

# Availability of Glacier application forms

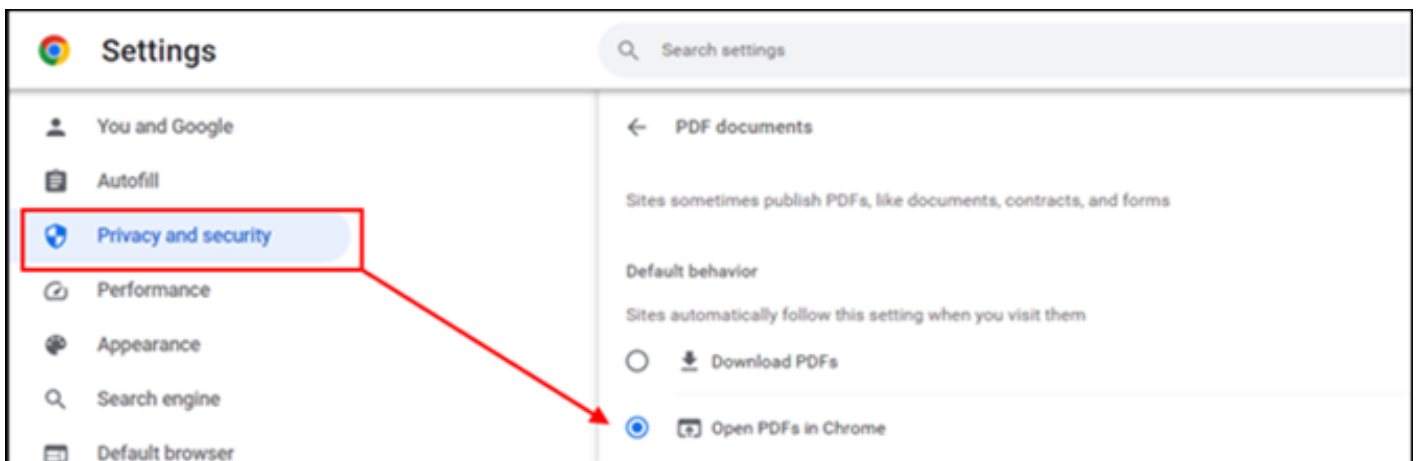
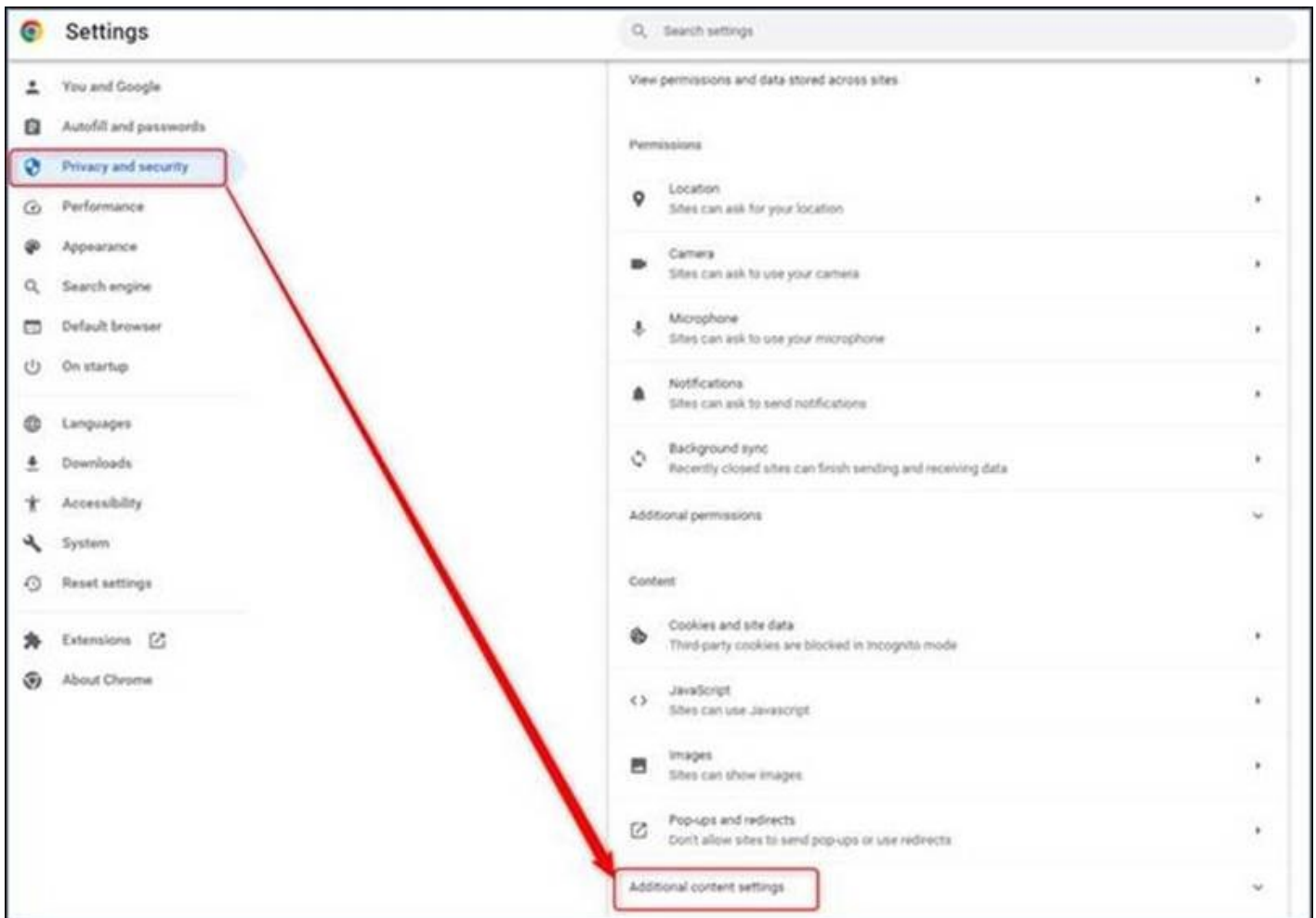
15 June 2023

