

# **In Conversation with Sanlam Corporate**

# The Power of Practical Conversation

## Welcome & Introduction from today's MC



**Sumendren Naidoo**

Head: Distribution

Sanlam Corporate: Corporate Solutions

# AGENDA

- Reducing Risk Through CDD: A Practical Guide for New Business Success
- The Power of Corporate Wellness: Insights That Boost Client Engagement
- Intermediary Edge: Leveraging Group Risk Insights for Greater Client Impact
- Clarity over Complexity: Practical Insights into Investment Reviews

#Discussion & questions throughout each topic

# Reducing Risk Through Customer Due Diligence (CDD):

## A Practical Guide for New Business Success

**Johan Prinsloo**

Head: Governance Support  
Sanlam Corporate

# Governance framework



**FATF**  
**Financial Action Task Force:**  
international body –  
200 member countries



On-site visits  
remediation  
penalties



Put controls in  
place to manage  
AML risks



**FIC**  
Reporting and  
monitoring



**FSCA**  
On-site visits  
remediation  
penalties

# Why CDD is important



## FICA

Sanlam as an accountable institution **MUST** manage risks associated with:

Money Laundering

Terrorist Financing

Proliferation Financing

aka Anti-Money Laundering (AML)

## Prevent Financial Crime

Detect and prevent **AML risks**

**E.g. Sanctioned individuals** are restricted from accessing funds and are unable to receive financial services from Sanlam

## Ethical Conduct & Protect Clients & Sanlam

Safeguarding Client assets and maintain trust in Sanlam's service

By extension, trust in our intermediaries

## Legal Consequences

Failure to comply can lead to penalties, reputational damage, and regulatory sanctions

# Although low, the risk is real

*“Wherever there is money, there is motive...”*

## Employee Benefits

Anti-Money Laundering (AML) risk is low...but is still a risk

## AI used for Deep Fakes

Impersonate individuals,  
Create synthetic identities  
Exploiting financial systems  
All to launder money  
Expect financial crime to become more complex

## Estate-late fraud

Theft of client identity to submit claims  
CDD is necessary to verify details and the authorized representatives

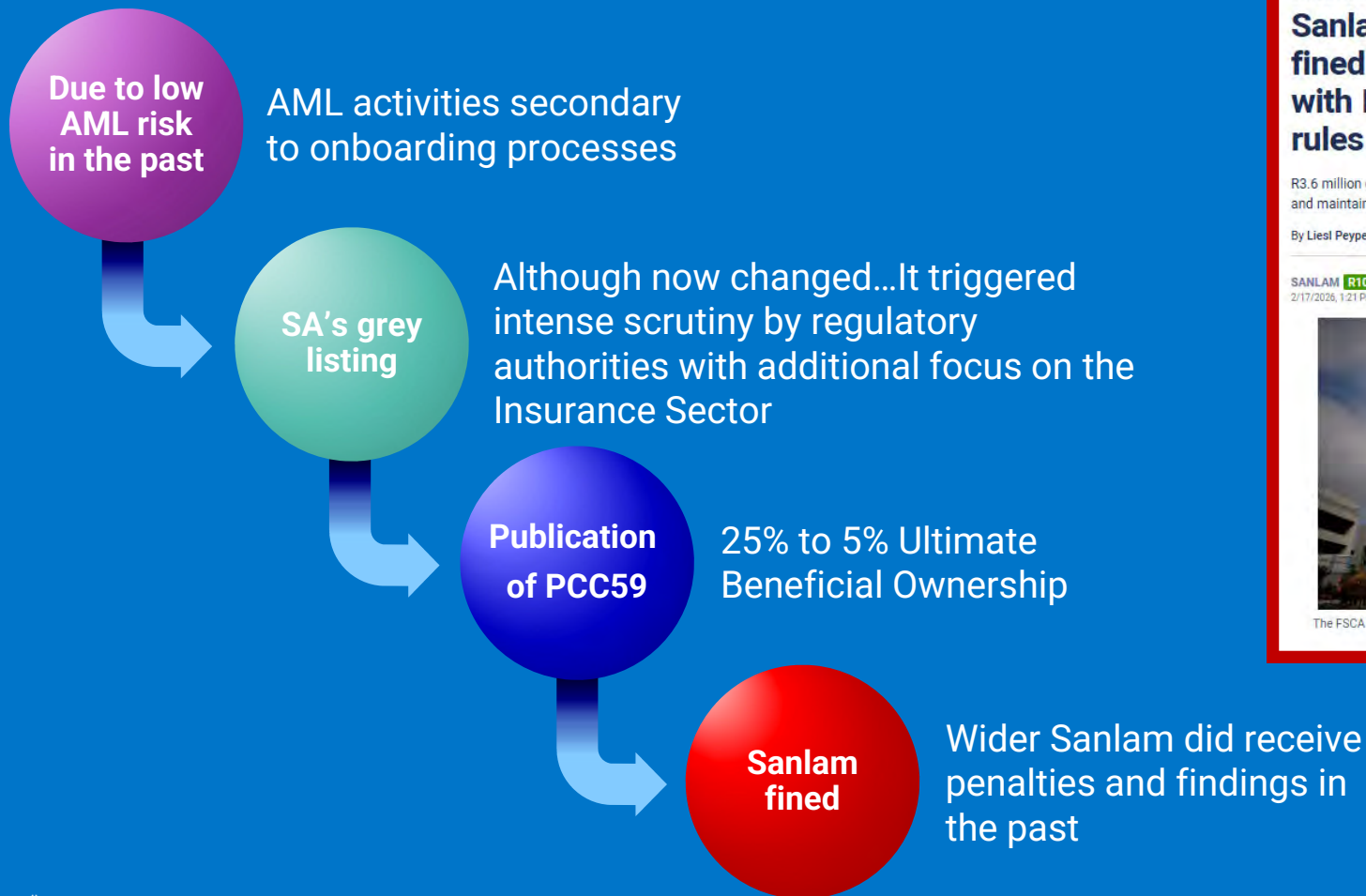
## Murder for Money

Actual / fake death claims submitted to claim life insurance payouts.  
Again, CDD necessary...

## Source of Funds

illicitly obtained funds can be pushed through payrolls to launder money  
E.g. Tax evasion  
E.g. Contributions/premiums paid “in error” - refund would effectively launder the overpayment

# What has changed in the SC world?



MONEYweb

Companies and Deals 7 INSIDER GOLD

## Sanlam Collective Investments fined R10.6m for failing to comply with FIC Act anti-money laundering rules

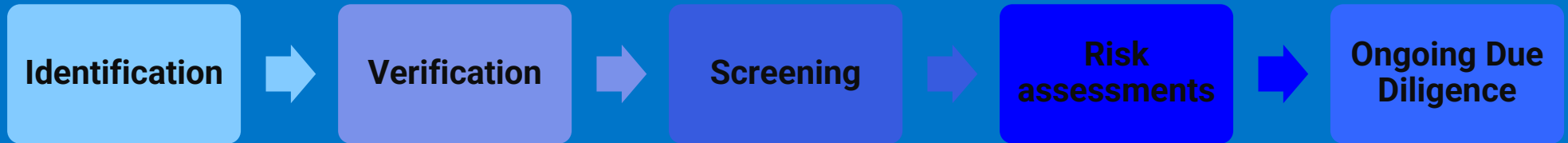
R3.6 million of the fine is suspended for two years, provided it rectifies the deficiencies and maintains compliance during the period.

