



PROCEDURE GUIDE FOR OPTION 1 - TO TRANSFER ASSETS TO ANOTHER LISP / ADMINISTRATOR

Any investor making the decision to Transfer their assets to a new administrator must deal with their Independent Financial Advisor (“IFA”)

1. CONDITIONS OF TRANSFER

- 1.1. Any investor enquiries with regards to the transfer process whilst it is in progress must be managed by the IFA.
- 1.2. Each IFA will only be allowed to transfer VIP assets to **one** LISP / Administrator.
- 1.3. The new LISP / Administrator must be FSB registered and in possession of the relevant licences.
- 1.4. Transfer of VIP assets for an IFA’s group of investors, will occur **simultaneously**, not on an individual / investor by investor basis.
- 1.5. Each investor’s total VIP holdings will be transferred. **No partial transfers will be permitted.**
- 1.6. Total holdings are defined as each investor’s assets, at the time of transfer, less any defrauded Common Cents Cash Pools assets AND less the curatorship retention.
- 1.7. It is the responsibility of the IFA and investor to ensure that any standing instructions, such as incomes, and debit orders are instituted with the new LISP / Administrator.
- 1.8. If there are cessions in place at Ovation in respect of any investment, the cessions must be lifted before the transfer can take place. It is the responsibility of the investor and IFA to ensure that this is finalised.
- 1.9. Irrespective of whether the IFA has an existing investment mandate from investors, the “Release of Assets – Investor Options Form” must be completed by each transferring investor, as well as the IFA.
The IFA is not required to sign the Investor Option Form if the encashment option is being selected.
- 1.10. The funds selected by the investor on the LISP / Administrator platform, must be matched exactly with the funds on the Ovation platform.
- 1.11. The new LISP / Administrator will be required to confirm that it is ready to receive the bulk transfer from Ovation in respect of the particular IFA and that the individual investors that have selected to transfer, are accounted for, by signing the “Schedule of Transferring Investors and Funds” report.
- 1.12. If all the requirements are not fully complied with and relevant documentation not completed by the IFA, Ovation cannot process the transfer.

2. TRANSFER PROCESS

In order to achieve the transfer of your investors, you will be responsible for the following actions:

IFA’s RESPONSIBILITIES TOWARDS THE RECEIVING LISP / ADMINISTRATOR

- 2.1. Identify and agree on a contact person at the new LISP / Administrator that Ovation can deal with. The following details will be required:
 - Name of the New LISP / Administrator
 - First Name and Surname of Contact Person
 - Position and Department Name
 - Contact email address
 - Contact telephone number



- 2.2. Ensure that the transferring investors complete whatever documentation is required in order for the new LISP / Administrator to have the investors registered on their system.
- 2.3. Ensure that any other requirements laid down by the new LISP / Administrator are met in order to ensure that they can confirm to Ovation their readiness to accept the transfer of units from Ovation.
- 2.4. Any negotiation of fees is between the Investor, the new Administrator and the IFA.

IFA's RESPONSIBILITIES TOWARDS OVATION

- 2.5. By the time this communication reaches the IFA, some of the investors may have received the "Release of Assets – Investor Options Form" to complete.
- 2.6. Where the investor have made the decision to transfer his/her assets, OPTION 1 of the "Release of Assets – Investor Options Form" must be completed and handed to his/her IFA
 - 2.6.1. You, as the IFA, must accumulate all transferring investors' option forms. Do not submit them to Ovation on a piece-meal basis, but deliver them in bulk to Ovation for processing.
- 2.7. Both the investor and the IFA must sign the "Release of Assets – Investor Options Form". If the form is not signed by both parties the applicable investors' assets will not be part of the transfer process.
- 2.8. You may wish to use this point of contact with your investor to get signed investment instrument switch forms where required (see note on alignment of funds below).
- 2.9. Once all Investor Option Forms have been accumulated they can be submitted to Ovation. This can be done by one of the following means:
 - faxed to the fax number assigned to this process ONLY 021-528-8125
(faxes to any other numbers in Ovation will be ignored)
 - OR**
 - emailed to Ovation at assetmove@ovationglobal.com
 - OR**
 - hand delivered / couriered to:
 - Ovation Global Investment Services
 - Business Connexions Building
 - 2nd Floor, East Block, Ring Road, Century City, 7441, Cape Town
- 2.10. On receipt of the batch of Investor Options Forms from the IFA, Ovation will capture these into the system in order to update the transfer reports. However, note that no transaction's for transfer is processed at this point in time.
- 2.11. The IFA will need to ensure that the transferring investors funds are aligned to the funds held by the new LISP / Administrator.
 - 2.11.1. Where the transferring investors' funds are not aligned with the range of funds held by the new LISP, the IFA is required to make the necessary switch of assets, using the standard Ovation switch process.
 - 2.11.2. A set of reports have been designed to assist you in this process. These are available on the Ovation website on the "MIS Reports" page.
 - 2.11.3. Refer to the "How to use the transfer reports" guide (on the Ovation website) for more details.
 - 2.11.4. Note that only existing mandates will allow an IFA to sign switch instructions on behalf of his/her investors.

