



OLD MUTUAL

OLD MUTUAL INTERNATIONAL INVESTMENT PORTFOLIO+ (IP+)

APRIL 2025

Please confirm with your financial adviser that this is the most up to date document for your product or servicing needs.



INTERNATIONAL

At Old Mutual International, we offer you a focused view of global investments. An approach that ensures a well-diversified investment portfolio; provides exposure to a range of investment styles; an array of asset classes; and a selection of geographic regions.

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THE PURPOSE OF THIS KEY FEATURES DOCUMENT IS to give you a clear and balanced summary of the information you need to help you make a decision about investing in the Old Mutual International Investment Portfolio+.

THE INVESTMENT PORTFOLIO+ AND ITS BENEFITS

Specifically designed for the South African resident, the Investment Portfolio+ allows you to consolidate and manage your offshore investments within a single, convenient, tax-efficient structure. The Investment Portfolio+ aims to provide the potential for growth of the assets over the long term.

The Investment Portfolio+ is a single premium capital redemption contract. The Investment Portfolio+ is structured so that it does not have lives assured; therefore, it will not come to an end on your death. Instead the Investment Portfolio+ has a 99-year fixed term and your investment will continue to the end of the term (the maturity date), unless you fully cash it in before the maturity date. The Investment Portfolio+ is issued as a number of contracts (usually 1 000) which collectively form the Investment Portfolio+ redemption plan.

The Investment Portfolio+ offers two levels of investment choice:

- The first level provides access to a range of international funds denominated in sterling, US dollars and euros. These funds have been specifically selected for the South African investor and include multi-asset funds as well as a range of funds from both local and international management companies.
- If you have more than £60 000 (or 75 000 in US dollars, euros, Swiss francs or Australian dollars) to invest, you can access the second level which offers a significantly increased range of assets which allows you to access the entire universe of collective investments as well as shares listed on recognised stock exchanges. This level is called the 'Authorised Custodian Facility'.

In both cases you can build your own portfolio to suit your financial goals and attitude to risk. There are currently no switching charges or dealing

fees between life funds although there may be transactional fees if you utilise the Authorised Custodian facility.

The Old Mutual Isle of Man Investment Portfolio+ offers the convenience of removing the complexities and concerns of tax administration as this is performed by the Old Mutual Isle of Man branch of Old Mutual Life Assurance Company (South Africa) Limited ("OMLACSA") within the policy.

ABOUT OLD MUTUAL ISLE OF MAN

The Investment Portfolio+ is issued by the Old Mutual Isle of Man branch of OMLACSA, which is registered in the Isle of Man and whose principal place of business is 5A Village Walk, Onchan, Isle of Man, IM3 4EA, British Isles. Permitted to carry on long-term insurance business in and from the Isle of Man by the Isle of Man Financial Services Authority. OMLACSA is incorporated in South Africa (registration number: 1999/04643/06). Registered office: Mutualpark, Jan Smuts Drive, Pinelands, Cape Town, South Africa.

OMLACSA is a Licensed Life Insurer and a licensed financial services provider. OMLACSA's Standard and Poor's credit rating is zaAAA/-/zaA-1+, as at 24 July 2023. Old Mutual Isle of Man is part of the OMLACSA is part of Old Mutual Limited (OML) and is listed on the Johannesburg Stock Exchange with secondary listings in London, Malawi, Namibia and Zimbabwe.

Old Mutual is trusted by 12.5 million customers as at 31 December 2023 across Africa and has a total of £63.6 billion assets under management (June 2024 Interim Results).

Old Mutual Limited has a portfolio of businesses offering asset management, life assurance, banking and general insurance services across Africa and Emerging Markets.



SO, TO SUMMARISE;
THE INVESTMENT
PORTFOLIO+ ENABLES
YOU TO:

- Choose from a range of funds and assets to match your investment objectives;
- Switch assets within your Investment Portfolio+;
- Enjoy tax simplicity;
- Manage your estate planning; and
- Consolidate your existing offshore investments into one portfolio.

As a leading provider of direct offshore investments to South African residents, we at Old Mutual Isle of Man believe that decisions about your financial future are important and we encourage you to seek advice through a professional financial adviser.

