

# Specific arrangements over the festive season: December 2023

23 November 2023

With the festive season at hand, we would like to communicate some specific arrangements with you in terms of income payments, the distribution of the quarterly statements, and month-end dates.

## Income payments

The public holidays during the festive season can impact on income payments and when clients receive it. To accommodate this, income payments with dates ranging from 21 December 2023 to 2 January 2024 will be paid no later than 22 December 2023. In cases where the income is only paid from Money Market funds, the income payment may be earlier than 22 December 2023.

This arrangement applies to all scheduled income payments from South African and Namibian products, except the FlexiGuarantee Life Annuity (FGLA).

Where an investment is issued (as New Business) in December 2023, with an income also scheduled for December, it may happen that the income of such a plan can be paid later than 22 December 2023.

## Quarterly statements

Statements for the period ending 30 November 2023 will be distributed to clients as follows:

Recipients	Date statements will be distributed	Date statements will be available online
All clients who selected to receive their statements via email.	On 14 December 2023	From 11 December 2023
All clients who selected to receive their statements via post.	From 18 December 2023	From 13 December 2023

## Sanlam month-end date in December is earlier than in other months

Please take note that the Sanlam month-end date (also known as “Vervaltrek”) for December is earlier than other months, which will affect the advice fee amount you’ll receive at the end of December.

All fees from plans where the fee recovery date is after 14 December 2023, will only be paid to you at the end of January. Fee recovery dates on plans cannot be moved, and it is therefore important for you to be aware that your December advice fee may be lower than in other months. This is due to this fee period (20 November 2023 to 14 December 2023) being shorter than other monthly fee periods.

This earlier date will not affect weekly paid intermediaries.

## Glacier will be closed from 12:00 on 22 & 29 December 2023

To grant our staff members a well-deserved break after a busy year, our Call Centre and Administration staff will finish their workday at 12:00 on 22 and 29 December 2023. This may affect transaction times. Please ensure that all urgent instructions, especially withdrawal instructions, are sent to us before 12:00 on the preceding days, 21 and 28 December, or make use of the online functionality on our website.

We sincerely thank you for your continued support and commitment to Glacier during 2023, and wish you a joyful festive season and a prosperous 2024.

Glacier Financial Solutions (Pty) Ltd is a licensed financial services provider.

Sanlam Life Insurance Ltd is a licensed life insurer, financial services and registered credit provider (NCRCP43).

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Glacier Financial Solutions (Pty) Ltd.

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