



glacier
by Sanlam

INTRODUCING GLACIER

**Since 1997, Glacier by Sanlam has
been the support behind every
great financial intermediary.**

We are a gateway to a world of
limitless possibilities and offer a
complete set of investment solutions
for your clients, with access to the
best local and global funds,
from different fund managers,
in one place.

THINK WORLD CLASS

A note from Glacier's Chief Executive

We're world class because you are

It gives me great pleasure to introduce you to Glacier by Sanlam. Since 1997, we have grown to be a leader in the investment industry, and a proud partner of choice to hundreds of financial intermediaries and thousands of clients in South Africa.

We bring together leading experts and respected financial services companies to meet your clients' investment needs. Our purpose is, as it always has been, to enable you to assist your clients to create and preserve wealth now and for generations to come.

While the pages of this brochure offer a snapshot of who we are and how far we've come since our early days, it doesn't begin to capture what we pride ourselves on: the relationships that we have built with world-class people like you who form part of our business; relationships that have stood the test of time through good and challenging market cycles.

If you're new to Glacier, we are excited to open up an ocean of investment possibilities for you and your clients. If you already partner with us, thank you for your continued support and unwavering commitment to our business.

Let's meet

We host many events and engagements – both digitally and in person – that are designed to enhance your knowledge of investments and our solutions, and empower you to make better decisions on behalf of your clients. I look forward to meeting you at one of these engagements.

Remember, we are always here to support you. Please reach out to our Business Development team and let us know how we can help.



Yours in confident investing

A handwritten signature in black ink that reads "Khanyi".

KHANYI NZUKUMA

‘Think World-Class’ – it’s in everything we do

An ocean of investment possibilities

Before all else, our purpose is to enable financial freedom now and for generations to come. It’s what gets us out of bed in the morning. This purpose finds expression through our solution set which encompasses a wide range of investments, including fixed-term investments and investments with guarantees, international investments, retirement savings solutions and retirement income solutions. While each solution has its own distinct purpose, they all share the superior quality and commitment that have come to distinguish Glacier.

We continually seek ways to improve our offering, and our continuous performance and growth, even amid global financial crises, are testimony to the success of our client-centric approach. We are flexible, consistent and committed to being the best, and we never forget that we’re dealing with people’s hard-earned savings.

Your expertise and ours: a powerful combination

As a financial intermediary, you work hard to offer your clients the best financial solutions in the industry. You want to be confident that you’re partnering with a world-class provider that shares your work ethic and has the skills and expertise to complement your own.

You want to know that you can rely on your partner’s systems, service and support to free up your time to focus on the most significant part of your job: providing exceptional service and advice to your clients. Glacier is committed to helping you do just that. We work with you to deliver solutions that are diverse and versatile, and our open architecture format makes your task of pleasing your clients so much easier.



Why intermediaries choose Glacier



Part of the Sanlam Group

Glacier is a wholly-owned subsidiary of Sanlam, one of the largest financial services groups in Africa, and a key pillar within the financial sector.



Independent

Our highly-skilled, in-house IT team produces all the necessary technology for any new investment solutions developed by our product development team. These two teams also collaborate extensively on the accurate implementation of any new regulatory requirements.



Intermediated

We strongly advocate a responsible and considered approach to investing because we believe long-term wealth is created through hard work, and not through chance. We encourage investors to always seek advice from a qualified professional, as investment decisions can be complicated and a wrong decision, costly.



Glacier Investment Hub

As a world-class business, we focus on improving efficiencies for you through innovation and staying abreast of the latest technology. Our Glacier Investment Hub ensures better data management, streamlined processes and customisable outputs.



Extensive product range

Our comprehensive range of investment solutions encompasses local investments – including fixed-term investments and investments with guarantees, international investments, retirement savings solutions and retirement income solutions.



International investments

Glacier International provides South African investors with direct international investment opportunities through a comprehensive range of offshore mutual funds, managed by leading global asset managers.



Glacier Invest

We provide financial advisers with an unrivalled and fully customisable investment proposition that enhances the investment experience of our most prized stakeholder – your client. Client needs are at the centre of our approach to portfolio construction. Our skill, scale and simplicity ensure that you have a leading discretionary fund management partner.