IMPORTANT INFORMATION

The Investment Portfolio+ is designed to be a long-term investment, so you should aim to hold it for at least five to ten years. If you wish to cash in your Investment Portfolio+ earlier, there may be restrictions and a recovery of outstanding charges in the first five years.

All investments involve some risk. The Investment Portfolio+ is a linked policy which gives you access to a variety of assets, the value of which may rise and fall. You accept this investment risk by taking out the Investment Portfolio+. This means that we cannot guarantee the amount you get back when your Investment Portfolio+ ends. It may be less than you expected, or less than you invested, for the following reasons:

- The funds and investments held within your Investment Portfolio+ may rise or fall in value. We cannot provide any assurance that the funds or investments will be successful or that their investment objectives will be achieved.
- It is possible that some of the funds or investments may become difficult to sell. It may take longer than anticipated to realise the cash value of the fund or asset.
- Where the fund or investment is in a currency other than the currency in which the return is being measured, there may be additional changes in value due to exchange rate fluctuations.
- In exceptional circumstances it is possible that bank deposits could become temporarily or permanently valueless should the bank or Authorised Custodian become insolvent.





WHY CHOOSE THE OLD MUTUAL INTERNATIONAL INVESTMENT PORTFOLIO+?

1. WHAT DOES THE INVESTMENT PORTFOLIO+ OFFER?

The Investment Portfolio+ provides two levels of investment choice within the same product. Investors with more than £60 000 (75 000 in US dollars (US\$), euros (€), Australian dollars (AUS\$) or Swiss francs (CHF)) may access a number of different Authorised Custodian facilities which is a gateway to a significant range of funds and investments. This is explained in more detail below.

Investors with more than the minimum investment amount of £15 000 (20 000 in US\$, €, AUS\$ or CHF) can invest in a range of funds which cover a variety of asset managers, investment styles and strategies.

The range of funds is split between the Core Fund Range and Self Select Funds.

CORE FUND RANGE

A range of risk-profiled solutions, each fund has an asset allocation designed to maximise the expected returns for specific risk levels.

The Core Fund Range caters for a wide range of investors. From those investors looking to gain exposure to a diversified portfolio of global equities to investors looking for a more cautious investment style. (Please refer to the Core Fund Range Factsheets for further detail on these funds).

SELF SELECT RANGE

A wide range of funds from both local and international asset management companies designed to help meet your specific needs with added precision.

INVESTMENT PORTFOLIO+ AUTHORISED CUSTODIAN FACILITY

The Authorised Custodian Facility of the Investment Portfolio+ provides substantial freedom to implement an investment strategy that helps to meet your needs and expectations in terms of flexibility, risk tolerance, capital growth and portfolio management. You are able to choose from an extensive range of collective investment schemes (SICAVs, FCPs or unit trusts), assets quoted on a recognised stock exchange acceptable to us or various currency deposits. Restrictions are outlined in section 5 below.

We recommend that you consult with a qualified professional, including your financial adviser or Fund Adviser, to work together with you in selecting and investing in the funds or assets.

You can hold assets in the Core Fund Range, Self Select and the Authorised Custodian Facility components of the Investment Portfolio+ at the same time, and switch between them, providing the minimum investment amount of £60 0000 (or currency equivalent) in the Authorised Custodian Facility is maintained.

2. COULD THE INVESTMENT PORTFOLIO+ BE RIGHT FOR ME?

Investment Portfolio+ offers a single, flexible, convenient, tax efficient entry point to investing in international markets. It provides access to a range of funds that cover most investment objectives and risk appetites. For the larger investment amounts it offers access to international stock exchanges and a wide range of collective investment schemes. It is a policy which can consolidate all your offshore assets into one manageable portfolio.

You should be looking to invest for at least five to ten years and be willing to accept more risk than a bank or building society savings account to access the potential for greater growth.

ESTATE PLANNING

The Investment Portfolio+ is a 99-year term contract, with no lives assured. This means that you can have more than one Contract Holder. On the death of the one Contract Holder, the contract can continue in the name of the surviving Contract Holder. You can also choose to have your Investment Portfolio+ transferred to a nominated beneficiary rather than to your estate if you are the sole owner at the date of your death. This avoids probate and executor's fees, reduces delay and costs, and gives you the reassurance of knowing what will happen to your Investment Portfolio+ after your death.