By Liesl Peyper · 13 Oct 2025 · 09:37

SANLAM R103.86 0.51%  
2/17/2026, 1:21 PM

The FSCA found that Sanlam Collective Investment's risk management programme was not effectively implemented. Image: Mike Hutchings/Reuters

# What is CDD?



**Determine if any person associated with a client is a Sanctioned Individual or Politically Exposed Person, making them more prone for AML risks.**

*\*Very similar to the process followed by banks for clients with business bank accounts*

# What is required in practice?



- ⊗ Obtain completed on-boarding form
- ⊗ Obtain supporting CDD (FICA) information based on the client's legal entity type
  - ⊗ SGR refer "Guide"
  - ⊗ SUS refer "Due Diligence Flash Fact"

## Private and unlisted public companies

- ⊗ NB is Ultimate Beneficial Ownership (UBO)
  - ⊗ Shareholding organogram of shareholders holding 5% or more (directly and indirectly) is KEY for companies
  - ⊗ Shareholding organogram must indicate shareholding %
  - ⊗ The organogram must drill down to **natural persons** owning 5% or more
- ⊗ Ensure information provided aligns with ownership structure
- ⊗ Where there is e.g a trust in a company shareholding structure, we need the same info as if the client was a trust aka trust deed, letter of authority, particulars of founders, trustees and beneficiaries **to the extent that we cannot verify independently.**

# Important to note:



- ⦿ Complete information avoids back and forth
- ⦿ List of authorised signatories must be completed on the template we provide + resolution
- ⦿ No/incomplete documents = no onboarding
- ⦿ CDD and effective date is time sensitive. We cannot receive premiums or contributions before the CDD is complete
- ⦿ Ongoing due diligence will be implemented in the near future:
  - ⦿ Low risk AML clients = every 5 years
  - ⦿ Medium AML risk clients = every 3 years
  - ⦿ High AML risk clients = annually



# What are we doing to make things easier?



## Verification platform upgrade: XDS

- ⌚ Get updated company information for Pty's, Ltd's, CCs, NPC's – in the past outdated info caused delays
- ⌚ Verification of a registered trust & linked parties. Pre-2020 trusts: must still get letter of authority & trust deed to verify founders/beneficiaries
- ⌚ Instead of proof of address – Verification via XDS
- ⌚ Instead of copy of ID – Verification via XDS (except if passport)

The screenshot shows the 'Business Enquiry' form in the XDS system. The left sidebar contains a navigation menu with options like 'XDS POPIA Reports', 'Provel', 'Qualifications Enquiry', 'Credit Enquiry', 'Trace Enquiry', 'Public Info Enquiry', 'Commercial Enquiry', 'Business Enquiry', 'Business Quick Vet', 'Commercial Modular', 'Commercial Trust', 'Business Investigative', 'Principal Enquiry', 'Commercial DOVS', and 'Commercial DOVS History'. The main content area is titled 'Business Enquiry' and includes a search history bar, a search criteria section, and a search button. The search criteria section has a 'Legal Entity Type' dropdown menu with 'Registered Company' selected. Below this are input fields for 'Vet Number', 'Sole Proprietor', 'Business Name', 'ID Number', and 'VAT Number'. There are also input fields for 'Your Reference' and 'Voucher Code'. The search button is labeled 'Search' and 'Clear'.

The screenshot shows the 'ID Verification' form in the XDS system. The left sidebar is the same as in the Business Enquiry form. The main content area is titled 'ID Verification' and includes a search history bar, a search criteria section, and a search button. The search criteria section has input fields for 'ID Number', 'Surname', and 'First Name'. There are also input fields for 'Voucher Code' and 'Your Reference'. The search button is labeled 'Search' and 'Clear'.

# What are we doing to make things easier?



**Sanlam** Group Risk Application Form

This form must be completed upon the acceptance of a Sanlam Corporate: Group Risk (SGR) quotation. The form, in conjunction with the quotation and all other supporting information, is used for the implementation of the group risk scheme.

For assistance with the required information in completing this document, click [here](#).

1. Insurance information

Operational (Trade) Name:	
Postal Address	Postal code
Registration number	
Any Subsidiary/Associated/Affiliated companies linked: (if applicable, provide proof)	<input type="button" value="Yes"/> <input type="button" value="No"/>
If YES, are any of these foreign subsidiary(ies): (if applicable, provide proof)	<input type="button" value="Yes"/> <input type="button" value="No"/>
Type of Company (e.g. Making Company)	

- ⦿ Onboarding process being digitized – dynamic application forms according to product acceptance quotation e.g. funeral only will have funeral only questions.
- ⦿ Delivery of first sprint expected Q2 2026
- ⦿ Further developments to follow

**Sanlam** TRAINING01

Quote (SGR0058671) Client Name: Acceptance Test Client Code: 12345 Effective Date of Quote: 01/10/2025

QUOTE DETAILS ADD NOTE GENERATE DOCUMENTS OPEN ALL TABS

Quote Acceptance Intermediary Services Communication Details

Participation Details Remuneration Packages Risk Benefits Validate

Documents Notes

For assistance with the required information in completing the acceptance process, click [here](#).

Insurance Information

Please note: To ensure compliance with Rule 13 of the Long-term Insurance Policyholder Protection Rules of 2017, group scheme policies cannot commence with the insurer until the complete employee data, including identity numbers and contact details (mobile number and e-mail addresses) are provided.

Commencement date of insurance

Review date

Type of insurance

Replacement of Existing Insurance

New Insurance

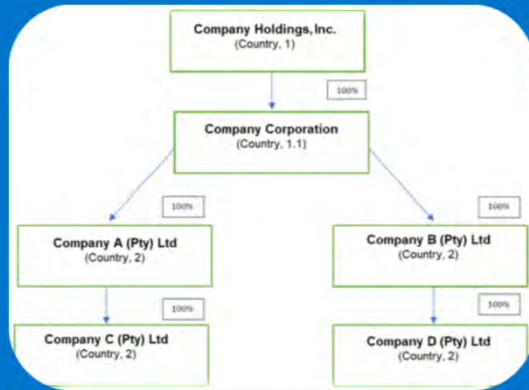
Replacement of Existing Insurance

+ ADD DETAIL

# What are we doing to make things easier?



## UBO tiered approach –



- ④ Shareholding organogram or supporting documentation

- ④ Simplified Ultimate Beneficial Ownership form

- ④ Companies/trusts: form explaining why info cannot be provided + persons exercising effective control

# Example

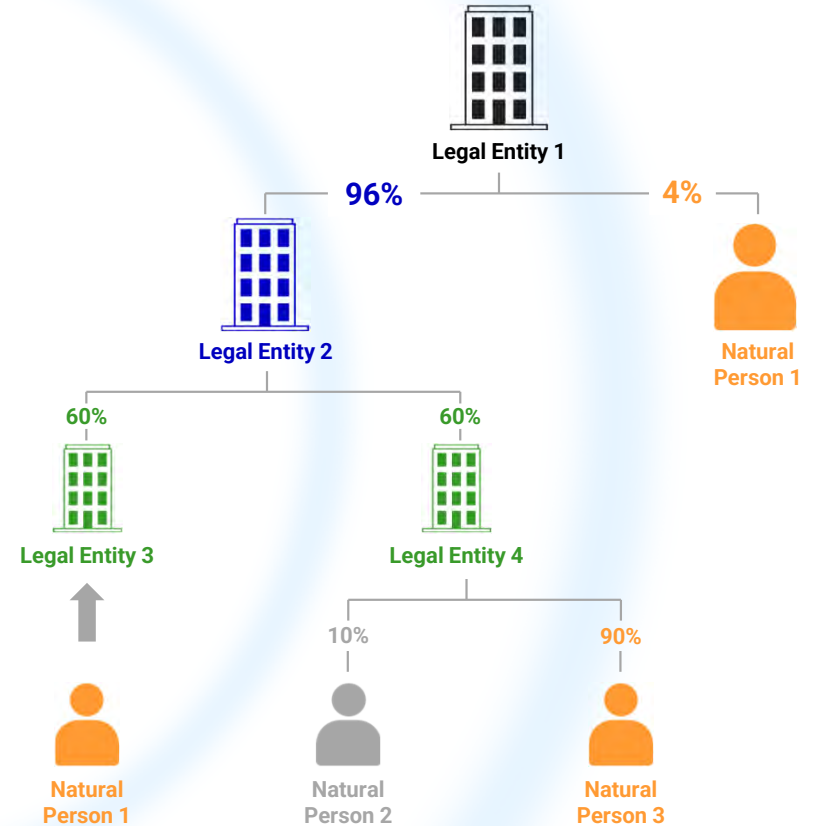
## Combination of Direct and Multi-Level Indirect Shareholding

**Natural Person 1** owns shares directly and indirectly through **Legal Entity 2** and **Legal Entity 3** [ $4\% + (96\% \times 60\% = 57.6\%) = 61.6\%$ ].

