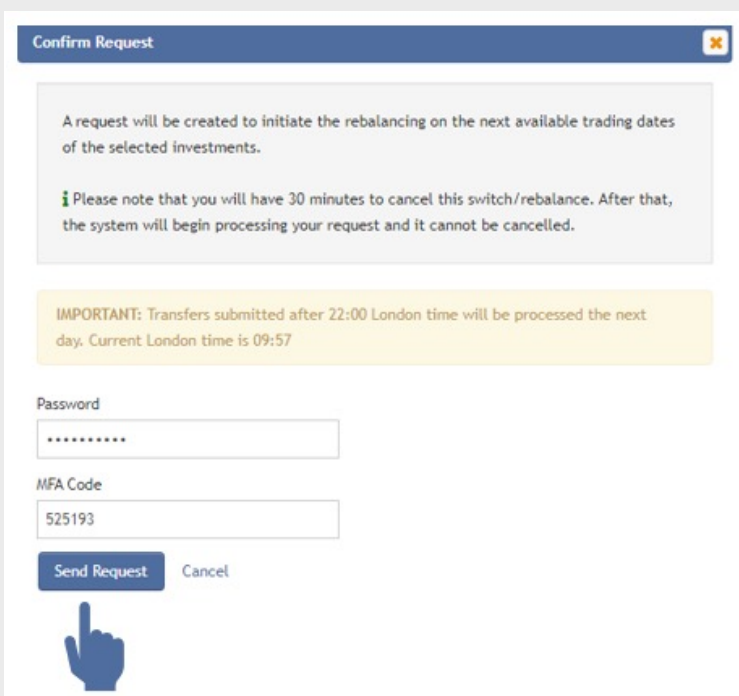


STEP 5 CONFIRMATION

When you have made your selections, you may click “Confirm” to proceed or you can click “Cancel” to end the request.



When you click “Confirm”, you will be presented with a screen to enter your login password and MFA code which will be provided on the MFA application on your device. Thereafter, click “Send Request”.

A screenshot of the 'Confirm Request' screen. The title bar reads 'Confirm Request' with a close button. The main content area contains the following text: 'A request will be created to initiate the rebalancing on the next available trading dates of the selected investments.' Below this is a warning message: 'Please note that you will have 30 minutes to cancel this switch/rebalance. After that, the system will begin processing your request and it cannot be cancelled.' A yellow banner below the warning states: 'IMPORTANT: Transfers submitted after 22:00 London time will be processed the next day. Current London time is 09:57'. The form includes a 'Password' field with masked characters, an 'MFA Code' field containing '525193', and two buttons: a blue 'Send Request' button and a grey 'Cancel' button. A blue hand cursor icon is positioned over the 'Send Request' button.

STEP 5 CONFIRMATION *continued*

Once your selections have been made, you may click “Confirm” to proceed or you can click “Cancel” to end the request.

Summary of the Switch Request screen

Once the request has been sent you will be presented with a summary of the switch instruction. The switch instruction can be cancelled from this screen. Once submitted, you will have 30 minutes to cancel the request from the time it was submitted.

As of end of business day: 08-Jun-2021

Plan Number	1002041901 - Global Life Plan
Issue Date	11-Nov-2020
Current Value	USD 691,276.15
Plan Status	Active

[← Return to 1002041901](#)

Switch Request

[← Return to List](#)

Confirmation Code	Status	Request Date	
26XZZ9D	New	20-Oct-2021	Cancel Request

Investment 1002041901-001

Plan Value Before Trading	USD 691,276.15
---------------------------	----------------

Source

Fund	Estimated From Fund	Percent
7937 - Nova Global Growth	USD 691,276.15	100.00 %

Destination

Fund	Percent
3852 - ZIP Global Balanced Fund USD	50.00 %
3014023 - Aberdeen Standard SICAV I - World Equity	50.00 %

Cancel a request

Cancel Request

Please note that you can cancel this request for another 28 minutes.