You may also appoint secondary beneficiaries in the event that your appointed beneficiaries predecease you.

The assets of the Investment Portfolio+ will form part of deemed property in your estate for estate duty purposes.

If the Investment Portfolio+ is held under trust then the outcome following your death will depend on your letter of wishes and the terms of the trust. Should the Investment Portfolio+ be held by a company at the date of your death then your shares in the company will form part of your estate and the protocol to be followed will depend on the jurisdiction within which the company is domiciled and any shareholders' agreement.

On the death of the contract holder, the proceeds will not be subject to the restrictions of Section 54 of the Long Term Insurance Act in the hands of the beneficiaries.

3. HOW IS TAX PAYABLE ON THE INVESTMENT PORTFOLIO+?

The Investment Portfolio+ is a policy issued by the Isle of Man branch of Old Mutual Life Assurance Company (South Africa) Limited and is taxed in the hands of the insurer according to the South African five-fund tax applicable to South African life insurers. The tax payable is at beneficial rates and payable in hard currency US dollars (US\$). However, as the Old Mutual Isle of Man branch pays all tax on your behalf, you will receive an after tax proceeds on disinvestment.

4. WHAT ARE THE ROLES AND RESPONSIBILITIES OF THE VARIOUS PARTIES?

There are various parties who work together to make Investment Portfolio+ work:

PRODUCT PROVIDER

Old Mutual Isle of Man, as the product provider, will issue the contract and legally own the assets held in the Investment Portfolio+.

CONTRACT HOLDER

This will typically be the person paying the contribution through a cash transfer or transferring across acceptable assets and entering into a contract with Old Mutual Isle of Man. While the Contract Holder does not own the underlying assets, the value of the assets linked to the Investment Portfolio+ will determine its value.

The Contract Holder as the owner of the Investment Portfolio+ has the rights to the benefits arising from it.

AUTHORISED CUSTODIAN

Investments made through Investment Portfolio+ Authorised Custodian Facility will be executed through one of a range of Authorised Custodians with whom terms of business have been agreed. These Authorised Custodians are companies with stockbroking licences and who act as custodians for the assets purchased. The availability of any particular Authorised Custodian is in no way any indication of their suitability or their financial strength and it is your responsibility to ensure you review and monitor the Authorised Custodian you, the Contract Holder, have requested that we appoint.

Old Mutual Isle of Man may, from time to time, review the Authorised Custodians and could add or remove Authorised Custodians. In the event that an Authorised Custodian is removed, an alternative will be appointed and we will confirm this in writing.

DEALING DESK

The dealing desk is where the dealing or trading instructions for the Investment Portfolio+ are accepted and executed. For the Core Fund Range and Self Select range of funds the dealing desk is provided by Old Mutual Isle of Man.

For the Authorised Custodians, the dealing desks are the department within the Authorised Custodian to which the dealing instructions should be sent. The dealing desk will then be responsible for buying and selling assets in accordance with these instructions and subject to our investment guidelines and restrictions.

FINANCIAL ADVISER

Your financial adviser should provide initial and ongoing financial planning advice and support. By completing a full financial plan, they will be able to determine your needs and they may also set your investment objectives and risk profile.

FUND ADVISER (also known as the Discretionary Investment Manager)

Your Fund Adviser should provide advice on the right asset allocation needed to achieve your investment objectives and may give instructions to the dealing desk to put these into effect. Your financial adviser can act in this capacity if they are suitably qualified. As a Fund Adviser they can make timely asset changes quickly and efficiently without having to refer back to you if you have signed a full discretionary mandate with them. We would recommend the appointment of a Fund Adviser. Some of the Authorised Custodians will only accept dealing instructions from a Fund Adviser whilst others will allow you to give dealing instructions directly.

GETTING MONEY OUT OF YOUR CONTRACT

5. SECTION 54 OF THE LONG TERM INSURANCE ACT

Designed specifically for South African investors, Investment Portfolio+ will be subject to, the restrictions of the Long Term Insurance Act (LTIA). There are certain rules (known as the 'restricted rules') that have to be complied with when taking withdrawals (either partial or full). The rules state that only one withdrawal may be taken during the first five years from each contract and the maximum withdrawal is the value of the contributions received plus 5% interest compounded annually. Investment Portfolio+ can be divided into many contracts and the restrictions apply to each contract individually. After five years the restrictions fall away and you can access your funds.