**Natural Person 2** [ $(96\% \times 40\%) \times 10\% = 3.8\%$ ] is not an ultimate beneficial owner as their share of ownership is below 5%.

**Natural Person 3** owns shares indirectly through **Legal Entity 2** and **Legal Entity 4** [ $(96\% \times 40\%) \times 90\% = 24\%$ ].

Based on the above both **Natural Person's 1 and 3** are ultimate beneficial owners, assuming that they are not nominal owners, and no other individuals possess indirect influence over the company's activities.



**Thank you**

# The Power of Corporate Wellness

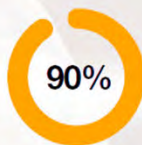
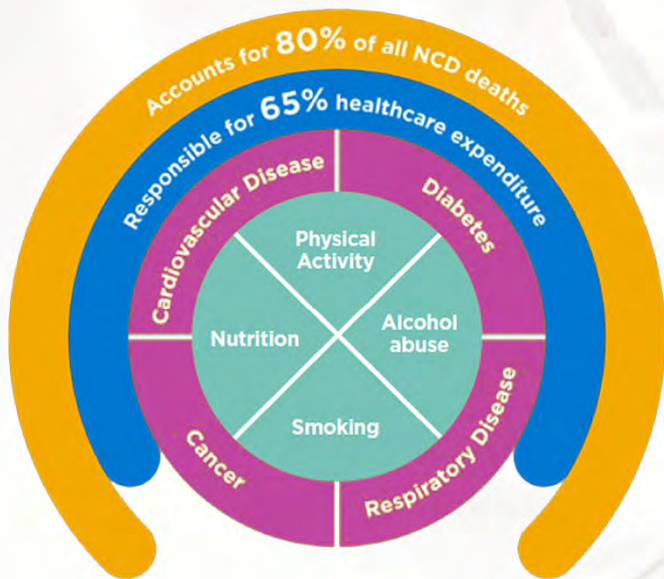
## Insights that boost client engagement

**Katleho Mosehle**

Head: Coastal Sales and Distribution  
Sanlam Health Solutions



# Disease Burden and Industry Impact



Type 2 diabetes



Coronary artery disease



Cancers

...can be avoided through lifestyle behaviour change

Psychosocial stressors

Poor work performance

Absenteeism / presenteeism

High staff turnover / poor retention

Impact on business productivity

# Mental Health

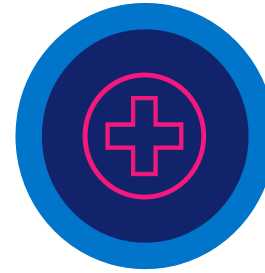
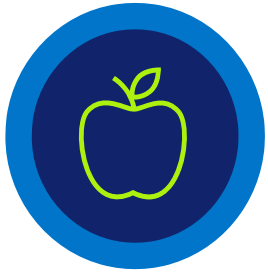


- › The Mental State of the World report states that South Africa had the **lowest MHQ (Mental Health Quotient) score of 46%** out of 34 countries (Mental Health Million Project, 2021)
- › Nearly **one in three South Africans** will suffer from a mental disorder in his or her lifetime (Jack et al, 2014)
- › As many as **one in six South Africans** suffer from anxiety, depression or substance-use problems (SADAG)
- › **Less than 16%** of sufferers **receive treatment** for mental illnesses (SADAG)
- › **Only 27%** of South Africans reporting severe mental illness ever receive **treatment** (SADAG)

In the report released by the Annual Mental State of the World by Sapien Labs in March 2022 (responses from 223 087 people across 34 countries in multiple regions across the world), South Africa scored the lowest average score on the mental health wellbeing scale! The rate of distressed or struggling on the scale increased by 8%, from 28.5% in 2020 to 36%.

**Over 70%  
of students  
with mental  
disorders are not  
getting help.**

# How do we solve for these Challenges?



**Encourage proactive wellness**  
Preventative, data driven  
healthcare approach

**Build mental resilience**  
Strengthen emotional and  
psychological wellbeing through  
EAP

**Deliver accessible primary  
healthcare**  
Onsite healthcare services

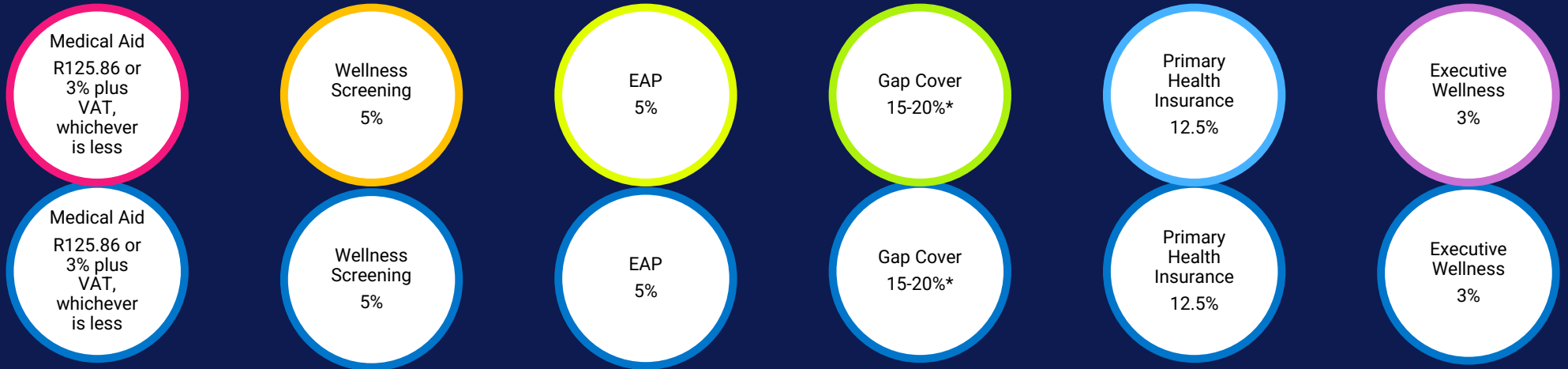
**Extend affordable health  
protection**  
Offer affordable insurance  
solutions

**Integrated disability & critical  
illness prevention strategy**  
Reduce potential disability and  
critical illness claims



**Reducing the  
burden of disease while driving  
a healthier, performing workforce**

# Wellness Offering



# Primary Health Insurance Solution

## Value Proposition

- ⊗ PHI offers access to affordable, high-quality basic healthcare for employees
- ⊗ The PHI market is estimated to grow at 5% per year
- ⊗ Competitive pricing supports easier client conversion and provides access to previously uninsured markets
- ⊗ Strong cross-sell opportunity alongside medical aid and related Sanlam risk products
- ⊗ Additional revenue streams alongside existing portfolio
- ⊗ Supports integrated health and wealth integration conversation



# Primary Health Insurance

Red, Amber, Green status

	Sanlam	Service Provider B	Service Provider C	Service Provider D
<b>GP Access</b>	Unlimited face to face consultations, no GP nomination	Limited consultations, Unlimited – buy up	Unlimited – only one nominated GP	Virtual Consultation only
<b>Funeral/Accidental Death Cover</b>	R15 000 main member R10 000 spouse R8 000 per child	No benefit	No benefit	No benefit
<b>Post Discharge Benefit</b>	R10 000 per event	No benefit	No benefit	No benefit
<b>Acute Illness Benefit</b>	R70 000 per event	Stroke and Heart attack benefit only	No benefit	No benefit



# EAP Solution

## Value Proposition

- ⊗ 24/7 confidential support for employees and immediate family members
- ⊗ Reduced sick leave & presenteeism
- ⊗ Improved employee engagement & productivity
- ⊗ Strong preventative wellness solution
- ⊗ Reduce costs related to employee turnover
- ⊗ EAPs help mitigate risks associated with disability and critical illness claims

**EAP is not a cost,  
it's a risk management and retention tool**



# Case Study

## Executive Wellness

**Profile:** Senior Executive - chronic stress, frequent bloating and poor sleep patterns. Referred for executive wellness screening.