Fund choice

We provide access to the widest range of collective investment funds – in excess of 2000 funds are available for investment on our platform.



Finding alternatives

The fast-paced, technology-driven world that we operate in demands of us to be forward-thinking and to imagine a tomorrow that our clients are planning for today. Glacier is committed to finding well-researched, viable investment alternatives that embrace technology, innovation and disruption.



Personal share portfolios

Investors can choose from a number of leading stockbrokers and invest directly in a portfolio of listed shares of companies on the stock exchange.



Highly acclaimed research team

One of Glacier's key differentiators is the Glacier Research team, comprising professionals who are passionate about conducting robust fund research and providing unique, independent and objective intelligence. Through the application of their knowledge, they deliver valuable insights to help intermediaries make informed investment choices for their clients.



Market-related fees and costs

While fees can be a contentious issue, we are confident that our fees are not only market related, but that we offer significant value to all our stakeholders.



Retirement focus

We are passionate about good retirement financial planning and how we respond in the design of our solutions for clients. Our experts are focused on supporting the advice process with relevant solutions. We are committed to sharing insights and supporting our clients and intermediaries in pre- and post-retirement planning.

How Glacier can contribute to your value proposition as an intermediary

It's about gamma

The concept of gamma, which refers to the additional value that a client gets from dealing with a trusted adviser or financial planner, originates from a report by authors Blanchett and Kaplan in 2013. They introduced another investment measure in the context of financial planning, after the alpha value of a good investment or fund manager and the beta value of optimal asset allocation in a portfolio.

Gamma is measured as an additional "return" per annum on the client's money invested. The above-mentioned authors argued that anyone can create gamma for their clients if they follow an efficient financial planning strategy that includes, amongst others, a dynamic withdrawal strategy and tax-efficient decisions.

What are the gamma benefits for clients?



Gamma benefits



◀ Value-add ▶

How to create gamma value:

1

Understanding your client's life

- **Client assessment** is the planner's ability to determine the unique needs, the current financial situation and the client's financial goals.
- **Asset allocation** is the planner's ability to plan and recommend a suitable mix of investment assets in specific solutions.
- **Behavioural coaching** is arguably the largest source of value from financial planning, where planners help to shape clients' behaviours to encourage rational decisions and avoid bad decisions.
- **Tax management** adds value when efficiencies within product solutions reduce the tax burden.

2

Defining your client's financial strategy

- **Goal-relative optimisation** is often overlooked and involves an understanding of the risks associated with a client's goals. For example, having a goal to travel to the UK in five years needs to take into consideration the exchange rate risk.
- **Product allocation** can add direct value by combining and configuring the different investment products into a comprehensive solution that can meet the client's needs and goals.
- **Savings and withdrawal management** is closely linked to behavioural coaching where the planner fosters more financially responsible behaviours in their clients, specifically with respect to saving versus spending.

3

Helping your client stay on track

Rebalancing is one of the main duties of a planner and involves regular review of their clients' portfolios, ideally on an annual basis. The plan is assessed to determine whether it is still on track to meet your clients' financial and investment goals. If it is not, assets may need to be rebalanced to keep in step with the client's changing circumstances.

Read further to see how Glacier supports you with increasing the gamma of your value proposition.

Personalised service whenever you need it

Glacier's highly qualified and skilled Business Development team has regular contact with our financial intermediaries. Our team ensures you have unrestricted access to the relevant product specialists, when necessary, to receive input and guidance, and also to decision-makers within the company to ensure prompt resolutions.

Meticulous research – the hallmark of world-class investing

The Glacier Research team aims to facilitate informed investment decisions. The team undertakes meticulous fund research, provides independent, objective investment insights, tools and support, and conducts regular regional visits to intermediaries.