More formally, only a 'restricted amount' can be taken as a withdrawal during a 'restricted period'.

RESTRICTED PERIOD

The restricted period is the five years commencing from the first day of the month when the contribution is received. Therefore, for example, if a contribution is received on the 15th June 2020 the restriction period will commence on 1st June 2020, and will cease on 31st May 2025, with access available from 1st June 2025.

WITHDRAWALS

If a withdrawal (either full or partial) has been taken from a contract, then no further withdrawals can be made again during the restricted period on that particular contract. However, where there are a number of contracts within a plan, then withdrawals can be taken from the other contracts providing they comply with the restricted rules. After the five year restricted period there are no restrictions on withdrawals.

RESTRICTED AMOUNT

The 'restricted amount' is the maximum amount that can be either partially or fully encashed which is limited to the contributions received on the contract plus 5% interest compounded annually.

6. CAN I TAKE MONEY OUT?

Subject to the above restrictions, and a minimum withdrawal of £250, you can take one-off withdrawals or cash in your Investment Portfolio+ in full at any time by writing to us at our offices in South Africa or in the Isle of Man. Your instruction will be put into effect once it reaches Old Mutual Isle of Man. If you take one-off withdrawals, we will cash in a sufficient number of your contracts which make up your Investment Portfolio+ to make the payment, unless you tell us otherwise, and leave the remaining contracts unaffected. We will deduct the outstanding contract establishment charges (explained in section 14) for a full surrender and under certain circumstances we will deduct them before paying out a partial surrender.

We may not accept a one-off withdrawal request, or limit the amount available, if the value remaining in the Investment Portfolio+ immediately after the withdrawal falls below 10% of your total contribution.

7. CAN I MAKE ADDITIONAL CONTRIBUTIONS?

You may make additional contributions, although there are restrictions based on the same legislation that limits the number of withdrawals from the contracts within the first five years.

The rules are that during the first year you can add as much and as many contributions as you wish. In the second year you may add 120% of your first year's contribution, and thereafter you may add 120% of the higher of the previous two years' contributions. If you add more than this then a new application will need to be made as a new contract will be issued for the excess which will have its own restricted period. Each additional contribution will attract the appropriate establishment charge over a five-year period from the date of the additional contribution if commission is paid or an initial enhancement is made.

The table below shows an example of the maximum contributions that may be made each year after considering the actual contribution made in the previous two years.

EXAMPLE	CONTRIBUTIONS	
	MAXIMUM	ACTUAL
1	Any	£100k
2	£120k	£50k
3	£120k	Nil
4	£60k	£60k
5	£72k	£10k
6	£72k	Nil
7	£12k	Nil
8	Nil	Nil



The value of the additional contract (where the contribution exceeds the limits set out above), if taken out by the exact same contract holder(s), can however be linked to the original Investment Portfolio+. The Investment Portfolio+ has a tiered scale for its charges, which means that the percentage fee reduces as the investment amount breaks certain thresholds. The advantage of having contracts linked to one another is that you will receive a single statement that consolidates your various Investment Portfolio+ plans.

The minimum additional contribution is £5 000 or 7 500 in the other available currencies, which are euro, US dollar, Australian dollar and Swiss franc. Additional qualifying amounts will be applied proportionately across all the contracts held within your Investment Portfolio+.

RISK

8. IS THE MONEY I PUT INTO MY INVESTMENT PORTFOLIO+ GUARANTEED?

No, there are no guarantees other than you will get back the higher of the surrender value and £100 after 99 years. The value of your investment in the Investment Portfolio+ can go down as well as up and you may not get back the amount invested.

9. WHAT MIGHT I GET BACK?

The amount you get back will depend on:

- How much you have invested;
- How long your contribution has been invested for;
- Your choice of assets;
- The investment performance of the chosen assets;
- The currency of your assets;
- The tax deducted;
- How much you have previously withdrawn; and
- The charges deducted from your Investment Portfolio+.



ALLOWABLE ASSETS AND PERFORMANCE

10. WHAT ASSETS CAN I CHOOSE FOR MY INVESTMENT PORTFOLIO+?

In the case of the Core Fund Range, these are funds with growth-targeted returns.

