

OPENING A CUSTODY AND SETTLEMENT ACCOUNT

FACT SHEET

To open a Custody and Settlement Account you will need to sign an agreement with Computershare and provide us with specific supporting documentation.

Computershare (Pty) Ltd is an authorised Financial Services Provider and Participant regulated by the Financial Services Board and Strate (Pty) Ltd. We are therefore bound to comply with the "Know Your Client" requirements of FICA, with Strate Directives regarding banking information and new and existing legislation.

We have set out all the documentation we will require when opening a Custody and Settlement Account and have included a checklist which we hope you will find helpful.

Once you have assembled your documents, we suggest that you tick off each of the relevant items on the checklist before sending them to:

Email
private.investor@computershare.co.za

Post
PO Box 61051, Marshalltown, 2107

Delivery
Rosebank Towers, 15 Biermann Avenue,
Rosebank 2196

CUSTODY AND SETTLEMENT AGREEMENT

It is very important that you tick the boxes in the following sections. Unfortunately, if they are not ticked to show which option you wish to take, we will not be able to open your account.

- > Section C to let us know if you are a private investor in your own right or if you are representing others as a nominee.
- > In Section D you need to indicate if you wish to receive the full annual report of the issuer of your shares or just the summary financial statement or if you do not wish to receive either. You can also indicate if you wish to receive the annual report by email.
- > Under Section E you select the type of account you would like to open. The two accounts are the Easy Account which provides a low-cost share deal routing service and the Direct Trade Account where you would appoint your own Stockbroker. For more information and a comparison of the two services, please refer to "Private Investors" on page 3.
- > Section F - Segregated Depository Account
 - > Clients have the option of opening a segregated depository account in the records of Strate and pre-appointing a secondary CSD Participant. This is to protect your assets if your CSD Participant should become insolvent. Your shares would be moved to your secondary CSD Participant account by Strate. Should you wish to open a segregated depository account, please complete Section F of the Custody and Settlement Agreement.

CERTIFIED COPY OF YOUR IDENTITY DOCUMENT

We require a certified copy of this document to verify your identity. For more information on certification by a Commissioner of Oaths, please refer to "Certified Copies" on page 3.

PROOF OF YOUR PHYSICAL ADDRESS

In terms of the "Know your Client" requirement of FICA, we need to validate your physical address. Please provide us with the undermentioned documentation relevant to you:

Home Owner

A certified copy of a utility bill, not more than three months old, in your own name reflecting your physical address in South Africa; e.g. cellular telephone, rates and taxes or water and electricity account.

- > If you receive your utility bill electronically, please provide us with the covering mail which should reflect the source of the email.

Husband or wife of the home owner

If the utility bill is in the name of your spouse, either husband or wife, please complete the co-habitant form that you will find on our website in downloadable forms. Certified copies of the identity documents of your spouse as well as a copy of the utility bill, which should not be more than three months old, should accompany the documentation.

Rented or shared accommodation

If you are renting or sharing accommodation, please complete the co-habitant form that you will find on our website in downloadable forms. Certified copies of the identity documents of both you and the property owner as well as a copy of the utility bill, which should not be more than three months old, should accompany the documentation.

If you are not able to provide the above

If you are not able to provide either of the above, please refer to the following list for alternatives.

One of the following:

- › A lease or rental agreement (less than 12 months old)
- › Valid television licence document
- › Long term or short term insurance policy document (less than 12 months old) or
- › Long term or short term insurance policy document (more than 12 months old), together with a recent communication from your insurance company
- › A payslip or salary advice (less than 3 months old)
- › A mortgage statement (less than 6 months old)
- › An IRP5 certificate (less than 12 months old) supplied by the employer
- › Valid motor vehicle licence documentation (less than 12 months old)
- › Recent correspondence from a body corporate or share-block association

Any two of the following documents:

- › A national, provincial or local government document
- › Any court order
- › Retail credit accounts (e.g. Edgars, Woolworths, Jet etc.)
- › UIF or pension payments
- › Any other official third party document from a credible source e.g. doctor's accounts, medical aid statements, university documentation.