Reliable support that takes the heavy lifting out of your job

- **Scrupulously designed intermediary tools**
Our intermediary tools aim to enhance the already meaningful conversations you have with your clients regarding their financial decisions.
- **Our range of tools, in combination with our solutions, will assist you with:**
 - Tax and product planning
 - Lifetime and retirement planning
 - Asset preservation and growth
 - Looking after the next generation
 - Communicating and reporting
- **Support and effective practice management through our Intermediary Web**
Our Intermediary Web ensures better data management, streamlined processes and customisable outputs, so you can get things done more efficiently:
 - Manage client information easily
 - Create and analyse model portfolios
 - Generate customised investment proposals
 - Enjoy a straight-through process for paperless applications
 - Manage workflow with a helpful and intuitive dashboard

You look after your clients' needs while we look after yours

We host numerous intermediary engagements throughout the year, including events with renowned international experts. We aim to share relevant and practical insights that will help create efficiencies in your practice.

In addition to a strong focus on thought leadership, our events feature economic overviews and prospects for the market, industry insights, as well as updates on changing regulation and how your business may be impacted. Our annual Glacier International Seminars offer you the opportunity to listen to, and engage with international fund and portfolio managers, and at our asset manager days we bring together a number of select asset managers to share their expertise.

Publications

Glacier's experts regularly distribute a number of useful publications to our intermediaries.

The Shopping List – a premier guide to the top collective investment funds, put together by the Glacier Research team with the aim to assist intermediaries in making appropriate investment decisions for their clients. We also issue a Shopping List for Glacier International, and a reference guide to Shari'ah-compliant investing.

Other publications include:

- ***The Bull & and Bear Report*** – a consensus view of the performance expectations of the market over the following 12 months
- ***Economic Report*** – a review of the markets over the preceding month
- ***Funds on Friday*** – an interesting weekly read featuring articles authored by professionals in the industry
- ***Daily Market Watch*** – an overview of the previous day's market movements and the explanations behind them
- ***Glacier Weekly*** – receive this intermediary-focused update newsletter in your inbox on a weekly basis to stay up-to-date.

Solutions as diverse as the needs of clients

Each of our solutions has its own distinct purpose and they all share the superior quality and commitment that have come to distinguish Glacier. Through these world-class solutions, tailored to meet every investment need, at every stage of your client's life, we enable financial freedom now and for generations to come.

Investments, savings and retirement planning

Glacier provides access to investment solutions that address clients' individual needs and appetites for risk - from solutions that offer guarantees to those that provide unrestricted access to the widest range of collective investment funds.

Glacier helps clients save for retirement, to ensure that they have sufficient capital to purchase a retirement income solution. Clients can start laying the foundation for a comfortable retirement with a retirement annuity or preservation fund, and customised retirement solutions are available for your corporate clients.

Planning your client's retirement income

Security, flexibility, capital legacy, growth: Post-retirement planning takes into account factors as varied as the needs and desires of clients. Designing world-class retirement solutions that include retirement income stream management, and that work together for the best possible outcomes for our clients, is what we do, and what the specialists in our business are obsessed about.

An ocean of possibilities offshore

Glacier International provides investors with direct international investment opportunities, with tools and technology that enable simple, seamless offshore investing. Our products and solutions have been specifically designed with the South African investor in mind, and the range of investment choices span a number of foreign currencies. Investments can also be structured to provide estate-planning advantages and tax-efficiencies.

Investors have access to capital, and consolidated reporting is provided.

Solutions for every life stage

Our product development team is dedicated to idea generation and treating customers fairly. The team continuously conducts research into the needs of our target market, to ensure that our solutions meet these needs.

Our product development capability is where technology and innovation intersect with your clients' investment objectives, to create suitable solutions. We provide comprehensive training on these solutions and related support to you and your administrative staff.



We value Ubuntu

At Glacier, Ubuntu is about connection – with our employees, our clients and intermediaries. It also includes our relationships with the broader community and the environment.

To this end, our community support encompasses a range of initiatives that help to care for and protect people in need, assist in poverty alleviation, and relieve the suffering of animals.

We have also created and continue to maintain *Glacier We Care*, a digital platform that offers our staff, partners and clients the opportunity to contribute to community organisations doing extraordinary work to make the world a better place.

Visit www.glacierwecare.co.za.

Together, we can make a positive difference in the lives of those in need.