Reason

[Proceed with Cancellation](#)



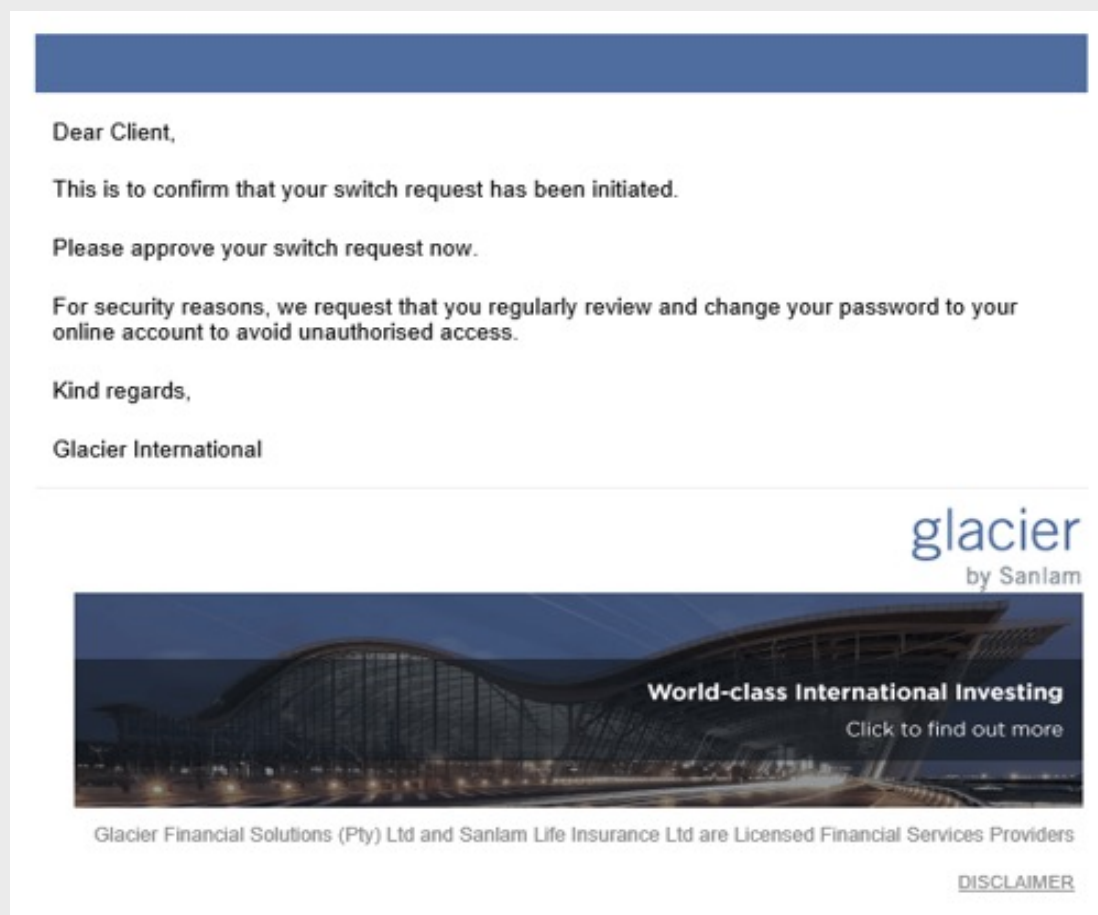
You will have 30 minutes to cancel the instruction from the time the request was submitted. When you click “Cancel”, you will be presented with the remaining time to cancel the request. Enter the reason and click “Proceed with Cancellation”.



STEP 6

(Applicable only to CAT I financial intermediaries and requires action from the client)

The following additional steps will be required from a client when a CAT I intermediary initiates a switch. The process continues after Step 5. Once the intermediary has initiated the switch and after the 30-minute window to cancel the request has passed, an email notification will be sent to the client to approve the switch. Below is an example of the notification:



The image shows an email notification template. At the top is a solid blue horizontal bar. Below it, the text reads: "Dear Client," followed by "This is to confirm that your switch request has been initiated." and "Please approve your switch request now." A security notice follows: "For security reasons, we request that you regularly review and change your password to your online account to avoid unauthorised access." The email concludes with "Kind regards," and "Glacier International". Below the text is a promotional banner for "glacier by Sanlam" featuring a night photograph of a modern building with a curved roof. The banner text includes "World-class International Investing" and "Click to find out more". At the bottom of the banner, it states "Glacier Financial Solutions (Pty) Ltd and Sanlam Life Insurance Ltd are Licensed Financial Services Providers" and includes a "DISCLAIMER" link.

Dear Client,

This is to confirm that your switch request has been initiated.

Please approve your switch request now.

For security reasons, we request that you regularly review and change your password to your online account to avoid unauthorised access.