PROOF OF BANKING INFORMATION

In terms of Strate Directives, we are required to obtain and confirm the details of your South African bank account. The bank account is to be in your name and not in the name of a third party, e.g. your husband or wife.

If you bank with ABSA, FNB, Standard Bank, Nedbank, Capitec or Mercantile Bank, we will verify your banking details via an independent third party service provider.

If you do not bank with one of the above banks, please provide:

- › An original statement of a South African bank account in your name, not more than three months old, stamped and signed by your bank
- › Should your bank provide you with an interim statement, it should reflect your full name and surname as well as your bank account number and should be stamped by the bank.
- › If your bank statements are issued electronically, the statement should be on official bank stationery with the name and logo of the bank and your bank account number clearly evident. The statement should be stamped by your bank to validate the document.
- › Alternatively, your bank may stamp and sign the designated space on the Custody and Settlement Agreement to confirm your banking details.

Note As proof of banking details, we may not accept a cancelled cheque, internet or credit card statement nor an investment account statement since many of these do not make allowance for minimal deposits.

DIVIDENDS TAX

Dividends Tax was introduced on 1 April 2012 and you need to complete a Beneficial Owners Declaration of Status form to provide us with the information required by SARS. Dividends Tax of 20% is payable on all dividends you receive from your investments unless you are exempt or eligible for a reduced rate. As a private investor, you should take note that, unless you are a resident of the United Kingdom or Ireland, it is unlikely that you will be entitled to an exemption or reduced rate since:

- › Beneficial owners who are individual investors or that are trusts and South African residents (other than Collective Investment Schemes in Securities) do not generally qualify for any of the exemptions or a reduced rate.
- › The reduced Dividends Tax rate generally applies only if the shareholder entitled to the dividend owns a minimum percentage of shares in the company paying the dividend (typically between 10 and 25 per cent depending on the relevant DTA) and in many instances the shareholder must also be a company. If you are in doubt, we suggest that you consult the schedule of Double Taxation Agreements which you will find on the SARS website.

If you are entitled to a reduced rate or are exempted from Dividends Tax, please complete the relevant declaration form as well as the Beneficial Owners Declaration of Status form.

FOREIGN ACCOUNT TAX COMPLIANCE ACT AND AUTOMATIC EXCHANGE OF INFORMATION

The governments of the USA and South Africa have entered an agreement to exchange information automatically under the provisions of the double taxation agreement between the countries. The agreement was signed on 9 June 2014 and South Africa's Foreign Financial Institutions (FFIs) are required to collect and report to SARS certain information under FATCA and the OECD Common Reporting Standards with effect from 1 July 2014. Computershare is obliged to apply the provisions of the Foreign Account Tax Compliance Act when opening new accounts. Whether you are a South African or foreign shareholder, you will need to complete the Self Certification form which you will find on Investor Centre on our website, www.computershare.co.za, under Downloadable Forms.

CERTIFIED COPIES

Photocopies are to be certified by a Commissioner of Oaths which may be performed at a Police Station, Post Office, Magistrates Court, Bank or the offices of an Attorney or Chartered Accountant. Please ensure that the certification reflects the name, the capacity, address, contact details and the organisation of the person certifying the documents.

PRIVATE INVESTORS

Computershare is a CSD Participant which provides own name custody for all private investors. Clients' shares are not held in a nominee but in own name accounts. We offer two account options:

The Easy Account

Own name custody with low cost share deal routing services

This service caters for investors who wish to keep their shares as an investment and do not trade often. Many of the clients who use this service have received free or discounted shares through demutualisation, employee share schemes or BEE transactions.

Share Dealing

When the time comes for selling shares or buying more, we provide low cost deal routing services. Using our telephone deal routing service, trade instructions are placed through an agent at our Call Centre who will ask a series of questions to establish the identity of the caller. Deals are bulked with other deals received during the course of that day and placed on the following business day. Sales are made at the best price available at the time of the trade. Alternatively, you may use our online share dealing service to sell shares.