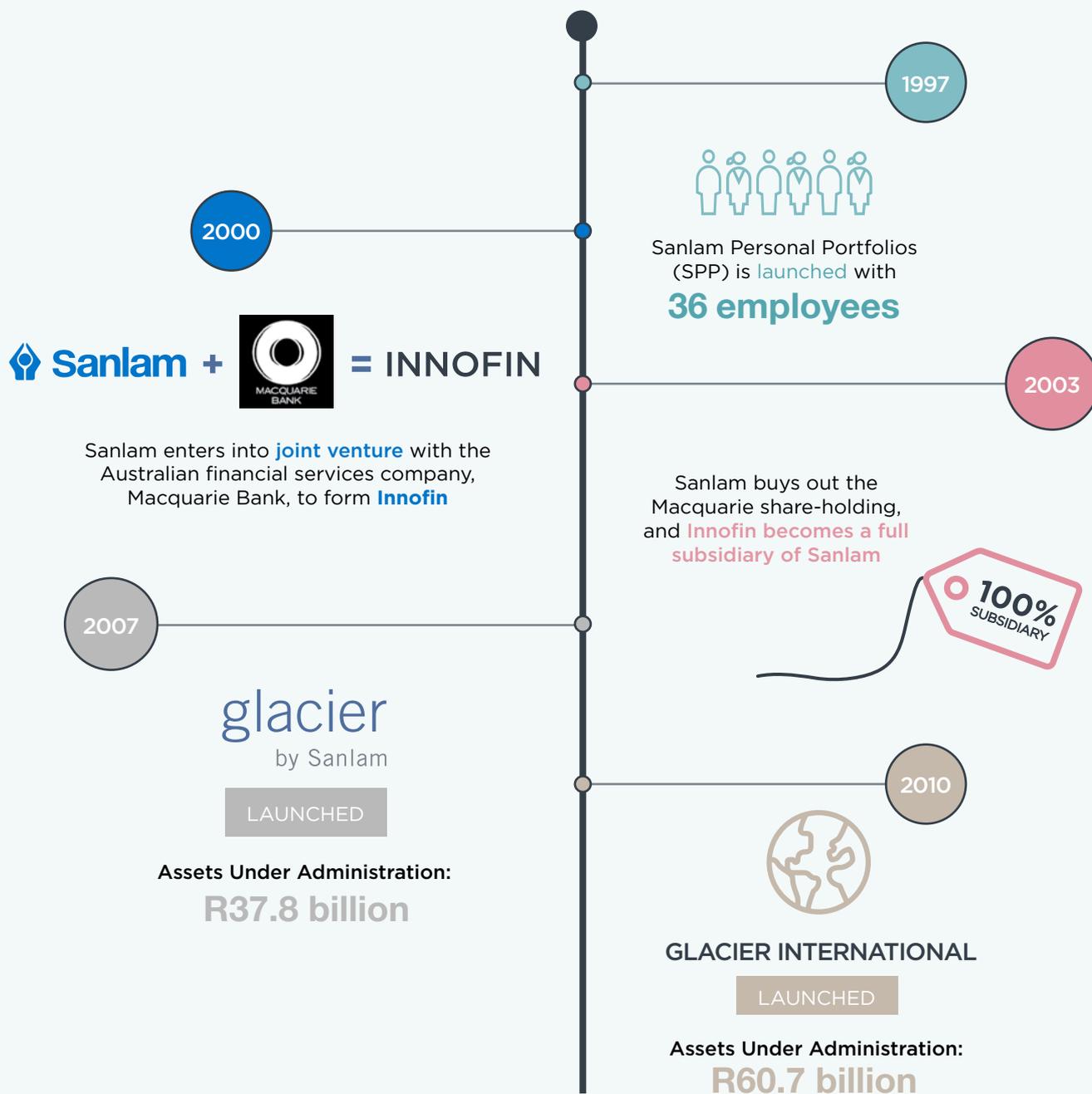
Our parent company, Sanlam – one of the strongest global brands in financial services

Founded in 1918, Sanlam has a rich heritage. Over the years, the Group has evolved from a traditional insurer to a diversified financial services provider with both local and international footprints. We are proud to be a part of the Sanlam group and a contributor to the group's success.

