

## CHANGE OF ADDRESS REQUEST

Company in which investment is held											
Full name of Registered Shareholder											
Shareholder Identity Number											
Shareholder Reference Number	1	5									
E-mail Address											
Cell Phone Number											
Office Phone Number											
Home Phone Number											
Fax number											

**YOUR NEW ADDRESS**

Physical Address											Postal Code		
Postal Address											Postal Code		

In order for your instructions to be executed, this section must be signed and accompanied by a selfie (photo of yourself) holding your green bar coded South African ID Book or Smartcard ID (both sides) or valid Passport (for foreign nationals).

I/We hereby authorize **JSE Investor Services CSDP (Pty) Ltd** to act in accordance with my/our instructions set out above. I/We acknowledge that these instructions supersede and have priority over all previous instructions relating to my address details.

Your personal information collected will only be used by JSE Investor Services CSDP (Pty) Ltd for the purpose of verifying your details in order to maintain your securities account. We will not share your information with third parties or use your information for any other purpose. To view our Privacy Policy visit [www.jseinvestorservices.co.za](http://www.jseinvestorservices.co.za)

Signature of Shareholder	Day	Month	Year
If you are signing this form in a Representative Capacity, please indicate in which capacity and enclose an original certified proof of authorisation.			

## HOW TO COMPLETE THIS FORM

### Request for Direct Crediting of payments

This form must be completed in full if you wish your cash payment to be paid directly into your nominated South African bank account.

**IMPORTANT: Do not use the number quoted on your credit or debit card.**

#### By signing this form you:

- Confirm that the details are true and correct.
- Understand and agree that any such deposit shall constitute a full and sufficient discharge of **JSE Investor Services CSDP (Pty) Ltd** obligations to make such payments to me/us.
- Understand and agree that **JSE Investor Services CSDP (Pty) Ltd** shall not be responsible in any way for any loss you may suffer as a result of transfer/deposits being made in accordance with the information provided in this form.
- Understand and agree that this payment instruction will be applied to all payments.

This instruction only applies to the specific holding identified by the **JSE Investor Services CSDP (Pty) Ltd** holder number and the name appearing on the front of this form.

