

A close-up photograph of a person's hands holding a small, round, gold-colored pocket watch. The person is wearing a light blue dress shirt and a dark suit jacket. The background is dark and out of focus. The text is overlaid on the right side of the image.

GLACIER: THE SUPPORT BEHIND EVERY GREAT FINANCIAL INTERMEDIARY

| Intermediary Value Proposition

THINK WORLD CLASS

glacier
by Sanlam

GLACIER BY SANLAM

INTRODUCING
GLACIERCORE
BELIEFSVALUES AND
EXPERTISEONGOING
SUPPORTINVESTMENT
SOLUTIONSTHINK WORLD
CLASS

A COMPREHENSIVE RANGE OF INVESTMENT SOLUTIONS

We offer a comprehensive range of investment solutions, designed to assist in the creation and preservation of wealth. Our offering encompasses local investments, including fixed term investments and investments with guarantees, international investments, retirement saving solutions, and retirement income solutions.

YOUR WORLD-CLASS INVESTMENT SOLUTIONS PROVIDER

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One of our core beliefs is that we exist because of, and for the benefit of the client. We benchmark ourselves against international standards and continually seek ways to improve our offering.

Our continuous performance and growth, even amid global financial crises, are testimony to the success of our client-centric approach. We are flexible, consistent and committed to being the best. And we never forget that we're dealing with people's hard-earned savings.

Our "Think World Class" ethos drives best practice throughout the business, influencing all interactions between employees, clients and business partners.

WE BELIEVE IT IS OUR OBLIGATION TO PROVIDE THE BEST POSSIBLE SERVICE BASED ON HONESTY, INTEGRITY AND RESPECT

At Glacier, we regard service as one of our key differentiators. Individuals who directly serve our financial intermediaries constitute the biggest part of our staff complement. Their role is building long-term relationships with intermediaries to ensure their clients' needs are met.

The team comprises a mix of new graduates and experienced staff. Having the right people on board and providing intensive, ongoing product and industry training ensure we remain relevant to clients and intermediaries alike in a rapidly changing industry.

We have a reputation for excellent service, and to maintain this, we constantly seek ways to raise the bar.

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CORE
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BACKED BY
SANLAM, GLACIER
IS A LEADING
PLAYER IN THE
SOUTH AFRICAN
INVESTMENT
INDUSTRY,
PROVIDING
A RANGE OF
INVESTMENT
SOLUTIONS TO
DISCERNING
CLIENTS

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YOUR EXPERTISE AND OURS: A POWERFUL COMBINATION

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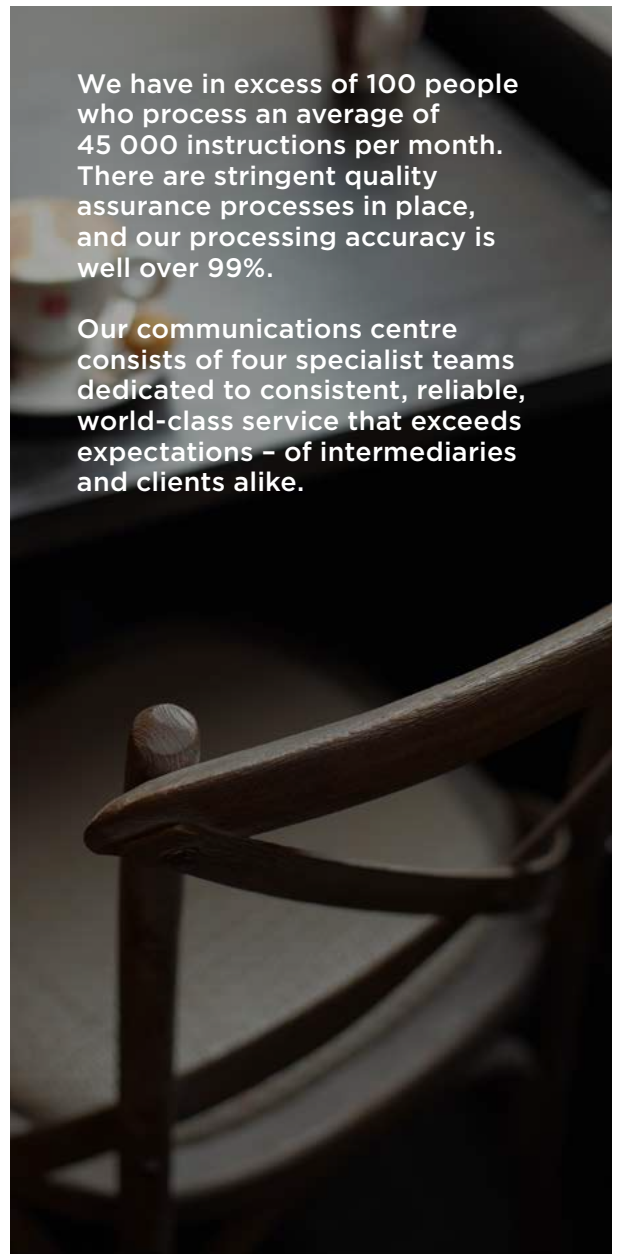
We strongly advocate a responsible and considered approach to investing because we believe long-term wealth is created through hard work, not through chance. We encourage investors to always seek advice from a qualified professional, as investment decisions can be complicated and a wrong decision, costly.

