



 **Sanlam**

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GLACIER PUBLIC SECTOR SUMMIT 2022

Khanyi Nzukuma
Glacier Business Update

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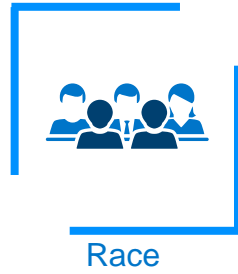


RSA | In contrast, SA economically active population mostly younger, black, female, reside in Gauteng with lower income earnings



76% of SA adults* are below the age of 50

Sanlam has a lower market penetration in younger age groups



80% of SA adults* are black, 9% are white

Sanlam penetration lower in other race groups, higher in white group



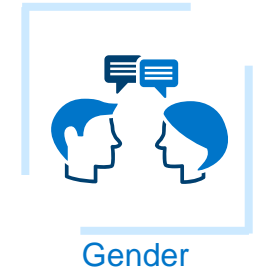
28% of SA adults* are in GTN, 18% KZN, 12% WC

Sanlam market penetration lowest is Gauteng

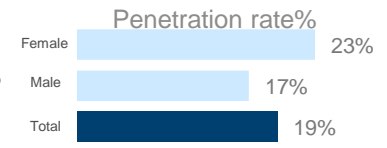
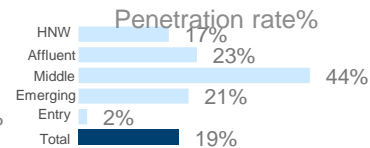
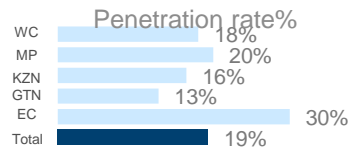
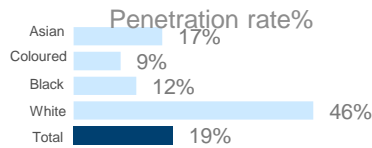
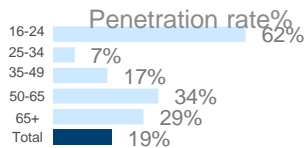


Only 12% of SA adults* middle class and above

Sanlam market penetration highest within middle income segment



52% of SA adults* are female

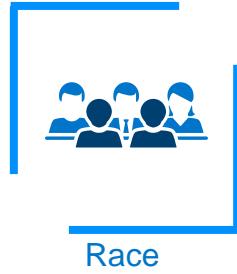
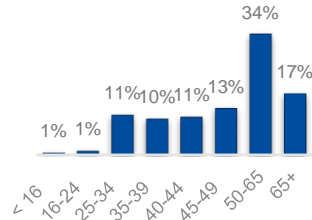




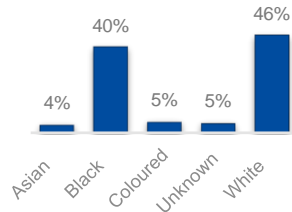
Sanlam Retail | Sanlam retail clients are mostly older, white, female mainly based in Gauteng and with middle income earnings or higher



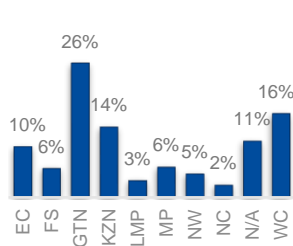
51% of Sanlam retail clients over the age of 50



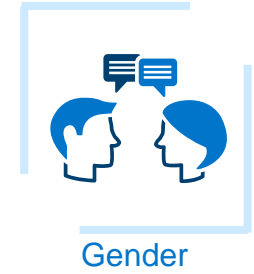
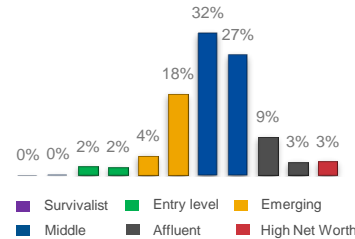
46% of Sanlam retail clients are white, 40% are black



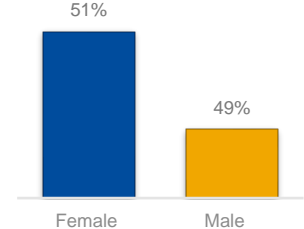
26% of Sanlam retail clients from Gauteng, 16% from WC



59% of Sanlam retail clients in the middle income segment



51% of Sanlam retail clients are female





INDUSTRY TRANSFORMATION THEMES – 2021 AND BEYOND

CLIENTS

Demographics of working clients are shifting- more African - Black

World-class **client experience** a **standard expectation**

OFFSHORE GROWTH

Clients hedging **against country risk**

ECONOMY CONSOLIDATION

Private and public sector **retrenchments** and right sizing continuing

OPERATIONAL EFFICIENCY

Technology modernisation

RETIREMENT REFORM

Blurred lines between institutional and retail retirement solutions

PUBLIC SECTOR OVERVIEW

1

The public sector is a significant employer in the South African economy, with an average of 18% employment

2

The Government Employees Pension Fund (GEPF), Africa's largest pension fund, paid out R110.6 billion in benefits upon members' resignation, retirement, or death in the year ended 31 March 2021.

3

In the 2021 Budget Review, National Treasury said it aims to **reduce government expenditure by R264.9 billion** over the next three years, primarily through restraining the wage bill.

4

National Treasury has proposed a **wage bill freeze** until 2023/24, together with a combination of **early retirement, natural attrition, and freezing or abolishing of non-critical posts** to reduce headcounts.



