

Unclaimed assets process

The investor's right to the unclaimed asset will remain until the claim is paid, regardless of the timeframe. Unclaimed assets will not become the property of IP Management Company (RF) (Pty) Ltd or its shareholders. After a trigger event we will endeavor to take steps to contact the investor within a reasonable period, but not longer than three (3) years. To make sure that we can do this, it is very important that you inform us of any changes to your contact details and allow us to share your personal information to facilitate tracing with an external tracing company should this be required.

Our actions after a trigger event has occurred:

- We will try to contact the investor telephonically and electronically;
- We will use last known contact information of the investor available to us on our internal database and compare to external sources, including the use of internet search engines and social media;
- If we are still unsuccessful, we will appoint an external tracing company to trace the investor.

The tracing fees may not be charged against the portfolio. The tracing fees will be recovered by a deduction from the value of the investment once the investor has been allocated. These costs are not determinable at this stage and will depend on the tracing methods involved.

We will adhere to the above procedures within the first three (3) years of the trigger event and if we have been unsuccessful in contacting the investor, the assets will be deemed to be unclaimed. The unclaimed assets will be invested taking cognisance of the investor's reasonable expectation.

If the investor has been contacted and informed of the claim within the first three (3) years and they have not acted, then we would proceed to invest taking cognisance of the investor's reasonable expectation.