We consider it imperative that we understand the world in which our intermediaries operate so that we can respond accordingly. For this reason many of our staff members have written the regulatory examination set by the Financial Services Board.

Research indicates that while some people like to be self-directed, they still need the assistance of a financial intermediary. We partner with our intermediaries to help them serve their clients' needs and to ensure that the end investor has a clear understanding of our offering.

We have in excess of 100 people who process an average of 45 000 instructions per month. There are stringent quality assurance processes in place, and our processing accuracy is well over 99%.

Our communications centre consists of four specialist teams dedicated to consistent, reliable, world-class service that exceeds expectations – of intermediaries and clients alike.



PARTNER WITH THE SPECIALISTS WHO UNDERSTAND YOUR NEEDS

As a financial planner, you work hard to offer your clients the best financial solutions in the industry. So you want to be confident that you're partnering with a [world-class provider that not only shares your work ethic, but has the skills and expertise to complement your own.](#)

You also want to know that you can rely on your partner's systems, service and support to free up your time to focus on the most significant part of your job: providing your clients with the most relevant and suitable advice. Glacier is committed to helping you do just that. We work with you to deliver solutions that are diverse and versatile, and our open architecture format makes your task of pleasing your clients easier.

Our continuous research, stringent compliance and risk management measures, and the flexible, customised reporting for intermediaries are there to give you and your clients peace of mind.

PERSONALISED SERVICE WHENEVER YOU NEED IT

Glacier's highly qualified and skilled business development team has regular contact with our financial intermediaries and works in partnership with Sanlam Distribution to offer support.

Our team ensures you have unrestricted access to the relevant product specialists, when necessary, to receive input and guidance, and also to decision-makers within the company to ensure prompt resolutions.

We understand that your clients are faced with increasing uncertainty and complexity and that you, as the intermediary, often have to provide a solution. That's why we are committed to assisting you in [providing investment solutions that best suit the needs of your clients.](#)

At Glacier, we offer you a valuable resource of tools and software which can assist with, for example, tracking investments, creating a portfolio while showing the asset class allocation, as well as illustrating which funds work well together. One of the most important uses of our tools is to determine the appropriate amount of income withdrawal so that a client's capital is not depleted.

METICULOUS RESEARCH. INSIGHTS YOU CAN TRUST

The research we do is aimed at facilitating informed investment decisions. The Glacier research team undertakes meticulous fund research, provides [independent, objective investment insights](#), tools and support, and conducts regular regional visits to intermediaries.

EXCEPTIONAL GUIDANCE FROM A TRUSTED PARTNER

The number of collective investment funds available makes selecting the most suitable ones for a specific client a complex process.

In collaboration with SMMI (Sanlam Multi Manager International), Glacier offers an [independent consulting service*](#) with dedicated investment professionals who assist intermediaries in the creation, implementation and reporting of [wrap funds](#), ensuring that our partners can cater for the investment objectives and needs of a diverse client base.

[This frees you up to focus on offering advice and building your practice.](#)

The team will identify a range of funds for your clients, based on their risk profiles, from a collection of thoroughly researched funds. While you will be involved throughout the process, they will assist in the monitoring and rebalancing of your clients' portfolios, aligning them to market conditions and compliance limits, giving you peace of mind. This process will ensure that your practice's investment approach is documented and correctly aligned with client needs.

*Using our category II discretionary FSP licence

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GLACIER'S HIGHLY QUALIFIED AND SKILLED BUSINESS DEVELOPMENT TEAM HAS REGULAR CONTACT WITH OUR FINANCIAL INTERMEDIARIES TO OFFER SUPPORT. WE PROVIDE REGULAR PRODUCT TRAINING AND LEGISLATIVE UPDATES TO INTERMEDIARIES, ASSISTANTS AND BROKER CONSULTANTS.