**Screening conducted:** A confidential and comprehensive medical, physical and mental assessment comprising of:

- Full blood work including stool screening (digestive health & inflammation)
- Physical capacity (bone density)
- Medical assessment (lung function, ECG)
- Mental health assessment
- *Conducted by specialists*

**Key findings:** Elevated stress levels, gut imbalance and chronic fatigue

**Recommendations:** Psychologist for stress management, plus nutritional and gut health support

**Outcomes:** Improved digestion, reduced stress, improved focus and productivity

**Business value:** Early intervention, improved productivity, reinforced value of preventative wellness and mental health support

# Broker Takeaway

- ✓ Differentiated wellness solution
- ✓ Strong employer value proposition
- ✓ Retention and cost containment tool
- ✓ Supports wellness conversations
- ✓ Ongoing engagements post the *In Conversation Session*



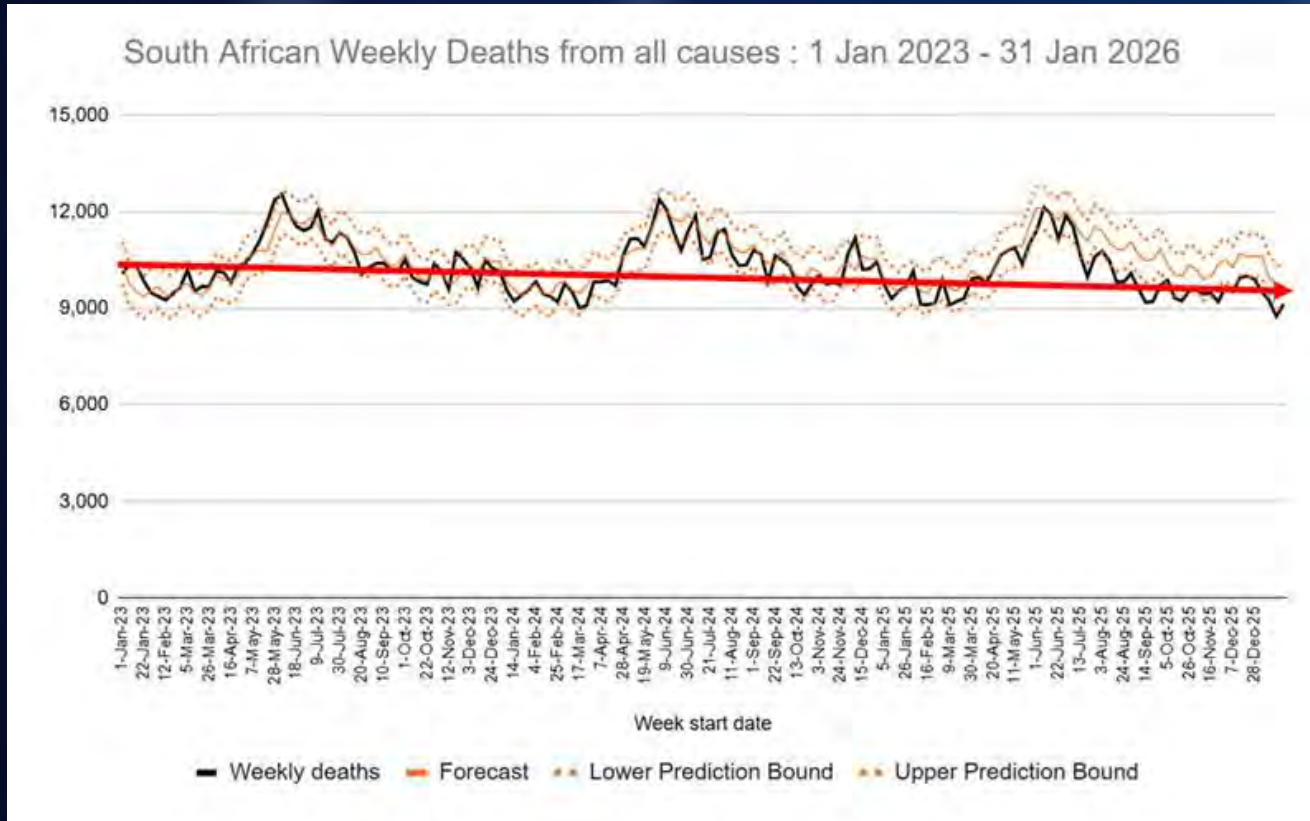
**Thank you**

# Intermediary Edge:

## Leveraging Group Risk Insights For greater Client Impact

**Reinier van Gisjen**  
Head: Pricing & Governance  
Sanlam Group Risk

# Mortality recovery 2023-2024



Mortality rates decreasing

Bigger problem: Causes of death

Natural causes pointing to a problem for society



Source: Stats SA 2022

# Where should we invest?

National data clearly points to:

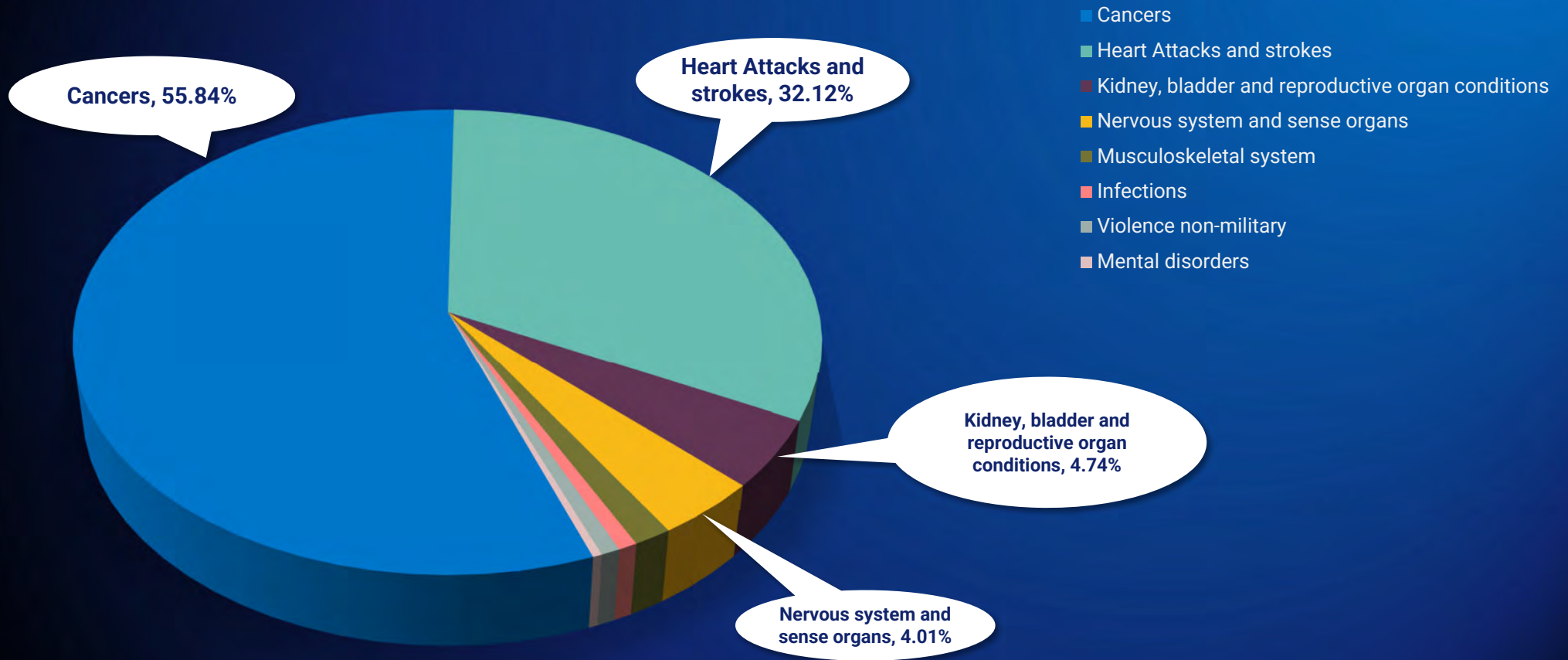
**Preventative screening**  
rather than reactive care

