

# Our Service Commitment is Not on Lockdown

We have been preparing for variations of the possible impact of COVID-19. As a responsible corporate, we are acutely aware of the impact that COVID-19 can have on our company, our supply chain, our business partners, and our clients.

Useful resources to assist in preparing your business and client engagements

- [South African Resource Portal](#)
- [The National Institute for Communicable Diseases](#)
- [Sanlam Covid-19 Resources Portal](#)
- [The World Health Organization](#)

Measures We've Implemented at Glacier

The current situation calls for responsible decisions and actions, and we have implemented many measures to support COVID-19 prevention efforts, including facilitating the personal hygiene protocols as set out by the World Health Organisation (WHO), practically implementing social distancing, and ensuring that our vulnerable employees self-isolate.

From Friday, 27 March until 16 April 2020, most of our staff will be working from home in accordance with the national lockdown as directed by President Ramaphosa. Therefore, we request that you please make use of telephonic or other digital service channels to reach out to us.

If It Can Be Done by Us, It Will Be

As an essential services provider, we are doing everything possible and within our control to ensure that there is no disruption in our service commitment to you. So, whether you need fund or product information, have a fund administration query, or you need an instruction to be processed, Glacier's Sales and Client Service teams are fully operational via digital channels to respond to you.

However, if you are used to receiving mail via international couriers or the postal services, you might experience a delay as a result of the lockdown of non-essential services.

## There's Never Been a Better Time to Go Digital

We have several digital channels which facilitate remote servicing.

If you're an intermediary, you can easily stay connected with us. Help is just a few clicks away:

- [Investment Hub](#), which includes a brand-new quotes system
- [Intermediary Web](#)
- [Glacier Insights](#)
- Your Business Development Manager (BDM) or Business Development Coordinator (BDC) via email, telephone or online meeting platform

[Download the investment key feature document](#)

### Feel Free to Contact Us

If you're a client, you're welcome to reach out to us via:

Glacier Contact Centre (South Africa): +27 86 045 2364

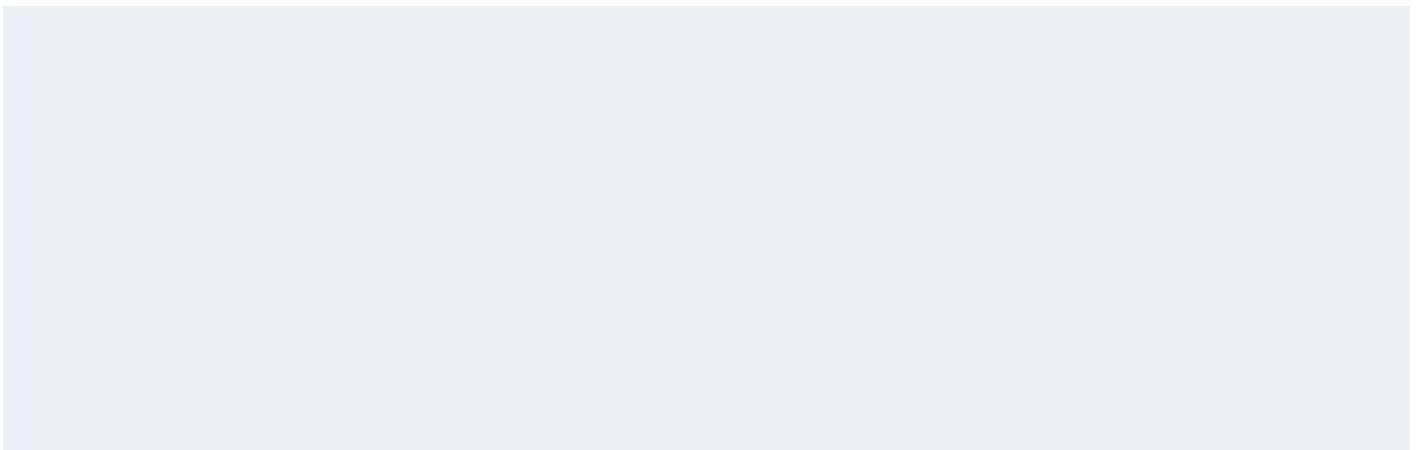
Email: [client.services@glacier.co.za](mailto:client.services@glacier.co.za)

Glacier Contact Centre (International): +27 21 917 9333

Email: [clientservices@glacierinternational.co.za](mailto:clientservices@glacierinternational.co.za)

We will remain operational and will continue to offer our service and support to you to the best of our ability. However, if you experience a delay in our usual service, please know that we are doing our very best to expedite your service requirements.

We value our relationship with you, as well as the values on which it was built, and we wish you, your employees and your family well during this difficult time.



**This document is intended for use by clients, alongside their financial intermediaries.** The information in this document is provided for information purposes only and should not be construed as the rendering of advice to clients. Although we have taken reasonable steps to ensure the accuracy of the information, neither Sanlam nor any of its subsidiaries accept any liability whatsoever for any direct, indirect or consequential loss arising from the use of, or reliance in any manner on the information provided in this document. For professional advice, please speak to your financial intermediary.

Glacier Financial Solutions (Pty) Ltd.

A member of the Sanlam Group

Private Bag X5 | Tyger Valley 7536 | Email [client.services@glacier.co.za](mailto:client.services@glacier.co.za) | Tel +27 21 917 9002 / 0860 452 364 | Fax +27 21 947 9210 | Web [www.glacier.co.za](http://www.glacier.co.za) | Reg No 1999/025360/07

Licensed Financial Services Provider | Glacier Financial Solutions (Pty) Ltd. is also a Licensed Discretionary Financial Services Provider FSP 770, trading as Glacier Invest | Sanlam Multi-Manager International (Pty) Ltd. | A member of the Sanlam Group

Private Bag X8 | Tyger Valley 7536 | Tel +27 21 950 2600 | Fax +27 21 950 2126 | Web [www.smmi.com](http://www.smmi.com) |\*Reg No 2002/030939/07

Licensed Discretionary Financial Services Provider, acting as Juristic Representative under the Glacier Financial Solutions FSP 770

Glacier International is a division of Sanlam Life Insurance Limited

Sanlam Life Insurance Ltd. | Email [life@sanlam.co.za](mailto:life@sanlam.co.za) | Tel + 27 21 916 5000 / 0860 726 526 | Fax +27 21 947 9440

Reg No 1998/021121/06 | Licensed Financial Services Provider