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RELIABLE SUPPORT

METICULOUSLY DESIGNED INTERMEDIARY TOOLS

Our intermediary tools aim to enhance the already meaningful conversations you have with your clients regarding their financial decisions.

Our range of **tools**, in combination with our solutions, will assist you with:

- Tax and product planning
- Lifetime and retirement planning
- Asset preservation and growth
- Looking after the next generation
- Communicating and reporting

SUPPORT AND EFFECTIVE PRACTICE MANAGEMENT THROUGH OUR INTERMEDIARY WEB

Our intermediary web ensures better data management, streamlined processes and customisable outputs, so you can get things done more efficiently. With Glacier's Investment Hub you can:

- Manage client information easily
- Create and analyse model portfolios
- Generate customised investment proposals

- Enjoy a straight-through process for paperless applications
- Manage workflow with a helpful and intuitive dashboard

YOU LOOK AFTER YOUR CLIENTS' NEEDS. WE LOOK AFTER YOURS

We host numerous intermediary engagements throughout the year, including events with renowned international experts. Glacier events are carefully considered, always with our intermediaries' interests in mind. We aim to share relevant and practical insights that will help create efficiencies in your practice.

In addition to a strong focus on thought leadership, our events feature economic overviews and prospects for the market, industry insights, as well as updates on changing regulations and how they may affect your business. Our annual Glacier International roadshows offer you the opportunity to listen to, and engage with international fund and portfolio managers, and at our asset manager days we bring together a number of select asset managers to share their expertise.

PUBLICATIONS

Glacier's experts regularly issue a number of useful publications to our intermediaries. The most noteworthy is [The Shopping List](#) – a premier guide to the top collective investment funds, put together by the Glacier research team on a quarterly basis with the aim to assist intermediaries in making appropriate investment decisions for their clients.

Other publications include the [Bull and Bear Report](#) – a consensus view of the market over the following 12 months, the [Economic Report](#) – a review of the markets over the preceding month, the [Weekly Comment](#) – a weekly review of local and international markets, [Funds on Friday](#) – an interesting read featuring different authors from the entire industry, and [Daily Market Watch](#), which is published on Twitter and which provides an overview of the previous day's market movements and the explanations behind them.

We also send out intermediary-focused [newsletters](#) on a monthly and quarterly basis.

YOUR SUCCESS IS OUR SUCCESS

Every year we conduct an internationally-accredited survey among our intermediaries to evaluate how we are rated as a business. These surveys are linked to the incentives we enjoy. Low ratings from intermediaries amount to no staff incentives.

Our knowledgeable, professional and [highly respected client services and support teams](#) come armed with a [wealth of expertise and skill](#), aimed at exceeding your expectations.

You can tell your clients with confidence that the best minds in the industry are working on their business.

Our people also serve on key industry boards, influencing decision-making to ensure our intermediaries' best interests and those of their clients are always represented.

With Glacier's support, you have the time to build solid relationships with your clients, knowing that their investment needs are in the hands of a [reputable, successful and secure partner dedicated to excellence](#) at every level.

SOUND CORPORATE GOVERNANCE

Corporate governance is more essential than ever before, and we believe that the way in which we conduct business is as important as the solutions we provide.

As a wholly-owned subsidiary of Sanlam Ltd, Glacier is first and foremost subject to the intense corporate oversight of our parent. Sanlam's history is built on a solid foundation of professional and ethical behaviour.

The group is [committed to being a good corporate citizen and conducting business in a responsible manner](#). Sanlam is dedicated to ensuring that all its business relationships reflect personal integrity, respect for human dignity and the rights of others, as well as honesty and a commitment to do what is right, fair, reasonable, lawful and just.

In addition to having our own internal legal and compliance structures in place, Glacier is audited annually by external auditors, EY.

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COMPLIANCE TEAM

An important component of good corporate governance is to give dedicated focus to compliance across the business.

A key role of Glacier's compliance team is to ensure that the company complies with legal and regulatory requirements, as well as international standards of best practice. The team is also responsible for ensuring that Glacier implements and monitors measures to facilitate the protection of our clients' rights and personal information, and the fair treatment of clients.

They conduct robust and independent monitoring, and provide regular reporting to internal governance boards, as well as externally to stakeholders within the Sanlam Group and the various regulators.

RISK MANAGEMENT TEAM

The Glacier Forensics and Risk Department puts processes in place to prevent fraud and protect our clients.