**Wellness programmes** aligned to  
diabetes, BP & cardiovascular risk

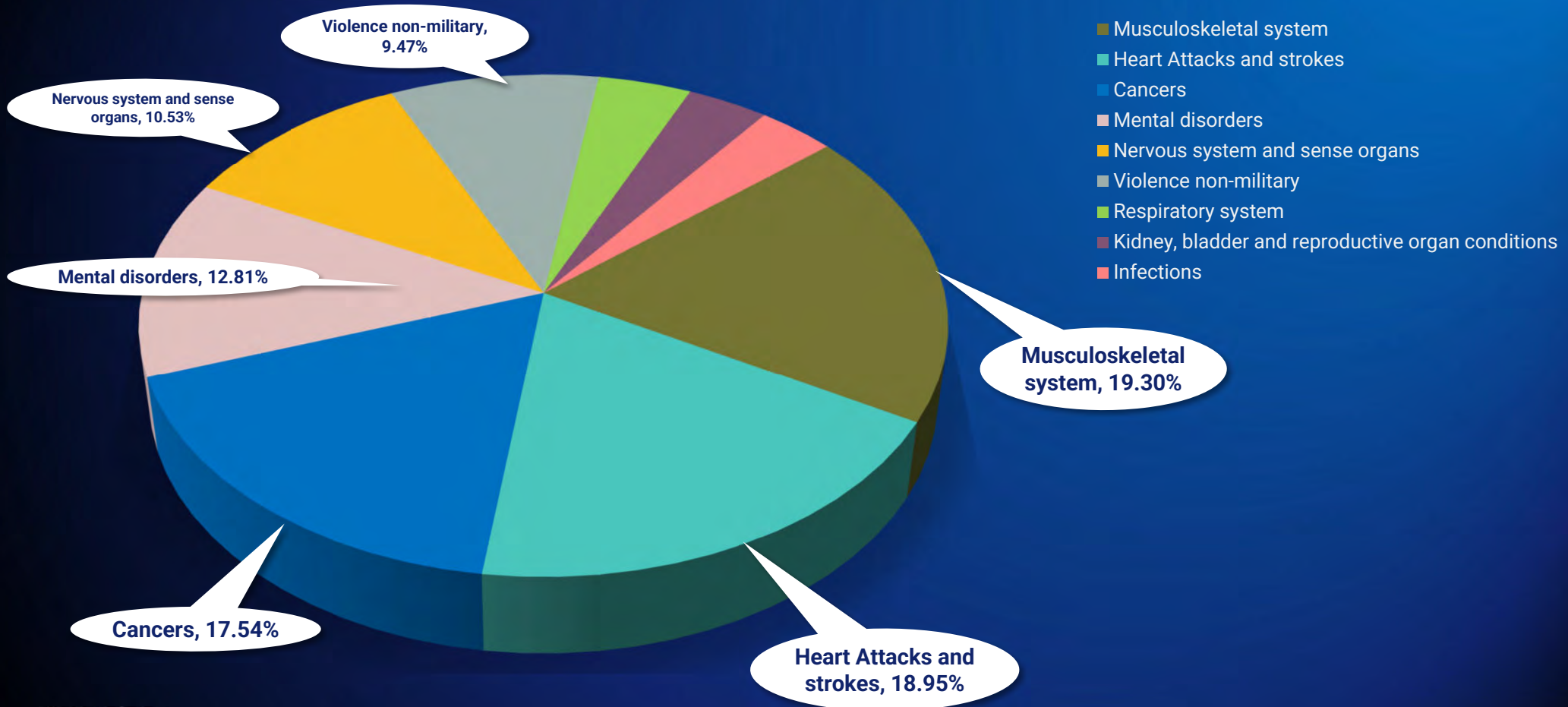
**Strong disability & death cover**  
even for younger staff

**Integrated health & group risk strategy**  
not siloed benefits

# Causes of Critical Illness Claims 2025



# Causes Income Disability Claims 2025



# Funeral claims paid to estates

Delays in paying **Unapproved** death and funeral claims

**Payment to Estate** impacts family of deceased

## Beneficiary Nomination Forms

Up from <0.25% to 19% of claims

80-fold increase:  
1 in 400 to 1 in 5

4.5x longer than nominated beneficiaries

Digital form via WhatsApp (**pilot**)

Adoption of **standardized** form

# Funeral Insurance: Claims Fraud

- ⊗ Funeral insurance remains South Africa's top fraud type, **surpassing** death, disability, and retrenchment in total case volume.
- ⊗ **Funeral fraud** part of “fraudulent and dishonest life insurance claims” was the **2<sup>nd</sup> largest fraud category overall in 2023 and 2024** (after remuneration fraud)
- ⊗ **Sanlam experience:**
  - ▶ Problem cases: cohabiting spouses, children and claims payable to estates
- ⊗ **In practice:**
  - ▶ Additional verifications done
  - ▶ Educate members & employers on policy definitions



Source: ASISA

# Co-Creating the Way Forward

Insurance gap is a crisis - especially among the vulnerable

- ⊗ **Women** face greater gap and therefore greater challenges
- ⊗ **Poorest 20%** rely on government grants for disability cover
- ⊗ Underinsurance greatest among **younger** earners
- ⊗ **Limpopo** and **Mpumalanga** are lagging behind.

Partner with your Client Solutions Specialist

- ⊗ **Additional resource** to your brokerage



**Thank you**



**Ashley Daswa**

Senior Investment Specialist  
Sanlam Corporate Investments

How to choose  
an appropriate  
**default investment  
strategy** for your  
members



**Solly Tsie**

Head: Investment Strategy  
Sanlam Corporate Investments

# Choosing an appropriate Default Investment Strategy for your members

Can your members  
tolerate frequent  
short-term market  
negative returns  
(volatility<sup>1</sup>) in exchange  
for higher expected  
long-term returns?

