



## MEMBER ACCOUNT BALANCE SWITCHING GUIDE

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There are two types of investment transactions available.

**SWITCH REQUEST:** this is when you **switch part or all of your Member Account Balance** from its current investment portfolio to another investment portfolio/s. You can make a switch at any time in the month, and it will usually be completed within 3 to 5 working days. There is no cost to make an investment switch. **To find how to make a SWITCH REQUEST, read on below.**

**INVESTMENT ELECTIONS:** this is when you elect to invest your **future Fund contributions** in another investment portfolio/s. There is no cost for making investment elections. If you submit your investment election before the 20<sup>th</sup> of the month, it will definitely be implemented before the month-end, so your new investment election will apply to that month's contributions. If you submit your investment election after the 20<sup>th</sup> of the month, your investment election may possibly only be implemented in the following month (depending on the date that payroll is processed by the Administrator in that month). **To find how to make an INVESTMENT ELECTION, click [HERE](#)**

**It is important to note that these are two separate transactions. If you want to switch both your current Member Account Balance and your future contributions, you must give instructions for BOTH transactions.**

### HOW TO MAKE A **SWITCH REQUEST** (to switch your MEMBER ACCOUNT BALANCE)

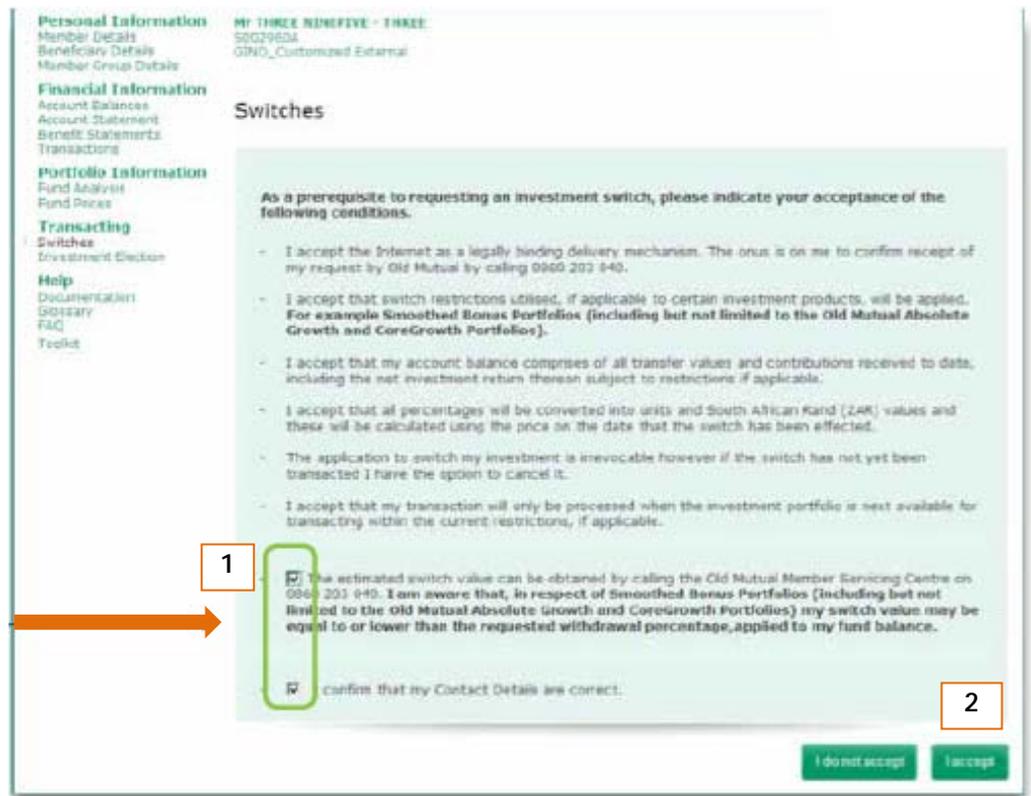
*(Please see the separate guide if you want to know how to make an **INVESTMENT ELECTION** change)*

1. Login to **Secure Services** (a login link can be found at the top of the homepage of the **OMEGS'** website).
2. Select **Retirement Scheme Administration Transact.** (Note: If you are only able to select an option labelled "Retirement Scheme Administration View", please contact the Call Centre on 0860 20 30 40).
3. Select the **Old Mutual Employee Group in SuperFund.**

4. Select Switches under the Transacting tab on the left hand menu – You will see the following screen - Click on **Switch Request**.

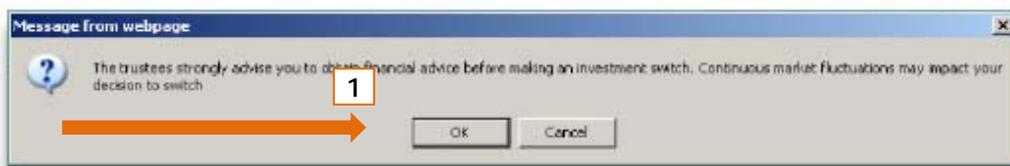


5. Read and accept the conditions by clicking on both check boxes [1] and then click on **I ACCEPT [2]**.



6. The following screen will appear. The pop-up is a note regarding the importance of getting financial advice. If you would like to be contacted by an accredited Old Mutual financial adviser, please call **0860 388 873** directly (+27 21-504 3020 if you are outside South Africa) or email [membersupportservices@oldmutual.com](mailto:membersupportservices@oldmutual.com)

Click **OK** to continue [1]



7. The next screen (see below) indicates when a market account or total account switch is allowed.

- You must enter what percentage of your current Member Account Balance you want to switch. Enter the percentage but **do not include a % sign [1]**. In the example, the member is switching 50% of his Member Account Balance.
- Choose the portfolio you want to move it too [2] and the relevant percentage [3].
- When you have made your selection, read and then tick the check boxes [4] and click **Submit** to proceed [5].