Self Select Funds offer a range of funds from both local and international management companies. The chosen investment managers generally have a presence in the South African market to ensure regular feedback is available to you and your adviser.

Lists of funds within the Core Fund Range and Self Select Funds are available in the Investment Choices document and on the Old Mutual International website; www.omi-int.com.

The Investment Portfolio+ Custodian component allows a significantly wider range of assets,

Including:

- Any collective investment funds, funds with UCITS status, SICAVs, FCPs or unit trusts agreed by us;
- Assets quoted on a recognised stock exchange acceptable to us;
- Various currency deposits (subject to our acceptance as we may not be able to accept certain types of investment).

For the Custodian component please note the following:

- Old Mutual Isle of Man reserves the right to refuse an asset either before it is acquired or request that it is sold after acquisition. Specifically excluded are investments in the equity of Old Mutual Limited.



- As you are investing through the Investment Portfolio+ you may be able to access assets which might not normally be available to you as an individual investor. Whilst we recommend that you review the prospectus of all the chosen assets, more care needs to be exercised when reviewing some of these as they are 'specialist' assets. It is essential that you seek professional advice and review the underlying prospectus to ensure you are aware of the risks relating to this type of asset.

You can change your choice of assets whenever you wish unless the asset has been suspended or restricted in some way. All asset changes may involve a dealing charge. You, together with your financial adviser or discretionary investment manager should review your choice of assets regularly and change them if your selection no longer meets your needs.

11. WHAT CURRENCY FLEXIBILITY DOES MY INVESTMENT PORTFOLIO+ OFFER?

With Investment Portfolio+ you can choose which currency you want to make your contribution

payment in and receive your valuations. You can also hold assets in different currencies:

- Contribution currency – you can make your contribution payment in five different currencies; euro, US dollar, British pound, Australian dollar, and Swiss franc.
- Contract currency – your Investment Portfolio+ can be held in any of the five currencies listed above. You can choose which currency you wish your Investment Portfolio+ valuations to be shown in, although we won't physically convert your money into this currency if different to your contribution currency.

The contract currency is also the currency in which Investment Portfolio+ deductions for charges will be made.

In addition to the above, the Investment Portfolio+ Custodian component can hold assets in many different currencies, no matter what currency you choose as your contribution or contract currency. Such exposure will increase your currency exchange risks.



12. HOW ARE THE ASSETS HELD?

The Investment Portfolio+ holds units in a life fund provided by Old Mutual Isle of Man. These units are linked to the underlying funds or assets you have selected which are owned by Old Mutual Isle of Man. Each of these funds or assets will contribute towards the value and the overall performance of your Investment Portfolio+.

13. HOW WILL I KNOW HOW THE ASSETS WITHIN MY INVESTMENT PORTFOLIO+ ARE PERFORMING?

The value of your Investment Portfolio+ is based on the total number of units in your Investment Portfolio+. The value of these units is determined by the value of the underlying assets adjusted by any applicable charges. If the unit or share price of the underlying assets rise or fall, so will the total value of your Investment Portfolio+. When you become a Contract Holder you will be able to register for our web-based administration system, IMS, via our Client Service Centre. You will be able to access a summary view of your Old Mutual International contracts and valuations.

We will keep you regularly informed about the value of your Investment Portfolio+ by sending you an annual valuation statement. However, if you register for access to our administration system, IMS, you will be able to view your investment online.

These will show the opening and closing values of your Investment Portfolio+, benefits paid and the charges we have deducted. If you need additional valuation statements, you can get these by asking your financial adviser for an update or by sending an email to – ominternationalservice@omwealth.co.za or log on to www.omi-int.com.

CHARGES

The charges can be broken down into four components

– those levied by your financial adviser, by the Fund Adviser, by Old Mutual International and other charges.

14. WHAT PAYMENTS ARE MADE TO MY FINANCIAL ADVISER?

Your adviser may request to be paid at outset as well as an ongoing (trail) fee.

AT OUTSET

At outset, there are two ways in which your financial adviser can be paid. You can either agree to pay an initial charge, where you ask us to facilitate a payment to your adviser before the funds received are invested by us, or you agree that we can pay your adviser commission from the amount we receive to invest. In each case the maximum payment is 3.45% (including VAT) or 3% if no VAT is payable.