**NOTE: We cannot accept banking details in the name of a third party.**

INDIVIDUAL	
	A selfie (photo of yourself) holding your green bar coded South African ID Book or Smartcard ID (both sides) or valid Passport (for foreign nationals). <b>Please take note of below important guidelines when taking a selfie:</b> <ul style="list-style-type: none"><li>• Take a close-up picture of you holding your ID book / Smartcard ID under your chin</li><li>• Images are taken in a well-lit room</li><li>• Images are Clear / not blurry</li><li>• Images are High-quality</li><li>• Details are readable on the image</li><li>• The information is fully visible on the document</li><li>• Your ID / Passport picture matches your Selfie</li><li>• Your ID Book or Passport is open</li><li>• The image must be of your original ID or Passport (No photocopies)</li></ul> <b>After the image is taken, please check that the image is clear and the details are readable including the ID number.</b>
	A copy of a service bill not older than 3 months. Refer to page 5 for a list of acceptable service bills.
	A Bank confirmation letter with an e-stamp which is available for download on your banking application; or a bank statement; or a physical bank confirmation letter issued and stamped by the branch (not older than 3 months) <b>Note: No third-party bank accounts are permitted - the bank account must be in the name of the shareholder</b> <b>Note: When the shareholder is an Emigrant, a blocked rand account is required for exchange control purposes</b>
	If your name or other personal details in your identity document has changed, provide a copy of the confirmation letter from the Department of Home Affairs confirming the changes. If your surname has changed, provide a certified copy of the marriage certificate or divorce decree
DECEASED SHAREHOLDER	
	A certified copy of the Letter of Executorship /Authority. Letter of Authority must include the assets (Note that for non-resident deceased estates the Letter of Executorship/ Letter of Authority/ Letter of Transfer must be resealed by the Master of the High Court in South Africa)
	A certified copy of the Death Certificate
	<b>Executor:</b> A selfie (photo of yourself) holding your green bar coded South African ID Book or Smartcard ID (both sides) or valid Passport (for foreign nationals). Refer to page 5 for guidelines on selfies.
	A copy of the executor/s service bill not older than 3 months. Refer to page 5 for a list of acceptable service bills.
	If the estate is being administered by an attorney or an institution then we require a Power of Attorney (refer to Power of Attorney section)
	A Bank confirmation letter with an e-stamp which is available for download on your banking application; or a bank statement; or a physical bank confirmation letter issued and stamped by the branch (not older than 3 months) <b>Note: No third-party bank accounts are permitted. The bank account must be in the name of the deceased (Estate Late) or the Attorney / institutions' trust bank account.</b>
MINORS	
	<b>0-15 years old:</b> A Copy of the Minor's birth certificate certified by a Commissioner of Oaths. <b>15-18 years old:</b> A selfie (photo of yourself) holding your green bar coded South African ID Book or Smartcard ID (both sides) or valid Passport (for foreign nationals). Refer to page 5 for guidelines on selfies.
	<b>Guardian:</b> A selfie (photo of yourself) holding your green bar coded South African ID Book or Smartcard ID (both sides) or valid Passport (for foreign nationals) / alternatively a copy certified by a Commissioner of Oaths. Refer to page 5 for guidelines on selfies.
	A copy of the service bill where the minor is residing not older than 3 months together with the co-habitant form. Refer to page 5 for a list of acceptable service bills.
	A Bank confirmation letter with an e-stamp which is available for download on your banking application; or a bank statement; or a physical bank confirmation letter issued and stamped by the branch (not older than 3 months) <b>Note: No third-party bank accounts are permitted. The bank account must be in the name of the Minor.</b>
POWER OF ATTORNEY	
	A certified copy of the Power of Attorney signed by the shareholder
	<b>Agent:</b> A selfie (photo of yourself) holding your green bar coded South African ID Book or Smartcard ID (both sides) or valid Passport (for foreign nationals). Refer to page 5 for guidelines on selfies.
	<b>Agent:</b> A copy of a service bill not older than 3 months. Refer to page 5 for a list of acceptable service bills. <b>Note: Where the agent is an attorney or an institution, we require the agent's letterhead in order to verify their physical address</b>

## TRUSTS

	A certified copy of the trustee resolution/power of attorney signed by all the trustees authorising certain person/s to act on behalf of the trust
	A certified copy of the Letters of Authority issued by the Masters of the High Court and the Trust Deed (IT number showing the Trust number if applicable)
	<b>Trustees:</b> A selfie (photo of yourself) holding your green bar coded South African ID Book or Smartcard ID (both sides) or valid Passport (for foreign nationals) / alternatively a copy certified by a Commissioner of Oaths. Refer to page 5 for guidelines on selfies.
	<b>Authorised Trustee/s and Founder of the Trust:</b> A copy of a service bill not older than 3 months. Refer to page 5 for a list of acceptable service bills.
	Trust shareholder structure including percentage per shareholder <b>Note:</b> Any Trust shareholder who holds more than 25% of the voting rights of the investor company: A certified copy of the Trust Deed and Letter of Authority issued by the Master of the High Court;
	A Bank confirmation letter with an e-stamp which is available for download on your banking application; or a bank statement; or a physical bank confirmation letter issued and stamped by the branch (not older than 3 months) <b>Note:</b> No third-party bank accounts are permitted. The bank account must be in the name of the trust

