

## Adviser Notice 77

January 2022

Dear Adviser

### Secure transactional site functionality for Category I and II advisers

We continue to add to the functionality available via our secure transactional website as we seek to improve our platform offering and process efficiencies. We encourage the adoption of this online functionality, and remind you of the benefits it offers to both you and your clients.

Whilst the increased functionality of our secure transactional site offers Category I and II advisers improved ease of doing business with the platform, it does not abdicate responsibility for following standard processes.

As an authorised administrative FSP, PSG Invest (Pty) Ltd must ensure that advisers are duly authorised by clients to transact on their behalf. PSG Invest may not process any transactions on clients' investments without obtaining an instruction either directly from the client or from an adviser authorised to act on behalf of that client. Authorisation may be granted by way of a Category II mandate that specifies that the adviser is authorised to transact on behalf of the client and that may refer to full or limited discretion.

If an adviser is mandated by a client to transact on their investment (which includes switches, withdrawals, fund selections and any other transactions which could have a financial impact on the investment), PSG Invest will require a copy of this mandate. If no full mandate (or limited discretion mandate) is provided, a direct instruction would need to be provided by the client (including a verifiable signature) for PSG Invest to continue processing a transaction.

To facilitate processing instructions where a client has not signed an instruction (either by way of using the one-time-pin functionality available on myPractice or by way of a PDF version of a form), we have developed functionality on our secure transactional site that allows you to 'Download print signature' page which can be used to send an instruction to a client via email for them to sign. Note that these signed forms must be retained for record-keeping purposes.

We monitor the use of this functionality and, if we require, may ask you to provide a signed copy of an instruction submitted via the secure transactional site. We ask you to please respond to such requests timeously to minimise processing delays or potential market movement that the client may incur.

### Need more information?

If you have any queries, please contact your investment specialist or your dedicated client service team.

Kind regards



**Cindy Tshabalala**  
Head of Client Service