Glacier's Risk Management team establishes stringent governance standards to safeguard the organisation, our business partners and our clients. The team aims to provide assurance to all relevant stakeholders that business activities are reliable, controlled, transparent and of high ethical standards. The team is divided into two core functions, namely risk management, and anti-money laundering and forensics.

Risk management forms an integral part of the organisation's processes and decision-making.

The anti-money laundering and forensics unit investigates potential or actual instances of fraud and money laundering, monitors high-risk cases, and provides guidance to the organisation on ethical matters.



GLACIER PROVIDES ACCESS
TO INVESTMENT PRODUCTS
THAT ARE TAILORED TO SUIT
CLIENTS' INDIVIDUAL NEEDS
AND APPETITES FOR RISK.



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A RANGE OF INVESTMENT SOLUTIONS TO MEET DIVERSE CLIENT NEEDS

INVESTMENTS AND SAVINGS

Glacier provides access to investment products that are tailored to suit clients' individual needs and appetites for risk - from solutions that offer guarantees to those that provide unrestricted access to the widest range of collective investment funds.

Glacier helps clients [save for retirement](#), to ensure that they have sufficient capital to purchase a post-retirement income product. Clients can start laying the foundation for a comfortable retirement with a retirement annuity or preservation fund, and customised retirement solutions are available for your corporate clients.

We also provide various means for clients to [structure their retirement benefits](#), such as an investment-linked living annuity, our unique Investment-Linked Lifetime Income Plan, a selection of life annuities and annuity combination products.

Our product development team is dedicated to idea generation and, in line with TCF (treating customers fairly) continuously conducts research into the needs of our target market, to ensure that our solutions are designed to fulfil these.

The team works closely with our technology development team and becomes fully involved in the development of technology for the new solutions, the training on these solutions and related support to the business and intermediaries. These two teams also collaborate extensively on the accurate implementation of any new regulatory requirements.



INTERNATIONAL INVESTMENTS

Glacier International (GI) offers portfolios based in sterling, dollars (US or Australian), euros and Swiss francs. As a specialist business, GI caters for a range of investors, including those looking for a one-stop single fund solution, those looking to mix and match a focused range of funds, those requiring a wide choice of funds, and investors interested in share portfolios managed through a stockbroking account.

Investments can be structured to provide estate-planning advantages and tax-efficiencies, coupled with high levels of liquidity and consolidated reporting. We also take much of the administrative burden away from clients: we assist with obtaining tax clearance certificates, currency transfers or asset swaps, and following up on outstanding documentation.

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A MARKET LEADER WITH A SOLID REPUTATION

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We have established ourselves as an important business unit within the Sanlam Group. We maintain a significant share of assets under administration in the market, as reported by the Association for Savings and Investment South Africa (ASISA).

It is important to us that the culture of high performance and a strong service ethic are maintained. This is why we incorporate our “Think World Class” ethos in everything we do.

We can only be seen as world class externally if we practise a world-class approach internally. As a company, we aim to be world class in our selection process, in performance evaluation, in our reward practice, and in our [training and career development activities](#).



INTRODUCING GLACIER
CORE BELIEFS
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VALUES YOU CAN BELIEVE IN

The things that are important to you, are important to us. We invest in our communities and constantly evaluate our activities to ensure that we remain socially responsible and environmentally conscious.

Glacier's community support is broadened annually with a variety of initiatives supporting organisations caring for and protecting children in need, organisations dedicated to the alleviation of poverty, and those dedicated to the relief of the suffering of animals.

Our head office's premises in Tyger Valley is an energy- and resource-efficient building incorporating design, construction and operational practices that significantly reduce or eliminate a negative impact on the environment. This progressive building has been awarded four stars by the Green Building Council of South Africa.

ABOUT SANLAM, OUR PARENT COMPANY

Founded in 1918, Sanlam has a rich heritage. The Group has over the years evolved from a traditional insurer to a diversified financial services provider with both local and international footprints.

Industry advocacy and representation through industry bodies

To ensure that we play a constructive role in the development of national policy and regulation, Sanlam engages actively with government, primarily as a collective through various industry associations. We have been particularly active in the work of ASISA, with representation on all the ASISA standing committees and working groups.

Ethical, responsible, reliable

Sanlam is committed to the highest standards of business integrity, ethical values and governance. It recognises its responsibility to conduct its affairs with prudence, transparency, accountability, fairness and social responsibility, thereby ensuring its sustainability and safeguarding the interests of all its stakeholders.

This document is intended for use by 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.

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