Please note that, due to a recent Adobe Acrobat update, you need to update the PDF documents settings in your browser to enable the viewing of application forms on the Glacier Investment Hub.

Should your application form not open automatically in your browser, please follow the steps below.

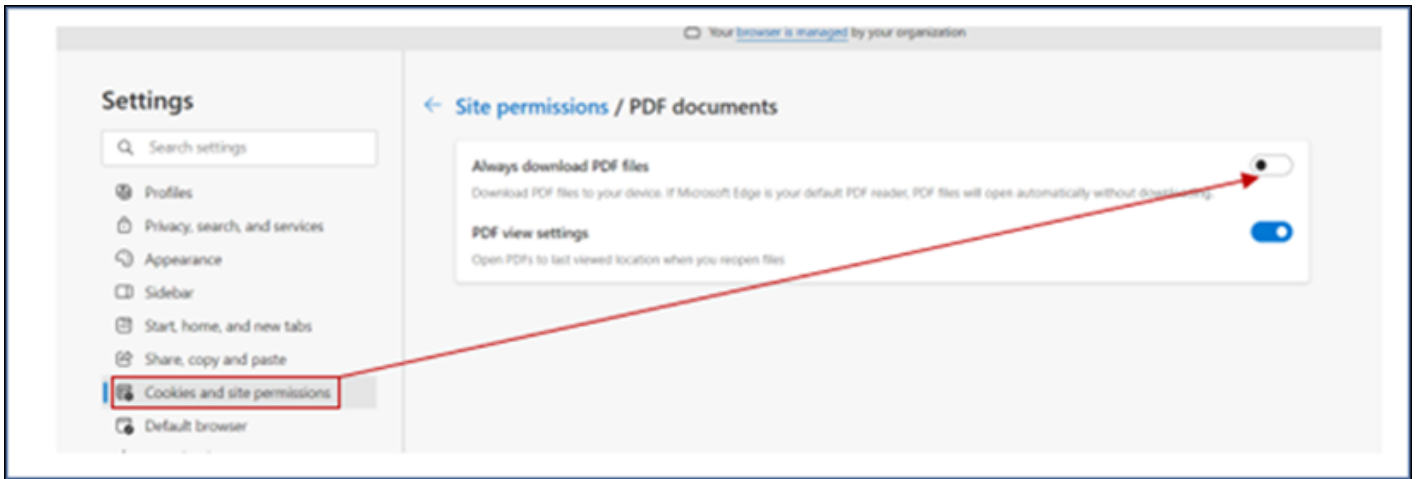
A. For Google Chrome users:

- Click the three dots in the upper right corner of your browser window.
- Navigate to Settings > Privacy and Security.
- Click Site Settings > Additional content settings > PDF Documents
- Ensure you have *Open PDFs in chrome* selected, instead of *Download PDFs*.