The Direct Account

Own name custody with appointed stockbroker

Investors who buy and sell shares on a regular basis and who wish to pay or receive a particular price for their trades use this service. These investors also are able to consult their stockbrokers for investment advice.

Share Dealing

Share dealing is conducted by the appointed stockbroker who charges brokerage fees. Settlement fees are payable to Computershare.

Cash Account

Arrangements can be made for clients to maintain cash in their accounts. Interest is paid on credit balances.

As an own name investor, whether you choose to appoint your own stockbroker or use our share deal routing service, you do not have to go through the process of obtaining a letter of representation should you wish to attend your issuing company's meetings. You will also continue to receive company information promptly.

COMPARISON OF THE TWO ACCOUNTS

Service	Easy	Direct
Account maintenance	The cost of account maintenance is borne by the issuer of your shares	
Statements	Statements are provided bi-annually. Additional statements are provided at a small fee.	
Trading through the stock exchange	The fee includes brokerage and Strate costs but excludes Securities Transfer Tax (STT). For deals that exceed R40 000 an additional fee of 0.35% is levied.	Dealing is carried out by a stockbroker who charges brokerage fees. Settlement fees are payable to Computershare.
Transactions not placed through the stock exchange (e.g. transfer of shares to the beneficiaries of a deceased estate)	A prescribed instruction form is available for transactions which are not placed through the stock exchange.	The transaction would be placed with the stockbroker.
Cancelled or failed transactions	Once a deal is placed it cannot be cancelled.	Depending on your arrangement with your stockbroker, you may be able to cancel an instruction. In the rare event that your trade should fail, you would be charged a penalty fee.
Pledge	You are not able to pledge your shares e.g. as security against a loan.	Pledges and pledge releases are dependent on terms and conditions and a fee is charged for the service.
Transfer of shares from a South African register to a foreign jurisdiction	Should you wish to transfer your shares to a foreign jurisdiction, you would need to rematerialise your shares and follow Exchange Control procedures.	Transfer of shares to a foreign register would be carried out by your banker who would apply for Exchange Control permission. An administration fee for the transfer is payable.
Cash account	This service is not available.	Arrangements may be made for clients to maintain cash in their accounts. Interest is paid on credit balances.

Please complete this check list for opening a Custody and Settlement Account before returning your documents to us.

CUSTODY AND SETTLEMENT AGREEMENT

- Have you made a selection in Sections C, D and E?
- Have you signed the Agreement?

IDENTITY DOCUMENT

- Have you had the copy of your identity document certified by a Commissioner of Oaths?
- Does the copy have the stamp and signature of the Commissioner of Oaths?

PROOF OF RESIDENTIAL ADDRESS

If you are the home owner, have you attached a copy of your utility bill?

- Is the bill dated within the last three months?

If your home is registered in the name of your spouse have you completed the Co-habitant form?

- Have you included a certified copy of your spouse's identity document?
- Have you included a utility bill dated within the last three months?

If you rent or share accommodation

- Have you included a certified copy of the property owner's identity document?
- Have you included a utility bill dated within the last three months?

If you are unable to provide the above

- Have you included one of the alternative documents
or
- Have you included two of the documents specified.

PROOF OF BANKING INFORMATION

- Have you completed the banking information section of the form?
- Have you had the custody and settlement agreement stamped by your bank, if necessary?
or
- Have you included a certified copy of an official bank statement, if necessary?

DIVIDENDS TAX

- Have you completed the Beneficial Owners Declaration of Status Form?
- If you are entitled to a reduced rate, have you completed the relevant declaration?
- If you are exempted, have you completed the relevant declaration?

FATCA SELF CERTIFICATION FORM

- Have you completed the FATCA Self Certification Form?

IF ANY OF THE DOCUMENTS IS A COPY

- Has the copy been certified by a Commissioner of Oaths?