## REGISTERED COMPANIES AND CLOSE CORPORATIONS

	A copy of the board minutes/resolution appointing an authorised representative to act on behalf of the company or close corporation
	A list of authorised signatories together with specimen signatures on a company letterhead
	<b>Companies:</b> A certified copy of the CM1/COR15.1A Certificate of Incorporation, CM22/COR21 Certificate of Registered Address and CM29/COR39 form bearing the stamp of the Registrar of Companies and signed by the Company Secretary
	<b>Close Corporations:</b> A certified copy of the CK1/CK2 Founding Statement bearing the stamp of the Registrar and signed by an authorised member
	<b>Directors and Members:</b> A selfie (photo of yourself) holding your green bar coded South African ID Book or Smartcard ID (both sides) or valid Passport (for foreign nationals) / alternatively a copy certified by a Commissioner of Oaths. Refer to page 5 for guidelines on selfies. <b>Authorised representative:</b> A selfie (photo of yourself) holding your green bar coded South African ID Book or Smartcard ID (both sides) or valid Passport (for foreign nationals) / alternatively a copy certified by a Commissioner of Oaths. Refer to page 5 for guidelines on selfies.
	A copy of a service bill for the authorised representative and all directors bearing their physical address not older than 3 months. Refer to page 5 for a list of acceptable service bills.
	A copy of a service bill bearing the business' name and current physical address not older than 3 months. Refer to page 5 for a list of acceptable service bills.
	Company shareholder structure including percentage per shareholder <b>Note:</b> Any Company or Close Corporation shareholder who holds more than 25% of the voting rights of the investor company: A certified copy of the Certificate of Incorporation (CM1/COR15.1) and Notice of Registered Address (CM22/COR21) or CK1 Founding statement and service bill to verify trade name and physical address of company or close corporation <b>Note:</b> Any individual shareholder who holds more than 25% of the voting rights of the investor company: A selfie (photo of yourself) holding your green bar coded South African ID Book or Smartcard ID (both sides) or valid Passport (for foreign nationals) / alternatively a copy certified by a Commissioner of Oaths
	A Bank confirmation letter with an e-stamp which is available for download on your banking application; or a bank statement; or a physical bank confirmation letter issued and stamped by the branch (not older than 3 months) <b>Note:</b> No third-party bank accounts is permitted - Bank account must be the same as the Registered Company or Close Corporation

## DEREGISTERED COMPANIES

	A deregistration certificate issued by CIPC
	Resolution signed by all Directors nominating the Director that will act as the authorised representative, including the banking details of the nominated Director.
	<b>Directors:</b> A selfie (photo of yourself) holding your green bar coded South African ID Book or Smartcard ID (both sides) or valid Passport (for foreign nationals) / alternatively a copy certified by a Commissioner of Oaths. Refer to page 5 for guidelines on selfies.
	A Bank confirmation letter with an e-stamp which is available for download on your banking application; or a bank statement; or a physical bank confirmation letter issued and stamped by the branch (not older than 3 months)

## OTHER LEGAL ENTITIES

	A certified copy of a board minutes /resolution appointing an authorised representative to act on behalf of the legal entity signed by all members
	A certified copy of the Constitution / Partnership Agreement or other founding documentation
	<b>Authorised Representative:</b> A selfie (photo of yourself) holding your green bar coded South African ID Book or Smartcard ID (both sides) or valid Passport (for foreign nationals) / alternatively a copy certified by a Commissioner of Oaths. Refer to page 5 for guidelines on selfies. <b>Members:</b> A selfie (photo of yourself) holding your green bar coded South African ID Book or Smartcard ID (both sides) or valid Passport (for foreign nationals) / alternatively a copy certified by a Commissioner of Oaths. Refer to page 5 for guidelines on selfies.
	A copy of a service bill not older than 3 months for all members. Refer to page 5 for a list of acceptable service bills.
	A copy of a service bill bearing the business' name and current physical address not older than 3 months (if applicable)
	Any Other legal entity shareholder who holds more than 25% of the voting rights of the investor company; A certified copy of the constitution and a selfie (photo of yourself) holding your green bar coded South African ID Book or Smartcard ID or valid Passport (for foreign nationals) / alternatively a copy certified by a Commissioner of Oaths. Refer to page 5 for guidelines on selfies.
	A Bank confirmation letter with an e-stamp which is available for download on your banking application; or a bank statement; or a physical bank confirmation letter issued and stamped by the branch (not older than 3 months) <b>Note:</b> No third-party bank accounts are permitted - the bank account must be in the name of the entity