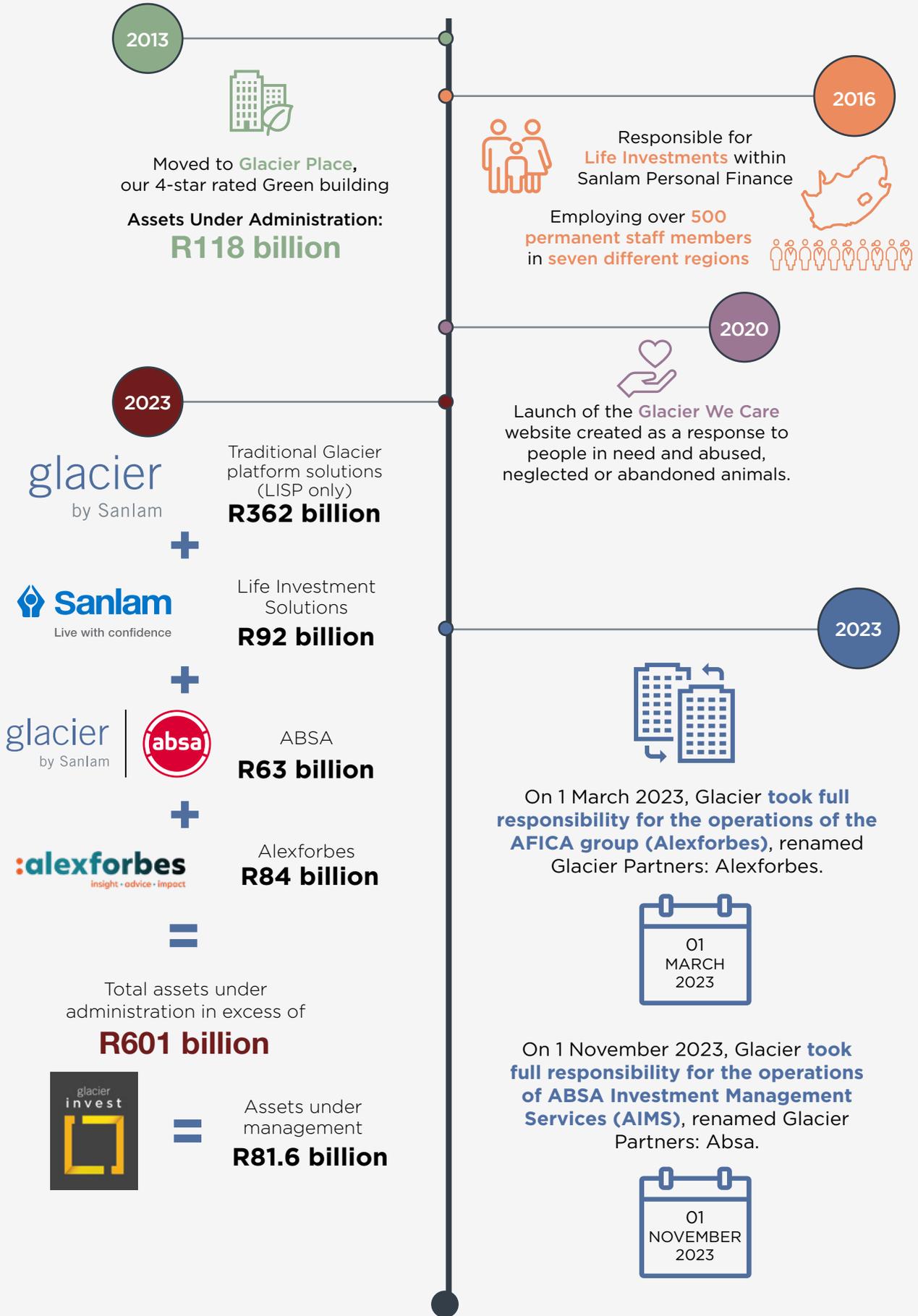


GLACIER'S HISTORY

Committed to excellence since 1997



GLACIER'S HISTORY *continued*



AUA as at 31 December 2023

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Glacier Financial Solutions (Pty) Ltd. is also a Licensed Discretionary Financial Services Provider FSP 770, trading as Glacier Invest.

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As Juristic Representative of Glacier Invest, Sanlam Multi Manager International (Pty) Ltd manages the retail investment solutions offered by Glacier Invest

Glacier International is a division of Sanlam Life Insurance Ltd.

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