

HOW TO TRANSACT FOR PERSONAL CLIENTS ONLY

Protecting your wealth is of the utmost importance to us. This is why we recommend you use our Online Wealth Services (OWS). It's intuitive, secure and convenient. We offer a mobile app and desktop version, giving you access to your wealth wherever you are.

SUMMARY

	ONLINE WEALTH SERVICES (OWS)	TELEPHONE	WRITTEN INSTRUCTION
PAYMENT UK	✓		✓
PAYMENT INTERNATIONAL	✓		✓
INTERNAL TRANSFER	✓		✓
FOREIGN EXCHANGE (FX)	✓	✓	✓
CREATE STANDING ORDER	✓		✓
AMEND STANDING ORDER	✓		✓
CANCEL STANDING ORDER	✓		✓
NEW DIRECT DEBIT			✓
CANCEL DIRECT DEBIT		✓	✓
TERM DEPOSIT		✓	✓
EXECUTION-ONLY TRADING		✓	✓

All of the following transactions can be made via OWS.

STERLING PAYMENT TO AN ACCOUNT WITHIN THE UK

- Use the 'domestic payments' function of OWS
- Send us an original written instruction, signed in accordance with your account mandate
- Write a cheque signed in accordance with your account mandate.

INTERNATIONAL PAYMENT

- Use the 'international payments' function of OWS
- Send us an original written instruction, signed in accordance with your account mandate.

TRANSFERS BETWEEN YOUR ACCOUNTS HELD WITH NEDBANK PRIVATE WEALTH

Between accounts held at the same office of Nedbank Private Wealth (London, Isle of Man or Jersey).

- Use the 'transfer' function of OWS
- Send an original signed instruction to us.

Between accounts held in different offices of Nedbank Private Wealth.

- Use the 'payments' function of OWS
- Send an original signed instruction to us.

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BUYING/SELLING CURRENCIES BETWEEN YOUR ACCOUNTS HELD WITH NEDBANK PRIVATE WEALTH

- Use the Foreign Exchange (FX) function of OWS for transactions up to £25,000, or currency equivalent
- FX instructions for amounts greater than £25,000, or currency equivalent, can be requested over the telephone, if we can identify you using your secure telephone password. You can also send us an instruction signed in accordance with your account mandate.

STANDING ORDERS

You can create, amend and delete standing orders:

- Through our OWS
- By sending an original written instruction, signed in accordance with your account mandate.

The following transactions are not currently available via OWS:

DIRECT DEBITS

- To set up a direct debit, please contact the company that you are paying to initiate the instruction. They will forward their request, along with your authorisation, to us for completion
- To cancel a direct debit, please contact the merchant in the first instance and ask them to cancel your arrangement. Please also advise us in writing, by telephone or email.

TERM DEPOSITS

To place, renew or arrange for funds to be paid back to you on the maturity date, please:

- Telephone us, ensuring we can identify you using your secure telephone password
- Send us an original written instruction, signed in accordance with your account mandate.

INVESTMENT TRADES

To buy or sell shares, bonds, unit trusts, investment trusts, and other readily tradeable investment instruments, on an 'execution-only' basis (where we do not provide you with any advice), please:

- Telephone us, ensuring we can identify you using your secure telephone password
- Ask your relationship manager to send you a deal ticket to sign electronically using DocuSign
- Send us an original written instruction, signed in accordance with your account mandate.

Please be aware that a common way in which people fall victim to fraud is via their email account. Emails are not secure and can be intercepted easily. If you send confidential information or attachments containing your signature via email, there is a risk of them falling into the wrong hands.

If you email us to make a foreign exchange, investment trade, or term deposit, your email might be intercepted, interfered with, delayed or deleted, without the knowledge of either you or the bank. For this reason, we strongly recommend you use one of the alternative methods set out in this document.

Please note, payments, standing orders and direct debits are not permitted from term deposits, loan accounts or discretionary investment portfolios.

GLOSSARY

Below is a set of definitions for some of the terms used within this document.

UK PAYMENT

What is it?

A payment made in Sterling to an account in the UK. You will need the eight-digit beneficiary account number and six-digit sort code, along with the full beneficiary account name.

How long will this take?

If received prior to 11:45am on a UK business day, the funds will be received by the recipient on the same day. If instructed after 11:45am, the recipient will receive the funds will credit the beneficiary on the following business day.

INTERNATIONAL PAYMENT

What is it?

A payment being sent from your Nedbank Private Wealth account to a person or company based internationally, or whose account is held in a currency other than Sterling.

How long will this take?

Payments fully authorised and received prior to our cut-off time of 11:45am (on a UK business day) will be actioned on that day. Payments received after our cut-off time will be actioned the following business day. GBP/EUR/USD payments usually settle on the same day. Other currencies will be received by the recipient two business days later (this is known as 'spot value').

INTERNAL TRANSFER

What is it?

Moving money between your own accounts held with Nedbank Private Wealth.

How long will this take?

If the debiting account and crediting account are held in the same currency and you are instructing the transfer online, funds will settle in a matter of minutes. Internal transfers are available 24/7.

FOREIGN EXCHANGE (FX)

What is it?

Exchanging one currency for another.

How long will this take?

Settlement times depend on the currencies being sold and bought. Where the selling and buying currency both involve GBP/USD/EUR, the exchange can be settled the same day. Other currencies usually settle after two business days (this is known as 'spot value').

STANDING ORDER

What is it?

A regular payment of the same value, at set intervals, to the same recipient.

How long will this take?

Standing orders settle on the day they are sent (UK only).

DIRECT DEBIT

What is it?

A direct debit is an agreement between you and a third party, allowing the third party to transfer money from your account to theirs on an agreed date/interval. Direct debits are usually set up to pay bills.

How long will this take?

The company that you are setting up a direct debit to pay can advise you of time frames.

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TERM DEPOSIT

What is it?

A term deposit, or fixed term deposit (FTD), is an agreement with us to place a certain amount of cash on deposit for a set amount of time in order to earn an agreed interest rate.

How long will this take?

For sterling FTD's, instructions* received by 12pm on a business day will be actioned on the same day.

For FTD's in other currencies, instructions* received by 12pm will be actioned after two business days.

*Instructions:

- Placing a new deposit.
- Requesting full or partial withdrawal on maturity.
- Requesting to break a deposit before the maturity date (this will incur a fee).

EXECUTION-ONLY TRADE

What is it?

You instruct us to buy or sell equities, bonds, unit trusts, investment trusts, or other readily tradeable investment instruments in the market on your behalf.

How long will this take?

When you place a trade with our dealing team, it will be actioned as soon as possible within the applicable market's opening hours. Settlement times vary depending on the investment you are buying or selling. If you are buying a packaged retail and insurance based investment product, or a UCITS fund, you must confirm that you have read and understood the Key Investor Information Document (KIID).

Nedbank Private Wealth is a registered trade name of Nedbank Private Wealth Limited.

Nedbank Private Wealth Limited is licensed by the Isle of Man Financial Services Authority. Registered office: St Mary's Court 20 Hill Street Douglas Isle of Man.

The Jersey branch is regulated by the Jersey Financial Services Commission.

The London branch is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority.

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