If you agree that we pay your financial adviser commission (rather than the initial charge) we will invest the full contribution received, and then levy a charge, known as the contract establishment charge, over a five year period to recoup this cost. Should your financial adviser agree to take initial commission of less than the maximum, then either the establishment charge will be reduced or an extra initial allocation will be made to your contract.

As an example, if you have £100 000 to invest, and agree with your adviser that a fee of 2.5% (including VAT) is appropriate, then the following are possible structures:

- Initial charge of 2.5% is paid to the adviser and £97 500 is invested. No contract establishment charges are levied.
- Commission of 2.5% is paid and £100 000 is invested with a contract establishment charge of 0.5% (2.5%/5) per annum being levied.
- Commission of 2.5% is paid and £100 570 is invested with a contract establishment charge of 0.69% (3.45%/5) per annum being levied.

ONGOING FEE

You may also ask us to withdraw regular payments from your plan to pay your financial adviser a fee for any ongoing advice of up to 1%, or 1.15% if VAT is applicable, per annum. This is referred to as an Investment Review Fee.

15. WHAT PAYMENTS ARE MADE TO MY DISCRETIONARY INVESTMENT MANAGER?

You can also ask us to withdraw regular payments from your plan to pay your Fund Adviser (who may be your financial adviser but need not be) a fee for ongoing discretionary management of your plan of up to 1%, or 1.15% if VAT is applicable, per annum. This is referred to as a Discretionary Manager Fee. Should your financial adviser also be your Fund Adviser then they may only charge you for services relating to one of these functions.



16. WHAT IS THE PRODUCT PLATFORM FEE LEVIED BY THE ISLE OF MAN BRANCH OF OMLACSA?

The Product Platform Fee is levied against the full value of the clients' Investment Portfolio+ and is payable to the the Isle of Man Branch of OMLACSA.

This Product Platform Fee is based on a tiered pricing scale. Therefore, it may change from time to time if the portfolio valuation rises or falls as a result of market growth, additional investments or disinvestments.

17. WHAT OTHER FEES WILL BE INCURRED?

The electronic transfer of money from one party to another will generally incur a charge made by the financial institution facilitating this payment. This will be deducted from the proceeds and is typically in the range of £20, US\$25, €20 and CHF30 or AUS\$35 depending upon the currency involved.

Should you have selected an Authorised Custodian Facility, please ensure that you familiarise yourself with their charges which are detailed in a document which should accompany these key features. The safe custody, dealing, settlement and foreign exchange charges will vary depending upon the Authorised Custodian and service selected. These may sometimes be allowed for within the charges applied by any appointed Fund Adviser.

In the Investment Portfolio+ application form, you and your financial adviser will confirm which charges will apply to your Investment Portfolio+, their level, and for how long they will apply. Further details on the charges which apply can be found in the Investment Portfolio+ General Conditions document. Some of the assets which may be held within the Investment Portfolio+ have fees which exist in part to meet advice, promotion and distribution expenses. These may include initial commission paid by the investment provider to your financial adviser and/or Fund Adviser in respect of the investments held. Further details of whether these apply, and the level of fees and commissions involved, are available from your financial adviser and/or Fund Adviser upon request.

18. HOW CAN I MAKE A CONTRIBUTION?

You can make your payment by electronic bank transfer in one of five currencies – sterling, US dollars, euros, Swiss francs or



Australian dollars. If you wish to make an electronic bank transfer, you can find full information on your application form. Alternatively, you can effect an asset transfer should you wish to invest in the Authorised Custodian Facility.

Please note that asset transfers are subject to our approval and may take some time to complete. Old Mutual Isle of Man does not facilitate the transfer of assets from your existing custodian; that responsibility lies with you and the custodians involved. This transfer process should not be started until Old Mutual Isle of Man confirms all the Investment Portfolio+ paperwork is in order.



19. COMPLAINT RESOLUTION PROCESS

Old Mutual Isle of Man provides a complaint resolution process which aims to address any dissatisfaction you may have with your transaction.

You can write to Old Mutual International Cape Town – Old Mutual Wealth building, Mutualpark, Block 1A, Jan Smuts Drive, Pinelands, 7405.