Kind regards,

Glacier International

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[DISCLAIMER](#)



STEP 7 CLIENT APPROVAL

You must login to the Glacier International secure site to approve the transaction. Click “Transaction Approvals” as illustrated in the screenshot below.

The screenshot shows a client portal interface with a navigation bar at the top containing 'HOME', 'INVESTMENTS', and 'MY PROFILE'. The main content area is divided into two columns. The left column has a header 'Announcements' and a section titled 'Statements' with a list of annual statements from 2016 to 2021. The right column has a header 'Overall Summary' and a sub-header 'As of end of business day: 08-Jun-2021'. Below this, there are three summary rows: 'Total Value of Plans' (USD 2,997,408.09), 'Total Investments since Issue' (USD 2,336,585.18), and 'Total Withdrawals Since Issue' (USD -0.00). Below the summary is a table titled 'Plans' with columns for Plan Num, Name, Issue Date, and Current Value. The table contains two rows of data for 'Global Life Plan' with issue dates of 04-Nov-2014 and 11-Nov-2020. A 'Transaction Approvals' button is located at the bottom right of the screenshot.

Plan Num	Name	Issue Date	Current Value	
1000023752	Global Life Plan	04-Nov-2014	USD 2,306,131.94	View
1002041901	Global Life Plan	11-Nov-2020	USD 691,276.15	View

You will then be presented with a list of transactions that require your approval. You can click “View” for details of the transaction.

The screenshot shows the 'Workflow Approvals - All' section of the client portal. It features a navigation bar with 'HOME', 'INVESTMENTS', and 'MY PROFILE'. Below the navigation bar is a dropdown menu set to 'All'. The main content is a table with columns: Approval Id, Change Request, Account Num, Request Type, Completed, and Actions. The table contains one row with the following data: Approval Id: 5, Change Request: 3453699, Account Num: 1002041901, Request Type: SWITCH, Completed: (empty), and Actions: [View](#). A hand cursor icon is pointing at the 'View' button.

Approval Id	Change Request	Account Num	Request Type	Completed	Actions
5	3453699	1002041901	SWITCH		View



STEP 8 APPROVE OR REJECT

Review the request and you can either approve or reject the request on the Pre-Approval Details screen.

HOME INVESTMENTS MY PROFILE

Pre Approval Details [← Return to List](#)

Confirmation Code	Status	Request Date
5E8A453	PreApproval	09-Dec-2022

Investment 1002041901-001

Plan Value Before USD 100,000.00
Trading

Investment Change Request -
Can the trade proceed?

Fund	Estimated From Fund	Percent
1120092 - BlackRock ICS US Dollar Liquidity	USD 50,000.00	50.00 %

Fund	Percent
1079001 - Orbis Global Equity	100.00 %

When you approve the request, the status will update, and an on-screen message will be displayed confirming approval of the instruction.

HOME INVESTMENTS MY PROFILE

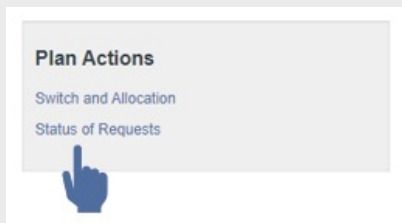
Pre Approval Details Pre Approval Request is Completed [← Return to List](#)

Confirmation Code	Status	Request Date
5E8A453	Trading	09-Dec-2022



TRACKING PROGRESS

You may track progress of the switch instruction online. This can be done by clicking “Status of Requests” under the heading “Plan Actions”.



You will be presented with a summary of requests. When you click “View”, a summary of the switch instruction will be provided.

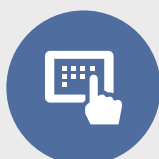
Request Type	Confirmation Code	Status	Request Date	View
Switch	E94ED9D	Trading	Aug 5, 2022	<input type="button" value="View"/>
Switch	345F473	Canceled	Aug 19, 2022	

Once the instruction has been completed, a confirmation email will be sent to your email address on record.

OUR TIMEFRAMES

Investment Option	Estimated timeframe
Daily priced funds	A minimum of 10 business days
Weekly priced funds	A minimum of 15 business days
Monthly priced funds	A minimum of 40 business days
Stockbroking options	A minimum of 15 business days However, this is dependent on: <ul style="list-style-type: none">• opening a new stockbroking account; or• whether the switch is for cash and/or securities.

SUPPORT



For assistance and support you may email clientservices@glacierinternational.co.za or contact our Communication Centre on +27 21 917 9333



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