

glacier
by Sanlam

How can Shyft, Standard Bank's award-winning app, help you and your clients?

Frequently asked questions

Q Do my Glacier International clients have to bank with Standard Bank to open a Shyft account?

A No, not at all. There are no restrictions in terms of who can use Shyft. You can bank with anyone.

Q What is Shyft?

A Standard Bank Shyft is the award-winning global money app that allows you to send money safely and conveniently into an offshore investment plan at the tap of a screen, because all of the information is pre-loaded for the investor's convenience. All you need to know is the product the client would like to invest in and their investment plan number.

Additionally, you can buy, send, and spend in four major global currencies from your smartphone. As an enabler, it simplifies the process of expatriating your South African rands into offshore investments; by allowing you to simply send the foreign currency in your global wallet to beneficiaries.



Q Why would my clients want to use Shyft?

A Shyft is free to use with no monthly fees, and no paperwork required.

Shyft brings together three main retail forex solutions – namely purchasing forex, international payments and multi-currency travel cards.

Money transfer overseas is almost immediate and secure, and clears within 24 to 72 hours.

Shyft offers some of the best and cheapest foreign exchange rates in the market, with low transaction fees.

You can buy, hold, and store multiple currencies, no matter where you bank.

It is easy and secure to move your money from Shyft into your Glacier International portfolio, with no room for human error.

You can create physical multi-currency travel cards, which are cheaper than using a rand credit card and you can lock in the exchange rate when you want to.

You can create multiple currency virtual cards for shopping online and managing subscriptions such as Netflix, Zwift, etc.

You get a full audit trail of the flow of funds for clients.

Q How do clients ensure their money is allocated to their correct investment portfolio with Glacier International?

A The receiving bank accounts for Glacier International’s products are already pre-populated on the Shyft platform. As a result, clients will transfer money to the specific product account with Glacier International without the concern of capturing the incorrect banking details or funds being lost / misplaced.

Q What is in it for me as a Glacier International IFA to get my clients to use Shyft?

A

- This is for single discretionary allowance (SDA) amounts only at the moment.
- Reduces time spent on administrative tasks, giving the IFA more time to focus on revenue generating activities.

“It is easy and secure to move your money from Shyft into your Glacier International portfolio.”

- Faster client fund processing times through using Shyft instead of other financial avenues.
- Additional value offering to clients through all the features Shyft offers.
- Potential of more clients transferring funds into their offshore portfolios.

Q Do I still get credit for the transaction as a financial adviser?

A Yes. The financial adviser will still get credit for their relationship with the client as a whole. Shyft is merely a cheaper, faster and simpler means to move money offshore. It does not disintermediate the financial adviser.

Q Does this system replace the need for a financial adviser / disintermediate me and my role with my client as an adviser? Will my commission drop if my clients adopt this system?


A • Not at all. On the contrary, when an IFA encourages a client to use

Shyft, they can achieve faster processing times, potentially cheaper rates for their clients, and deliver even greater value and innovation to the client.

- The financial adviser will also still be required to fulfil a guidance, client service and advisory role to the client to show the client how to use the app.
- Additionally, all transactions will be linked to the financial adviser so there will be available data and records of all transactions completed by a client, tied to the financial adviser.

Q Can my clients get a travel card which allows them to spend money overseas in local currency, thereby saving them from using a local credit card?

A Yes. With Shyft you can create physical multi-currency travel cards. This means that your clients will know



“There are no monthly fees or subscription fees at all.”

the rate of exchange before they travel and there are no commission fees payable. Your clients will have the ability to draw money at ATMs in the respective countries, and utilise the cards at any POS system.

Q What can the virtual cards be used for?

A Your client can shop on their favourite international stores' websites (Amazon etc.) using foreign exchange loaded onto one of their Shyft virtual cards. Whether they are updating their wardrobe, paying a Netflix subscription, or booking flights and accommodation, they'll save on the conversion fees associated with other traditional payment methods.

Q Are clients able to withdraw money from their investment and use funds when they travel abroad?

A Withdrawals are subject to the rules of the product in which a client is invested.

Q If clients have funds at the end of their travels, are they able to reinvest the money in their Glacier International portfolio?

A Yes, these funds can be reinvested easily and quickly.

Q How does my client activate their debit card?

A - Order card
- Link card
- Top up card

Q Are there any monthly fees for having a Shyft wallet?

A No, that's the beauty of Shyft. There are no monthly fees or subscription fees at all.

Q Are there any maximum or minimum transfer values?

A Yes, the maximum is R1 000 000 (SDA). There are no minimums (in terms of deposit). We are in the process of getting approval to increase the transaction amount above the current SDA, but this is not yet approved and we will notify you when this is available.

Q How do clients obtain the OTP number to finalise the payment?

A After a client is screened, the financial adviser receives the six-digit OTP in the Glacier payment request email, also known as the premium mail, and shares it with the client.



Expected User Experience: Strategic Partner Flow

1 Convert ZAR Currency into Forex (USD, AUD, GBP or EUR)

- Once you have logged into Shyft, select the “Quick Actions” drop down
- Select “Buy Forex”. Select which currency you’d like to buy.
- Use the currency toggle to specify the transaction value.
- Select “Get a Live Rate”.
- Read and accept the declaration to get your live rate.

2 Add a Beneficiary

Navigate to Payments with either of these two entry points:

- On Globalview, tap “Send Money” from Quick Actions.
- Go to Transact, choose a currency, select Payments.

To add a beneficiary, select the applicable Partner from the list.

Navigate to Payments with either of these two entry points:

- On Globalview, tap “Send Money” from Quick Actions.
- Go to Transact, choose a currency, select Payments.

Choose the Glacier plan:

- Global Collection Plan
- Global Life Plan
- Global Investment Plan
- Offshore Investment Plan

Capture Plan/Policy number.

Select currency.

Note: Whichever plan and currency is selected, Shyft will populate the Partner’s details, specific to that plan and currency

3 Pay a Beneficiary

Once the beneficiary is added, they will be in the Beneficiary List displayed when opening Payments. The beneficiary list will list all supported partners, and by opening any of these partners, we will see the beneficiaries added for these partners.

From the Beneficiary List, select your partner.

Each partner will have their own separate list of beneficiaries.

Choose a beneficiary you wish to pay.

Beneficiary details will be pre-loaded to the view, all the user needs to do is capture a Payment Amount.

“Next” button will take the user to the Payment Confirmation screen.

Once you confirm the payment, the Shyft App will send the request to Currency Cloud through the SDK.

- If you are paying Glacier, you will first need to capture your 6-digit OTP before the payment is finalized.

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