

Festive season arrangements

8 December 2022

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

Income payments

The public holidays during the festive season can impact on income payments and also when clients receive their payments. To accommodate this, income payments with dates ranging from 15 December 2022 to 3 January 2023 will be paid no later than 15 December 2022. In cases where the income is only paid from Money Market funds, the income payment may be earlier than 15 December 2022.

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 2022, with an income also scheduled for December, it may happen that the income of such a plan can be paid later than 15 December 2022.

Quarterly statements

Statements for the period ending 30 November 2022 will be distributed to clients as follows:

Recipients	Date statements will be distributed	Date statements will be available online
All clients who have selected to receive their statements via email	On 15 December 2022	From 14 December 2022
All clients who elected to receive their statements via post	From 19 December 2022	From 14 December 2022

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 15 December 2022, 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 (19 November 2022 to 15 December 2022) being shorter than other monthly fee periods.

This earlier date will not affect weekly paid intermediaries.

Glacier will be closed from 12:00 on 23 & 30 December 2022

To grant our staff members a well-deserved break over the festive period, Glacier will close at 12:00 on 23 and 30 December 2022. This may affect transaction times.

Please ensure that all urgent instructions, especially withdrawal instructions, are sent to us before 16:00 on the 22nd and 29th of December or make use of the online functionality on our website.

We sincerely thank you for your continued support and commitment to Glacier during 2022 and we wish you a joyful festive season and a prosperous 2023.

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).

The FlexiGuarantee Life Annuity is underwritten by Sanlam Life Insurance Ltd.

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