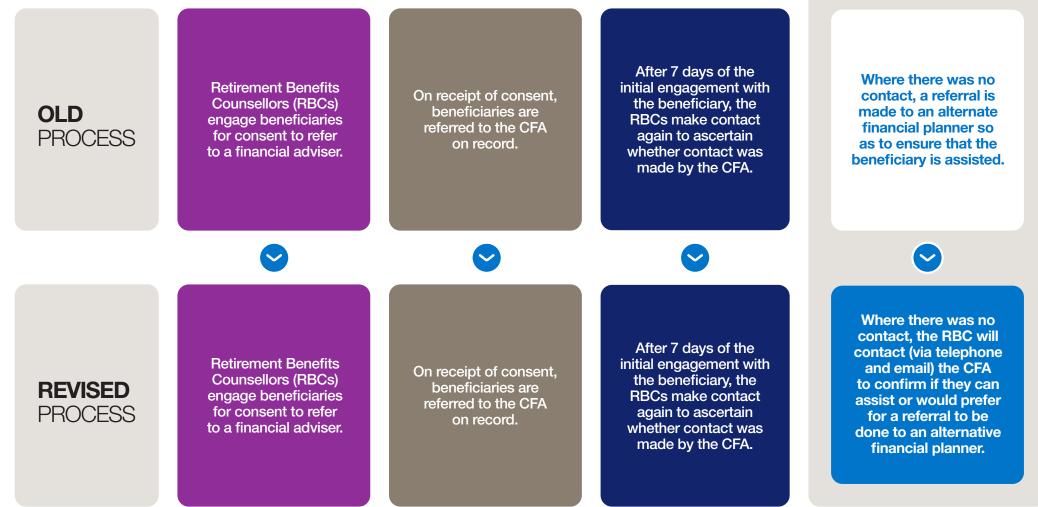


Risk beneficiary advice referral to Contracted Financial Adviser (CFA) **Revised Process**



PROCESS CHANGE



SCO909 05/2024

Should CFA/CBC be unreachable after 24 hours telephonically and on email, beneficiary will be referred to an alternative financial planner so as to ensure that the requested support is provided to the beneficiary. Sanlam Life Insurance Limited is a licensed life insurer, authorised financial services provider and a registered credit provider (NCRCP43).