PUBLIC SECTOR EMPLOYEES

1

Account for around **20% of the employed segment** of the economically active South Africans.

2

Have **more dependants**, are more likely to be **single income households** and tend to live in smaller provinces and in smaller towns/cities or townships.

3

Plan to retire younger and **belong to a corporate retirement scheme.**

4

Feel **more confident** about **their retirement plans** and have a higher income threshold post retirement.

5

Open to saving & investment products and are more likely to own more saving &/or investment products.

6

On **fewer social media platforms** and are **less likely to buy products or services online.**



THE PUBLIC SECTOR

Sanlam and Glacier serving the sector



CORPORATE REPUTATION TRACKING 2021

Fieldwork included senior government officials and senior management executives at regulatory bodies.

Sanlam tops the reputational leader board (best overall reputation in the sector) for both external and internal stakeholders.

Overall sentiment about Sanlam healthy.

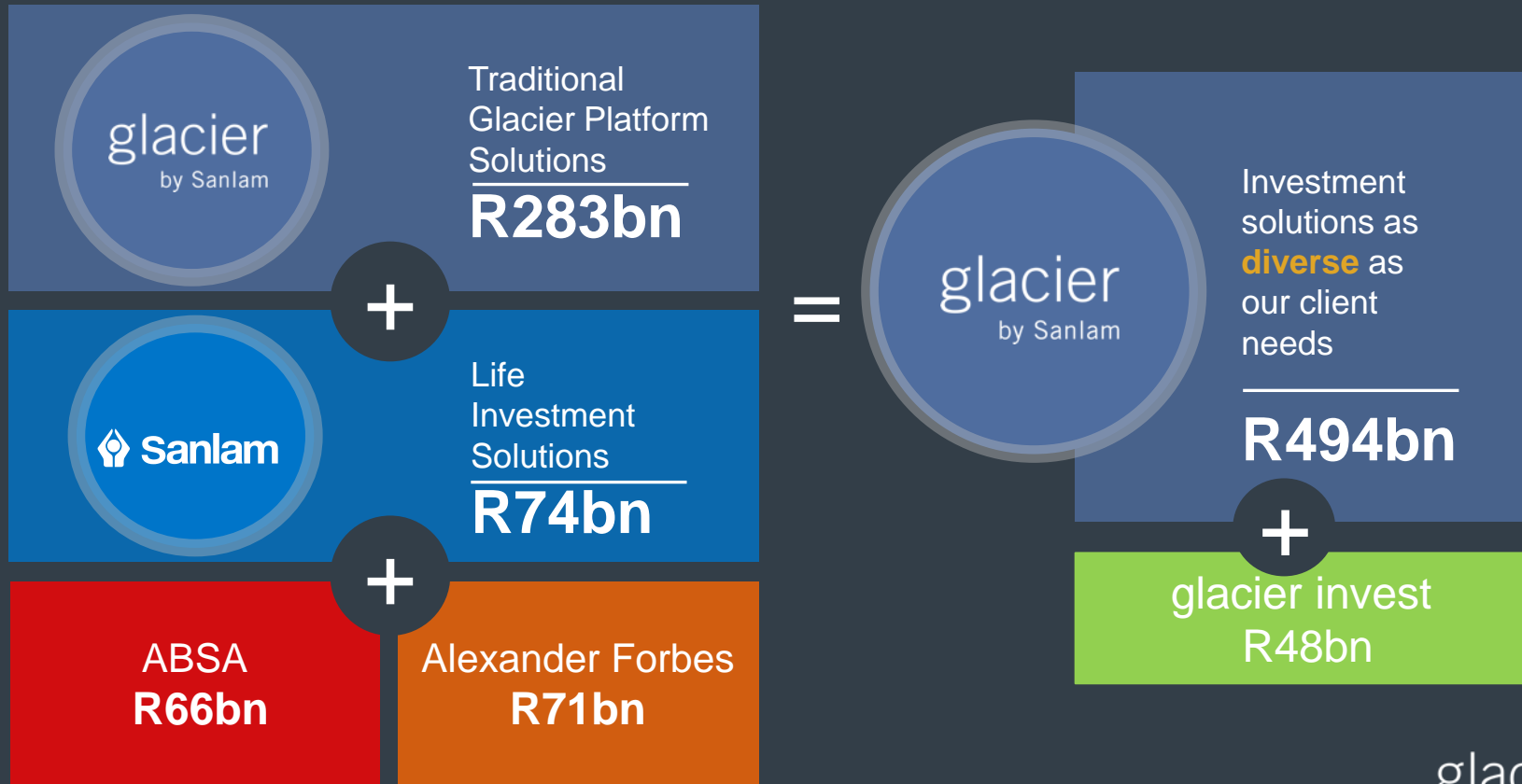
Positive feedback on Sanlam's response to COVID-19, commitment to transformation, appointment of new executive management and Sanlam's revised growth strategy.



SANLAM & GLACIER - A PUBLIC SECTOR FOCUS



GLACIER AFTER: BEST OF ALL WORLDS



Source: ASISA, ABSA, Alexander Forbes, Glacier Invest, Sanlam as per 30 June 2021

WHY INTERMEDIARIES CHOOSE GLACIER

A wholly-owned subsidiary of Sanlam



Extensive
solution range



Investment
Choice



Tools



World-class
Administration



Technology



Intermediary
Support



Thought
Leadership



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