### NON-RESIDENT COMPANY

	A certified copy of a board minutes/resolution appointing the authorised representative to act on behalf of the company
	A list of authorised signatories together with specimen signatures on a company letterhead
	Certified copies of company registration documents
	Contact particulars for authorised persons
	<b>Authorised Representative and Directors:</b> A selfie (photo of yourself) holding your green South African ID Book or Smartcard ID (both sides) or Passport (for foreign nationals) / alternatively a copy certified by a Commissioner of Oaths. Refer to page 5 for guidelines on selfies.
	A copy of a service bill for the authorised representative and directors bearing their current physical address not older than 3 months. Refer to page 5 for a list of acceptable service bills.
	A copy of a service bill bearing the business' name and current physical address date within the preceding 3 months. If the unlisted company has multiple offices, the physical business address of its head office
	Company shareholder structure including percentage per shareholder <b>Note:</b> Any Company or Close Corporation shareholder who holds more than 25% of the voting rights of the investor company: certified copies of company registration documents and a selfie (photo of yourself) holding your green bar coded South African ID Book or Smartcard ID (both sides) or valid Passport (for foreign nationals) / alternatively a copy certified by a Commissioner of Oaths for the authorised signatories and all members. Refer to page 5 for guidelines on selfies. <b>Note:</b> Contact particulars for any shareholder who holds more than 25 % of the voting rights of the company
	A Bank confirmation letter with an e-stamp which is available for download on your banking application; or a bank statement; or a physical bank confirmation letter issued and stamped by the branch (not older than 3 months) <b>Note:</b> <i>No third-party bank accounts are permitted - the bank account must be in the name of the entity</i>
	If the client acts in the capacity of a nominee, then we require a certified copy of the nominee approval from the relevant authority / regulator in their jurisdiction

### LISTED COMPANIES (FOREIGN AND SOUTH AFRICAN)

	Written confirmation of the registered name, registration number and physical address. If the listed company has multiple offices, the physical business address of the head office and the registered investor company
	Certified copy of a board minute/resolution appointing an authorised representative to act on behalf of the company
	A list of authorised signatories together with specimen signatures on a company letterhead
	<b>Authorised Representative and Directors:</b> A selfie (photo of yourself) holding your green bar coded South African ID Book or Smartcard ID (both sides) or valid Passport (for foreign nationals) / alternatively a copy certified by a Commissioner of Oaths. Refer to page 5 for guidelines on selfies.
	A Bank confirmation letter with an e-stamp which is available for download on your banking application; or a bank statement; or a physical bank confirmation letter issued and stamped by the branch (not older than 3 months) <b>Note:</b> <i>No third-party bank accounts are permitted - the bank account must be in the name of the entity</i>

### JOINT SHAREHOLDERS

	An instruction letter signed by the first mentioned shareholder, advising that we update the records accordingly
	<b>Shareholders:</b> A selfie (photo of yourself) holding your green bar coded South African ID Book or Smartcard ID (both sides) or valid Passport (for foreign nationals). Refer to page 5 for guidelines on selfies.
	A copy of the first mentioned shareholder's service bill not older than 3 months. Refer to page 5 for a list of acceptable service bills.
	A Bank confirmation letter with an e-stamp which is available for download on your banking application; or a bank statement; or a physical bank confirmation letter issued and stamped by the branch (not older than 3 months) <b>Note:</b> <i>No third-party bank accounts are permitted. The bank account holder must be same as the first mentioned shareholder</i>

### CURATORSHIP

	A certified copy of the Letter of Appointment/Curatorship
	All instructions must be signed by the administrator appointed by the Master of the High Court
	<b>Authorised Administrator:</b> A selfie (photo of yourself) holding your green bar coded South African ID Book or Smartcard ID (both sides) or valid Passport (for foreign nationals). Refer to page 5 for guidelines on selfies.
	<b>Shareholder:</b> A selfie (photo of yourself) holding your green bar coded South African ID Book or Smartcard ID (both sides) or valid Passport (for foreign nationals) / alternatively a copy certified by a Commissioner of Oaths. Refer to page 5 for guidelines on selfies.
	If the administrator is an attorney or an institution, an instruction on the administrator's letterhead is acceptable to verify their physical address If the administrator is an individual, we require a service bill reflecting the residential address not older than 3 months. Refer to page 5 for a list of acceptable service bills.
	A Bank confirmation letter with an e-stamp which is available for download on your banking application; or a bank statement; or a physical bank confirmation letter issued and stamped by the branch (not older than 3 months) <b>Note:</b> <i>No third-party bank accounts are permitted. The bank account holder must be in the name of the shareholder</i>