Should the dispute remain unresolved, you can write to The Old Mutual Office of Internal Arbitration at PO Box 80, Mutualpark 7451, email arbitrator@oldmutual.com or send a fax to +27 21 504 7700.

You may contact the FAIS Ombud should you have any complaints about the advice you receive or the implementation of your investment.

Postal address

The FAIS Ombud,
PO Box 41,
Menlyn Park,
0063

Tel: 0860 663 274

Fax: (012) 348 3447

Email: info@faisombud.co.za

Web: www.faisombud.co.za

You may contact the Ombudsman for Long-Term Insurance for any long-term insurance related complaints at the following address:

Postal address

The Ombudsman for Long-Term Insurance:
National Financial Ombud Scheme South Africa
(NFO)

PO Box 32334, Braamfontein, 2017

Tel: 0860 800 900

Fax: 086 575 7000

Email: info@nfosa.co.za

Web: www.nfosa.co.za

20. COMPLAINTS & THE ISLE OF MAN FINANCIAL SERVICES OMBUDSMAN SCHEME OUR COMMITMENT TO YOU

We at OMLACSA Isle of Man Branch are committed to providing high standards of service and support, but there may still be occasions when you are dissatisfied. We take complaints seriously and want to hear your concerns in order to improve our service further. This document outlines our commitment to you and what you should do if you wish to make a complaint.

WHAT SHOULD YOU DO?

You can make a complaint in writing, by letter or e-mail ominternationalservice@omwealth.co.za alternatively you can complain by telephone +27 (0) 21 504 5996. You should write down or explain the facts in a logical order and remember to provide your policy number.

NOT SATISFIED WITH OUR RESPONSE?

If you remain dissatisfied once you have reviewed our final response letter you can refer your complaint to the Financial Services Ombudsman Scheme which provides an independent service for consumers with unresolved complaints for eligible complainants. In our final response letter, we will provide you with details of how to contact the scheme, or you can view their website at www.gov.im/oft.

21. CONTACT INFORMATION

If you need any further information about this product please contact your financial adviser in the first instance.

If you wish to contact us directly you can do so by either writing to us at:

Old Mutual Isle of Man
5A Village Walk
Onchan
Isle of Man
IM3 4EA
British Isles

or contacting Old Mutual International South Africa Service Support on:

email: ominternationalservice@omwealth.co.za

Calls may be monitored and recorded for training purposes and to avoid misunderstandings.