# Choosing an appropriate Default Investment Strategy for your members

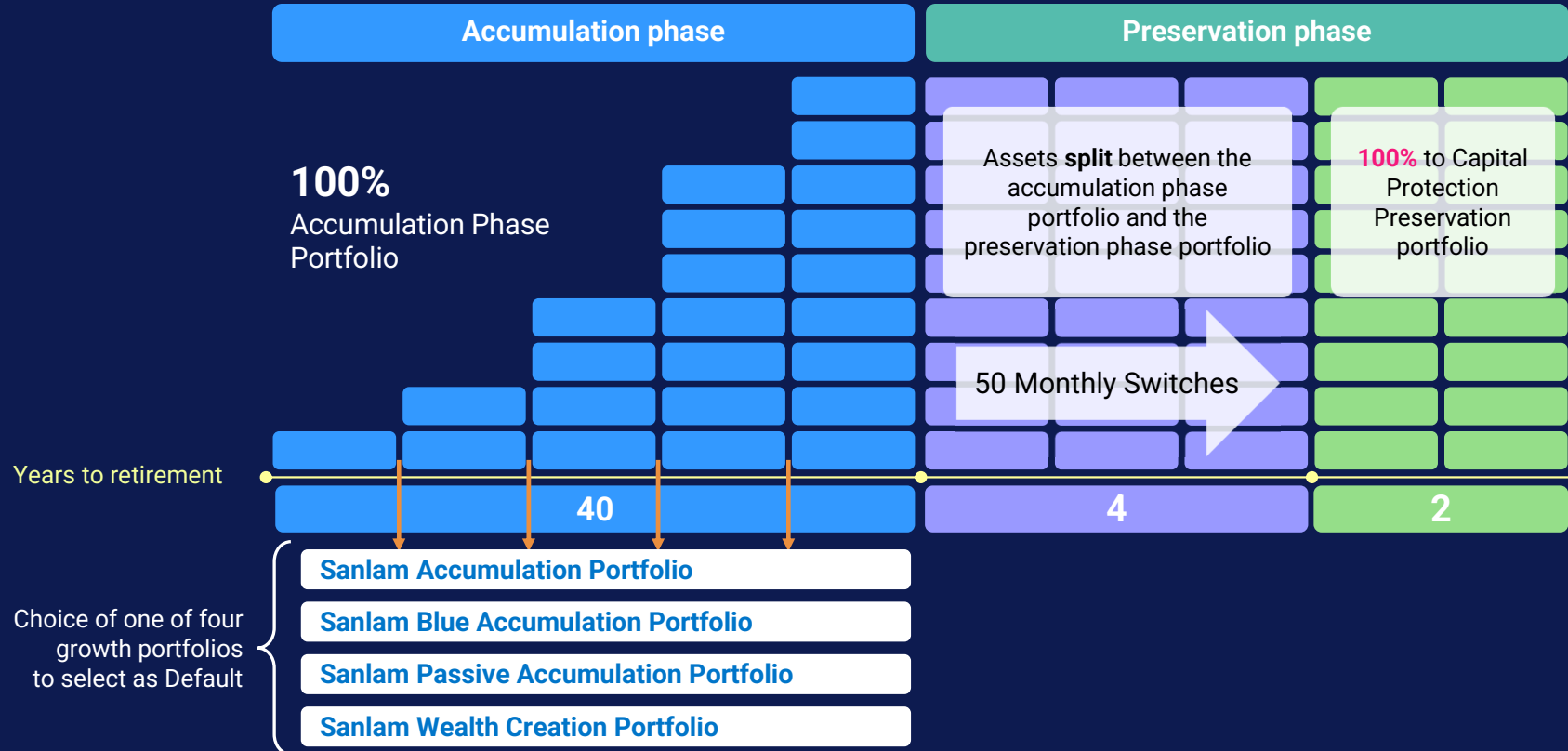


# Choosing an appropriate Default Investment Strategy for your members

**Lifestage Strategy**

# Lifestage Strategy

# Lifestage Strategy



# Lifestage Strategy



**Higher  
investment  
risk**

# Lifestage Strategy

Higher investment risk in exchange for higher expected long-term returns



**Peer  
cognisant**

# Lifestage Strategy

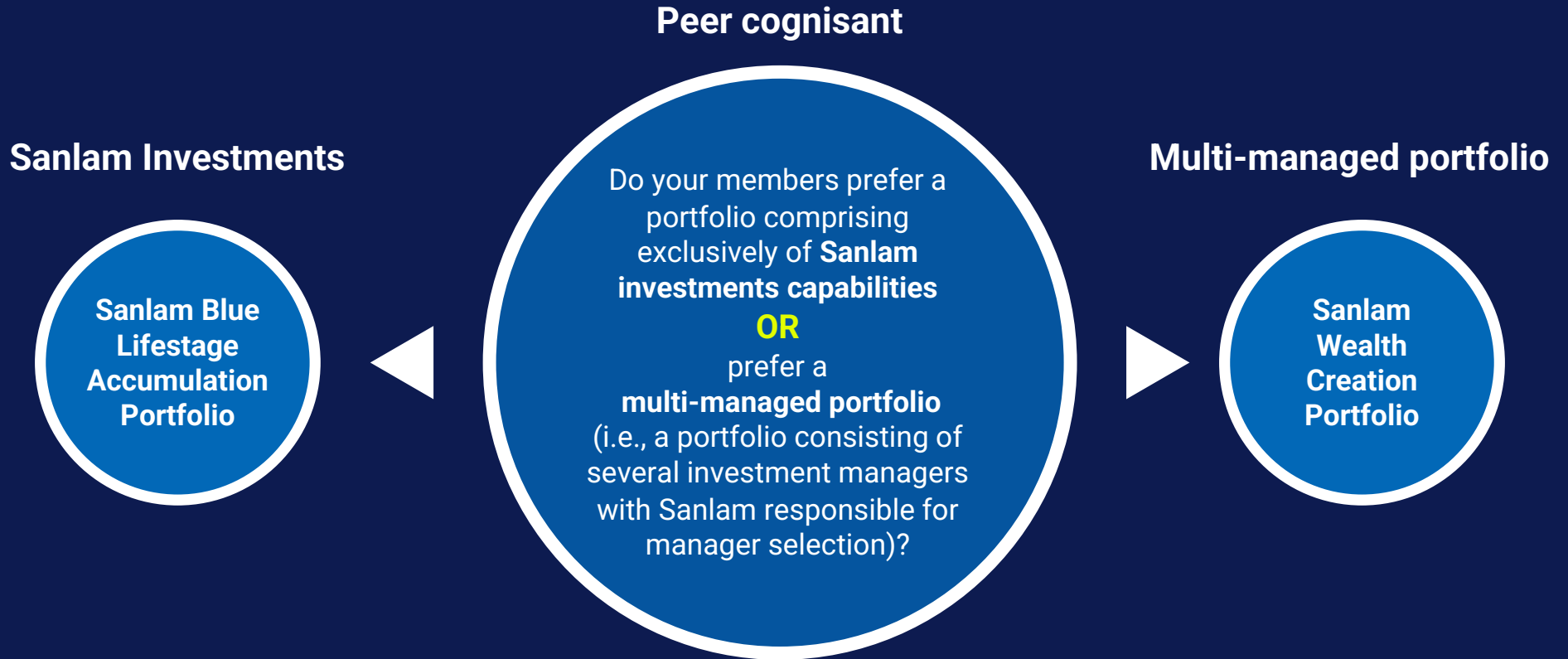
## Peer cognisant

Do your members prefer a portfolio comprising exclusively of **Sanlam investments capabilities**

**OR**

prefer a **multi-managed portfolio** (i.e., a portfolio consisting of several investment managers with Sanlam responsible for manager selection)?

