

## Adviser Notice 83

**June 2022**

Dear Adviser

### Telephonic verification for change of bank accounts

We are observing increasing phishing attacks on emails and user access profiles. Therefore, it is important to be prudent in processes that are prone to fraudulent attempts by malicious parties, for example change of bank account details.

With effect from 4 July 2022, we will therefore start confirming change of bank details instructions telephonically with offices submitting these instructions.

When you have submitted a change of bank account either through the secure website or manually through client service, a client service consultant will call the office to verify if the instruction was submitted by you.

We ask for your co-operation in verifying these instructions in our ongoing commitment to mitigating risk of fraud and improving the client experience.

### 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 Services**