## PENSION FUNDS

	A certified copy of the certificate of registration issued by the registrar of pension funds
	A certified copy of the board minutes/resolution appointing an authorised representative to act on behalf of the Pension fund; Provident fund or Retirement annuity fund and the details of the principal officer/ trustee to act on behalf of the fund
	A list of authorised signatories/ trustees together with specimen signatures on a company letterhead
	<b>Authorised Representative / Trustees:</b> A selfie (photo of yourself) holding your green bar coded South African ID Book or Smartcard ID (both sides) or valid Passport (for foreign nationals) / alternatively a copy certified by a Commissioner of Oaths. Refer to page 5 for guidelines on selfies.
	A Bank confirmation letter with an e-stamp which is available for download on your banking application; or a bank statement; or a physical bank confirmation letter issued and stamped by the branch (not older than 3 months) <b>Note:</b> No third-party bank accounts are permitted. The bank account holder must be in the name of the Pension fund

NB: Where applicable, documents must be certified by a suitable certifier e.g., a Commissioner of Oaths, Justice of Peace, Police Station, Registered Attorney or Post Office Manager.

Certified copies are only valid if correctly signed and the name, organisation, date and capacity of the person certifying the documentation is stated.

Furthermore, please note that we do not accept certification stamps from municipalities, internal certification stamps from companies and post office tellers.

**Where certified documents are being provided, certification should not be:**

- ID book / Smartcard ID / Passport – Not older than 1 year
- Bank statement – Not older than 3 months
- Proof of address – Not older than 3 months
- Death Certificates/Letters of Executorship – Not older than 1 year

**Please take note of below important guidelines when taking a selfie:**

- Take a close-up picture of you holding your ID book / Smartcard ID under your chin
- Images are taken in a well-lit room
- Images are Clear / not blurry
- Images are High-quality
- Details are readable on the image
- The information is fully visible on the document
- Your ID / Passport picture matches your Selfie
- Your ID Book or Passport is open
- The image must be of your original ID or Passport (No photocopies)

**After the image is taken, please check that the image is clear and the details are readable including the ID number.**

**Proof of address documents not older than 3 months that we will accept include the following (these documents do not need to be certified):**

- A utility bill reflecting the name and residential address of the shareholder;
- A bank statement reflecting the name and residential address of the shareholder;
- Municipal rates and taxes invoice reflecting the name and residential address of the shareholder;
- Loan statement from Credit Providers reflecting the name and residential address of the shareholder;
- Telephone or cellular account reflecting the name and residential address of the shareholder;
- Recent long-term or short-term insurance policy document issued by an insurance company and reflecting the name and residential address of the shareholder;
- A statement of account issued by a retail store that reflects the residential address of the shareholder;
- Confirmation of residence from a retirement village / retirement home on their letterhead if the investor is 55 years or older;
- Stamped letter from the Tribal Authority Council on a letterhead confirming residential address in a rural settlement;
- Medical aid benefit statement that reflects the name and residential address of the shareholder;
- Recent correspondence from a Body Corporate or Share-Block Association reflecting the name and residential address of the shareholder.

**Proof of address documents not older than 12 months that we will accept include the following (these documents do not need to be certified):**

- A lease or rental agreement reflecting the name and residential address of the shareholder;
- Motor vehicle license documentation reflecting the name and residential address of the shareholder;
- SABC television license or SABC license renewal letter which displays name and residential address of the shareholder;
- SARS document (excluding assessments or e-filing documents) which displays the name and residential address of the shareholder;
- A mortgage statement reflecting the names and residential address of the shareholder.