# Lifestage Strategy



# Choosing an appropriate Default Investment Strategy for your members

Can your members  
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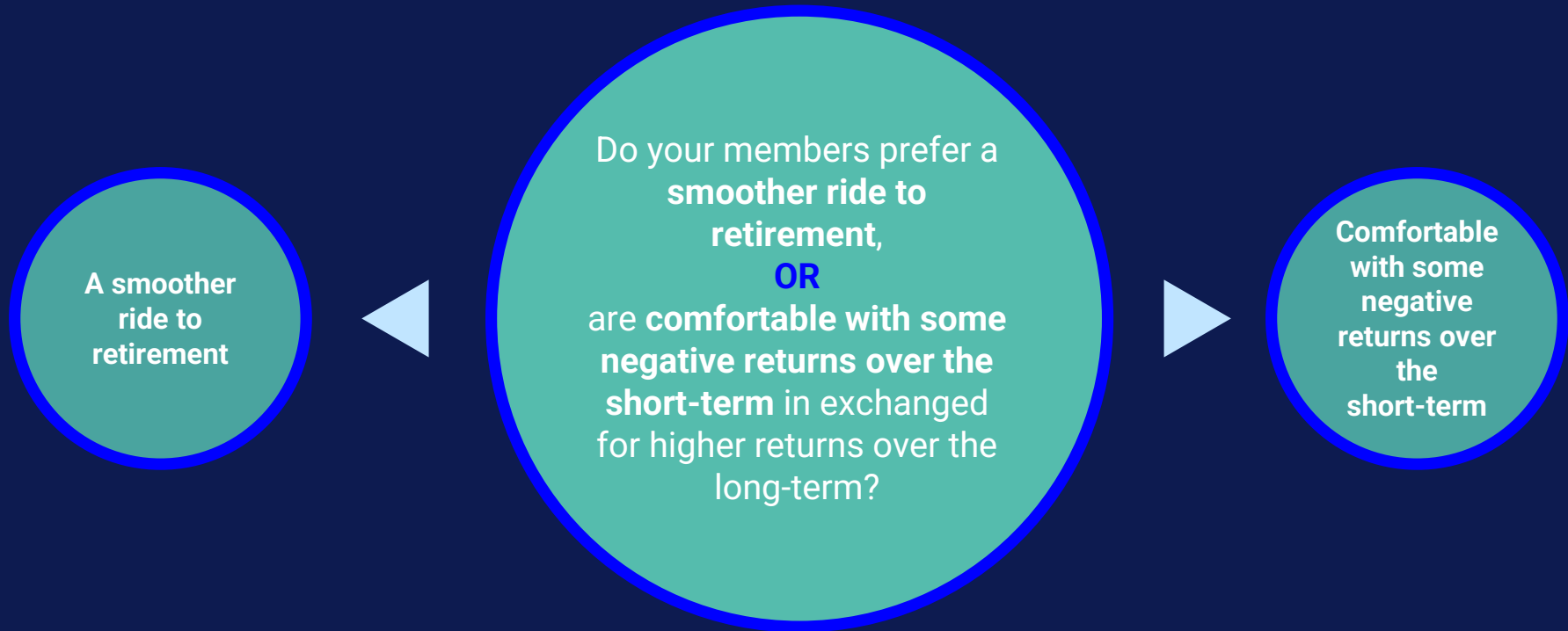


# Choosing an appropriate Default Investment Strategy for your members

**Protection Strategy**

# Protection Strategy

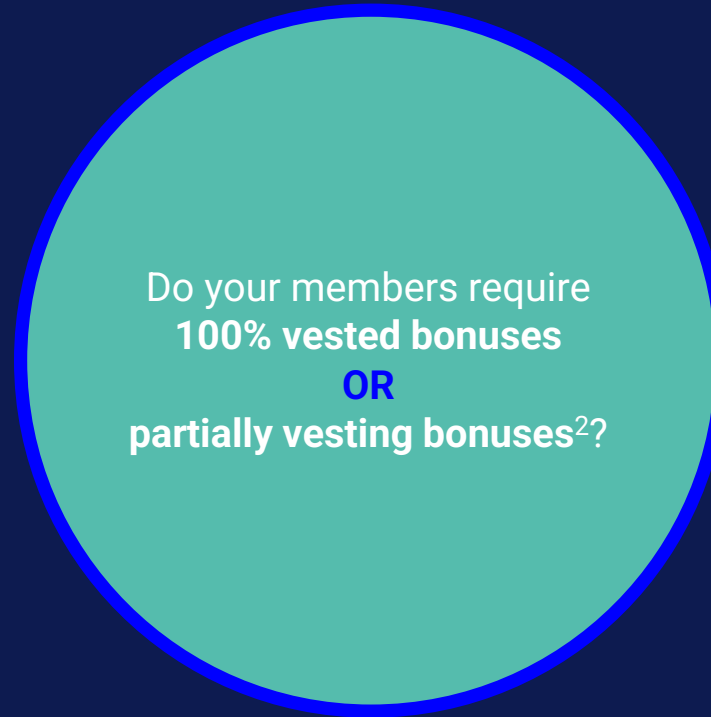
# Protection Strategy



# Protection Strategy

A smoother ride to retirement

100% vested bonuses



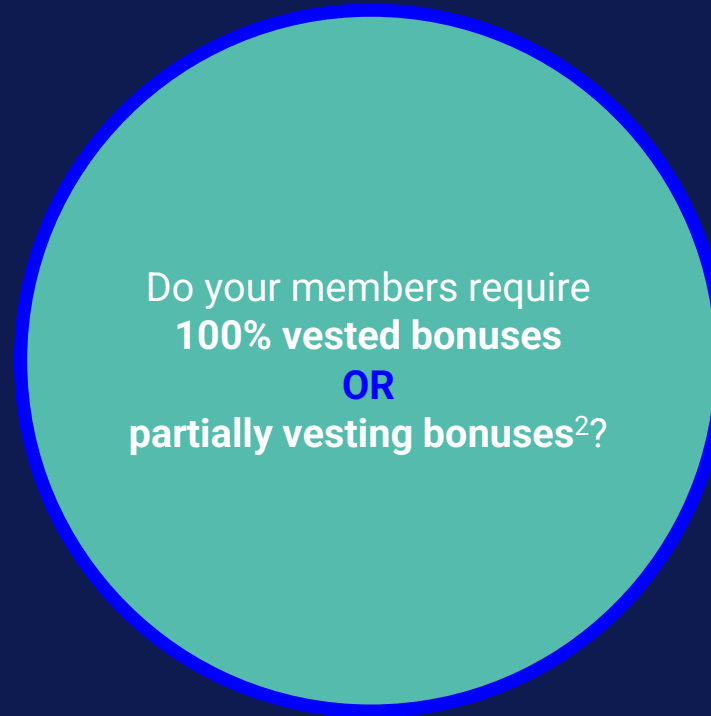
Partially vesting bonuses



# Protection Strategy

A smoother ride to retirement

100% vested bonuses



Partially vesting bonuses



# Protection Strategy

Comfortable with  
some negative returns over the short-term



# Market & Economic Overview

# Market performance as at 31 March 2026

		1 month	3 months	YTD	6 months	1 year	3 years	5 years	10 years	15 years
Local	Equities (ALSI)	-10.5%	-0.6%	-0.6%	7.4%	33.6%	18.6%	15.7%	11.9%	12.5%
	Equities (CAPI)	-10.6%	-0.5%	-0.5%	8.4%	34.1%	18.7%	16.3%	11.9%	12.5%
	Property (ALPI)	-12.2%	-5.3%	-5.3%	10.5%	29.1%	23.1%	17.5%	2.5%	8.1%
	Nominal Bonds (ALBI)	-6.8%	-3.4%	-3.4%	5.3%	19.2%	14.3%	12.2%	10.4%	9.5%
	Inflation Linked Bonds	-6.0%	-1.3%	-1.3%	6.9%	13.4%	9.3%	8.7%	6.1%	7.2%
	Cash	0.6%	1.7%	1.7%	3.4%	7.3%	8.0%	6.8%	6.8%	6.5%
	Inflation (lagged)	0.4%	0.8%	0.8%	1.0%	3.0%	3.9%	4.9%	4.6%	5.0%
Global	Equities (MSCI ACWI)	-0.2%	0.0%	0.0%	-0.8%	11.7%	15.2%	12.8%	13.0%	16.2%
	Equities (MSCI EM)	-6.5%	3.1%	3.1%	3.7%	20.7%	11.9%	6.0%	9.0%	10.4%
	Equities (MSCI World)	0.7%	-0.4%	-0.4%	-1.3%	10.7%	15.4%	13.6%	13.5%	17.0%
	Listed Infrastructure	3.8%	13.2%	13.2%	8.7%	9.0%	9.8%	10.3%	9.7%	15.1%
	Bonds	4.2%	2.2%	2.2%	-1.6%	-3.0%	1.4%	1.5%	2.1%	7.4%
	Property	-1.9%	4.3%	4.3%	-1.0%	-0.4%	4.9%	4.6%	4.3%	11.1%
	Rand vs US Dollar	7.5%	3.3%	3.3%	-0.8%	-6.9%	-1.2%	3.0%	1.5%	6.4%
Equity Sector	Financials	-9.9%	-0.9%	-0.9%	17.4%	28.9%	23.2%	20.1%	8.6%	12.2%
	Resources	-15.2%	8.0%	8.0%	19.2%	91.0%	27.3%	18.9%	21.2%	9.9%
	Industrials	-5.2%	-8.4%	-8.4%	-9.5%	5.0%	9.6%	10.0%	7.7%	12.5%

