

Business as usual, in unusual times

Covid-19 and the resultant changes to our working situation have also brought new challenges in how we service our clients and the requirements we have for providing services to them.

The purpose of this communication is to outline the various process options we have available to make it easier and secure to submit new business applications.

Glacier Life Investments offers three solutions to enable our intermediaries to continue assisting clients with their financial needs in these difficult times:

1. Auto new business:

Most of our products offer the Autonub functionality. This functionality allows the user to send the applications directly to new business with minimal paperwork. You can access the guide [here](#).

2. E-signing:

We also want to remind you of our *e-signing functionality* (you can access this guide [here](#)) and encourage you to use this as far as possible. E-signing enables the client to sign electronically from the comfort of their home. All that is required is a secure internet link, an email address and a cellphone.

3. E-mail confirmation from the client when a signature is impossible (Entities and Trusts excluded due to supporting documents required):

Declaration:

I confirm that I am unable to physically sign the attached application due to the national lockdown in place during the COVID-19 pandemic. I acknowledge and confirm the following:

- I have read, understood and agree to the terms and conditions of the attached application.
- I confirm that I accept the content of the attached document in its entirety.
- I authorise Sanlam to accept this email as my confirmation, consent and signature for this application.
- The intermediary has explained fully the record of advice and compliance documents attached to this application, and I accept its content.

I hereby indemnify Sanlam, its employees and representatives against any loss or damage I may suffer, which may arise directly or indirectly from my decision.

To be completed by the client:

Name: (FULL NAME AND SURNAME)

Title: (TITLE)

IDENTITY NUMBER:

Preferred contact telephone number:

The above will then serve as confirmation from the client, together with the signed AEB2061 form from the intermediary.

Note that e-mail confirmation from the client should only be used when it is not possible for the client to provide a signature. This facility is only available for new business and outstanding requirements at new business stage. Please contact the Client Care Centre at (021) 916 5000 for detail regarding the adjustments made to maintenance processes and other instructions to accommodate our clients and intermediaries.

Our staff is committed to doing all they can to limit any impact to the issuing of our new business cases.

Telephony and E-mail service

- The new business line (021) 916-3600 will be operation daily from 08:00 to 16:45.
- The email address which can be used for new business-related enquiries is singlepremiumenquiries@glacier.co.za

Escalation process

The escalation process remains in place via your dedicated Business Development Managers and the New Business Management Team will also be available for support.

Please keep escalations to exceptional cases where you need our individual management support.

Thank you for your understanding and we wish you everything of the best during this period.

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