## B. For Microsoft Edge Users

- Click the three dots in the upper right corner of your browser window.
- Navigate to Settings > Cookies and Site Permissions > Click PDF documents.
- Turn OFF the toggle for Always download PDF files.

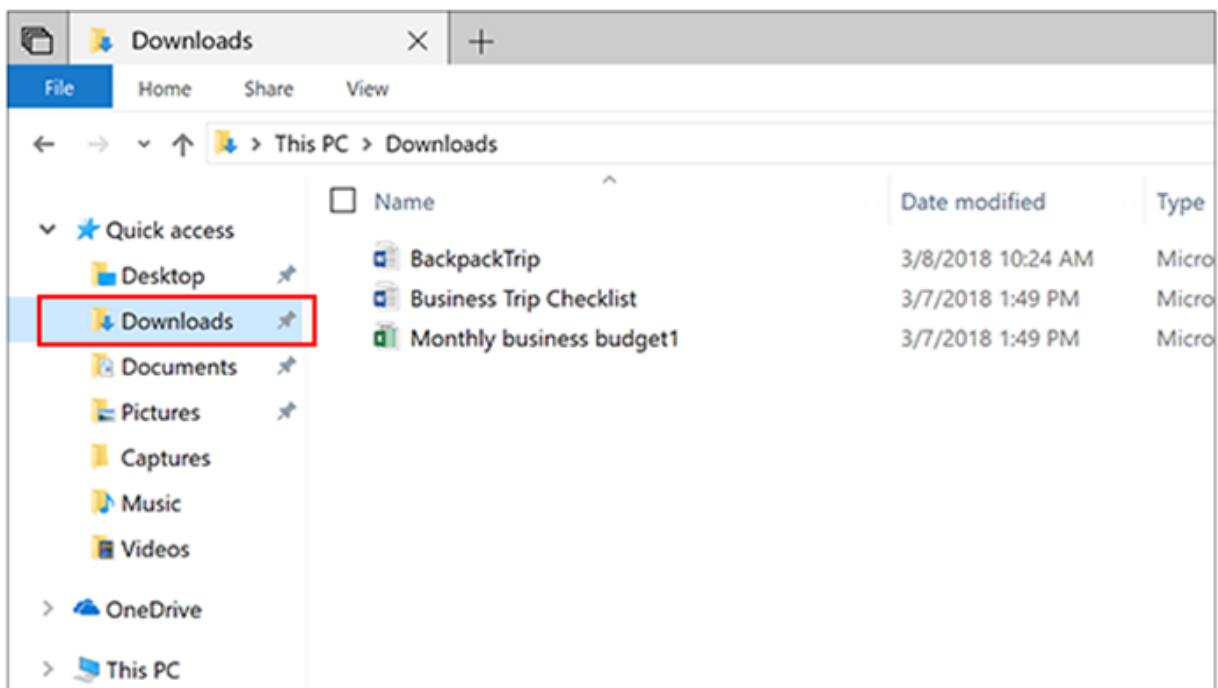


Should you use any other internet browser like Firefox and Safari, please Google “how to enable pdf viewer on your *specific browser*”.

You can also access the system-generated PDF documents from your computer *Downloads* folder and submit

1. Select **File Explorer** from the taskbar, or press the **Windows logo key** + **E**.
2. Under **Quick access**, select **Downloads**.

You can also find your **Downloads** folder under **This PC**.



We sincerely apologise for any inconvenience or any resultant delays, and we appreciate your patience. Please contact your Sanlam or Glacier representative or our Communication Centre should you need any further assistance.

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