22. COMPENSATION AND INVESTOR PROTECTION

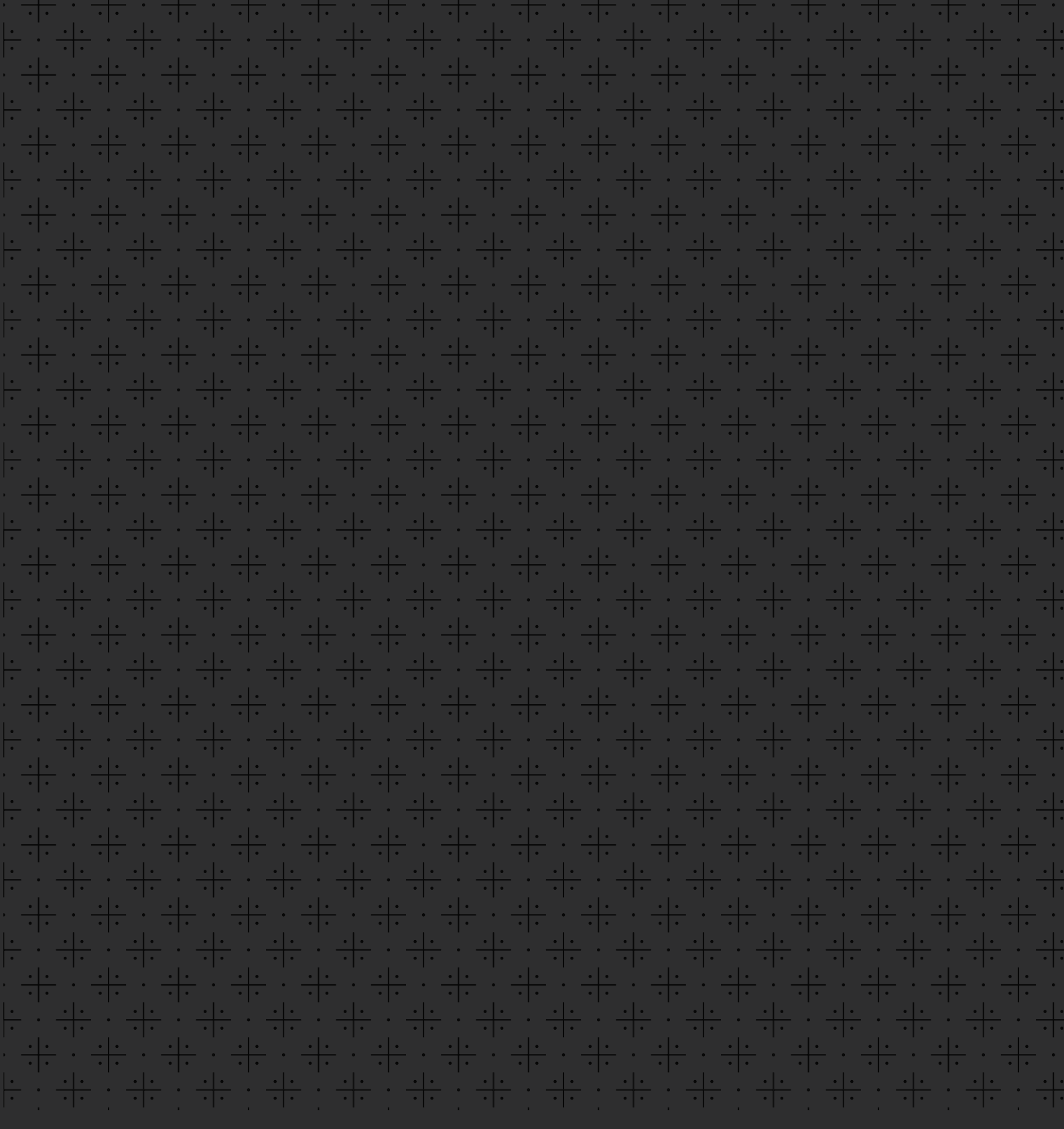
Old Mutual Isle of Man is entitled to reinsure its obligations under Investment Portfolio+. However, this will have no effect on the legal relationship and the rights, duties and obligations between you, the Contract Holder and Old Mutual Isle of Man arising from your policy. Old Mutual Isle of Man's obligations under this relationship remain the responsibility of the Old Mutual Isle of Man branch and it is that company which will fulfil such obligations when they fall due.

The value of your Old Mutual International Investment Portfolio+ is linked to the value of funds, bank deposits and assets generally managed by third parties such as banks and fund managers. In the event that the provider of any asset, including bank deposits, fails, compensation will depend on the scheme in place where that provider is registered. You should be aware that

any compensation arrangements would relate only to Old Mutual Isle of Man's aggregate holdings across all affected policies rather than to individual investors. As a result you may not benefit from any scheme.

To ensure you fully understand all the risks and benefits of the Old Mutual International Investment Portfolio+, you should also read the General Conditions document. You have the right to cancel the Contract during a 31 day period following receipt of the Plan Summary after the Contract Commencement Date. At Old Mutual International, we believe strongly in the benefit of financial advice and encourage clients to review their circumstances and financial planning needs with their financial adviser before investing in the Investment Portfolio+.

Old Mutual Isle of Man is a branch of Old Mutual Life Assurance Company (South Africa) Limited. It also forms part of the wealth management business of Old Mutual Limited.



www.omi-int.com

Old Mutual Isle of Man Branch of Old Mutual Life Assurance Company (South Africa) Limited, is registered in the Isle of Man under number 005664F and whose principal place of business is 5A Village Walk, Onchan, Isle of Man, IM3 4EA, British Isles.

Permitted to carry on long-term insurance business in and from the Isle of Man by the Isle of Man Financial Services Authority.

Old Mutual International is a division of Old Mutual Life Assurance Company (South Africa) Limited, a licensed Financial Services Provider and Life Insurer. Registration Number 1999/004643/06. Registered office: Mutual Park, Jan Smuts Drive, Pinelands, Cape Town, South Africa.



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