**Switches**

The following is a summary of current amounts available for switching. Please specify the percentage that you wish to withdraw from each fund.

Fund	Current Balance (R)	Action
SP PSQGC Secure Growth	10,000.00	50%

Please select the funds where you wish to invest the proceeds of the above withdrawal.

Fund	Investment %
SP PSQGC Balanced Growth	50%
SP PSQGC Optimum Growth	50%

I accept that in the case of investment portfolios that do not provide daily switching, the waiting period notice period and restrictions applicable to those portfolios will apply. Should the effective date requested above result in unswitched notice being provided, your investment will be processed on the next available Total Account or Market Account switch date applicable to the Fund. Please call the Old Mutual Member Servicing Centre on 0800 200 200 to obtain or confirm the applicable switch notice periods.

Please be advised, when requesting a switch from both an unrestricted as well as a restricted portfolio, the amount in respect of the restricted portfolio need be submitted first. Only once the switch has been processed may the switch to the restricted portfolio be processed, in effect you must request two individual switches.

The trustee strongly advise you to obtain financial advice before using an investment switch.

I make any claim that I may otherwise have for any loss that I may sustain as a consequence of my decision to exercise my investment option and identify the scheme against any claim by me or my dependents arising from any loss as a consequence of this decision.

I have consulted a financial adviser with regards to this switch.

I hereby waive my right to obtain financial advice with regards to this switch.

**Submit**

8. The switch detail that you have requested is displayed [1]. Review the switch details and click on 'Confirm' if you want to proceed [2].

**Switches**

The following summary shows the switch details that you have requested.

Fund	Current Balance (R)	Action
SP PSQGC Secure Growth	10,000.00	Withdraw 50.00%

The amount to be re-allocated will be determined on the effective date of the switch. The amount will be re-allocated as follows:

Fund	Allocation %	Amount (R)
SP PSQGC Balanced Growth	50.00	To be determined
SP PSQGC Optimum Growth	50.00	To be determined

**Confirm**

9. A summary of your switch details will now be displayed and a notification that your switch request has been submitted [1].

**Personal Information**  
 Member Details  
 Beneficiary Details  
 Member Group Details

**Financial Information**  
 Account Balances  
 Account Statement  
 Benefit Statements  
 Transactions

**Portfolio Information**  
 Fund Analysis  
 Fund Probe

**Transacting**  
 Switches  
 Investment Election

**Help**  
 Documentation  
 Glossary  
 FAQ  
 Toolkit

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### Switches

The following summary shows the switch details that you have requested.

Effective Date: 23-Apr-2014

Fund	Current Balance (€)	Action
SF PSGHC Secure Growth	10,800.00	Withdraw 50.00%

The amount to be re-allocated will be determined on the effective date of the switch. The amount will be re-allocated as follows:

Fund	Allocation %	Amount (€)
SF PSGHC Balanced Growth	50.00	To be determined
SF PSGHC Optimum Growth	50.00	To be determined

Your switch request has been successfully submitted and processing will commence. Finalisation of your switch request is dependent on the Investment Managers' divestment and reinvestment time standards applicable to this request.

## **FREQUENTLY ASKED QUESTIONS:**

### **1) When will my Member Account Balance switch be processed?**

The switch will usually be completed within 3 to 5 working days (unless you select a Total Account Switch).

### **2) What do I do if I want to cancel my switch?**

Only switches with an active status can be cancelled. You can cancel your switch by selecting Switches under the Transacting tab on the menu. Then select Cancel Switch Request. Read and accept the conditions and click on Submit to proceed. You will not, however, be able to request a new switch until your previous switch instruction has been cancelled by the Administrator. Please contact the Member Service Centre on 0860 20 30 40 once you have cancelled your switch so they can notify you when you can make another switch.

### **3) How do I know if my switch is a Market account or a Total Account switch?**

Market account switches can be made at any point in time. Total Account switches are only available on the Old Mutual Absolute Smooth and Secure Growth Portfolios. Total Account switches can only be made twice a year, on 31 March and 30 September each year. You must apply for a Total Account switch at least three months before those dates, i.e. by 31 December and 30 June respectively.

### **4) Where can I find out what my Member Account Balance is today?**

Select *Account Balances* under the Financial Information tab in the left hand navigation pane on the Retirement Scheme Administration Website.

### **5) Will I receive official notification from the Administrator that my switch was processed?**

Yes. You will receive a switch certificate (sent to the email/contact address you provided) within 5 days from the date that your switch was processed. If you do not receive a certificate or have any queries, please contact the Fund's Member Service Centre on 0860 20 30 40 or email [superfund@oldmutual.com](mailto:superfund@oldmutual.com)

### **6) How much does switching cost?**

There is no cost to make an investment switch.