# Fees

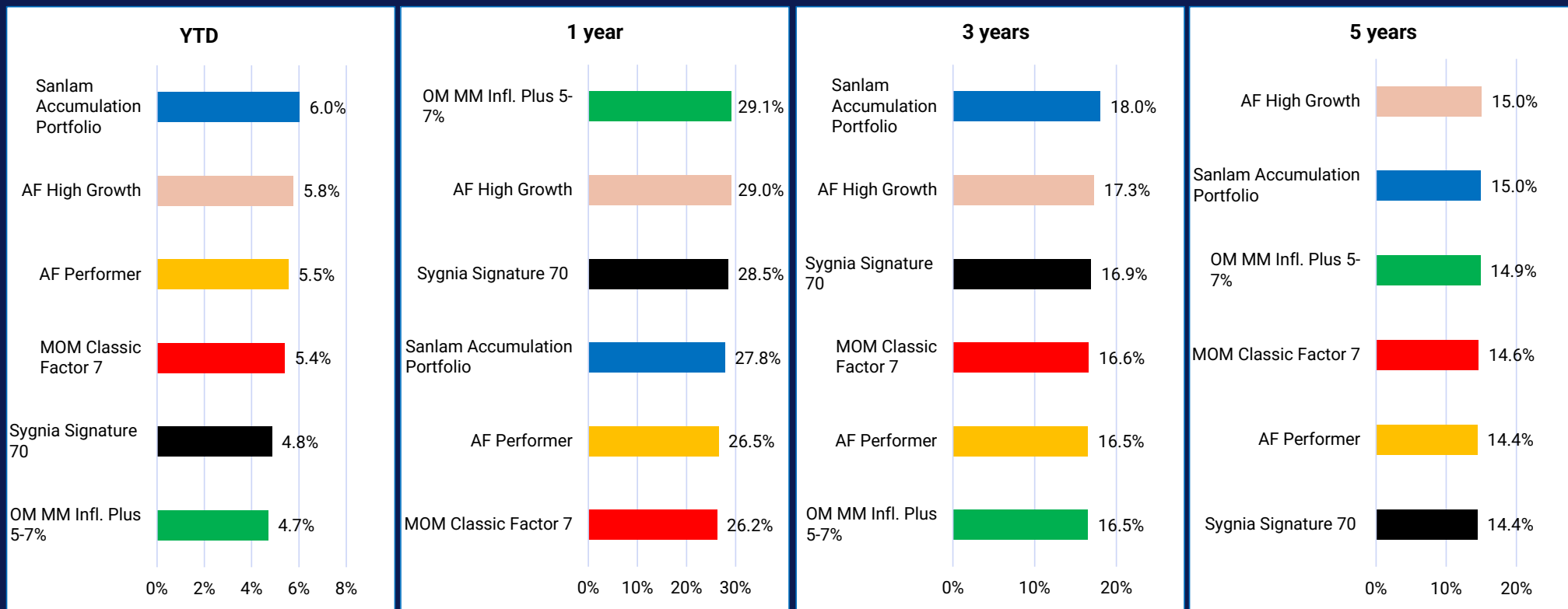


# Sanlam Umbrella Fund defaults fees

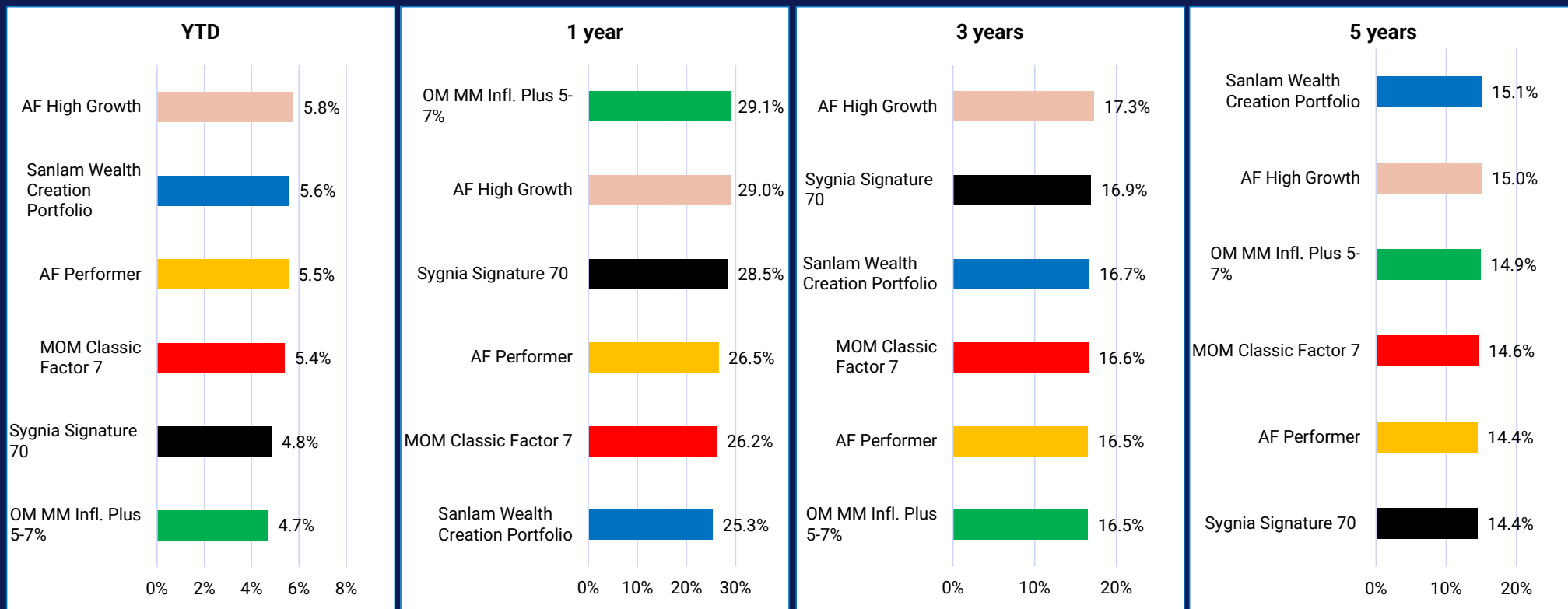
Sanlam Umbrella Fund: Total Investment costs	As at December 2025				Performance Fees (Incl. in TER)
	Guarantee Premium	Total Expense Ratio( Including Guarantee Premium)	Trading Costs	Total Investment Costs	
<b>Lifestage Rates</b>					
<b>Sanlam Accumulation Lifestage</b>					
Sanlam Lifestage Accumulation portfolio	-	1.170%	0.110%	1.280%	0.093%
Sanlam Capital Protection portfolio	0.900%	1.486%	0.090%	1.576%	0.000%
<b>Sanlam Passive Lifestage</b>					
Passive Lifestage Accumulation portfolio	-	0.410%	0.020%	0.430%	n/a
Capital Protection portfolio	0.900%	1.486%	0.090%	1.576%	0.000%
<b>Sanlam Blue Lifestage strategy</b>					
Sanlam Blue Lifestage Accumulation portfolio <sup>11</sup>	-	0.790%	0.155%	0.945%	n/a
Capital Protection portfolio	0.900%	1.486%	0.090%	1.576%	0.000%
<b>Sanlam Wealth Creation Lifestage strategy</b>					
Sanlam Wealth Creation	-	1.310%	0.170%	1.480%	0.122%
Capital Protection portfolio	0.900%	1.486%	0.090%	1.576%	0.000%

**Investment  
performance  
vs  
Peers for each of  
the portfolios**

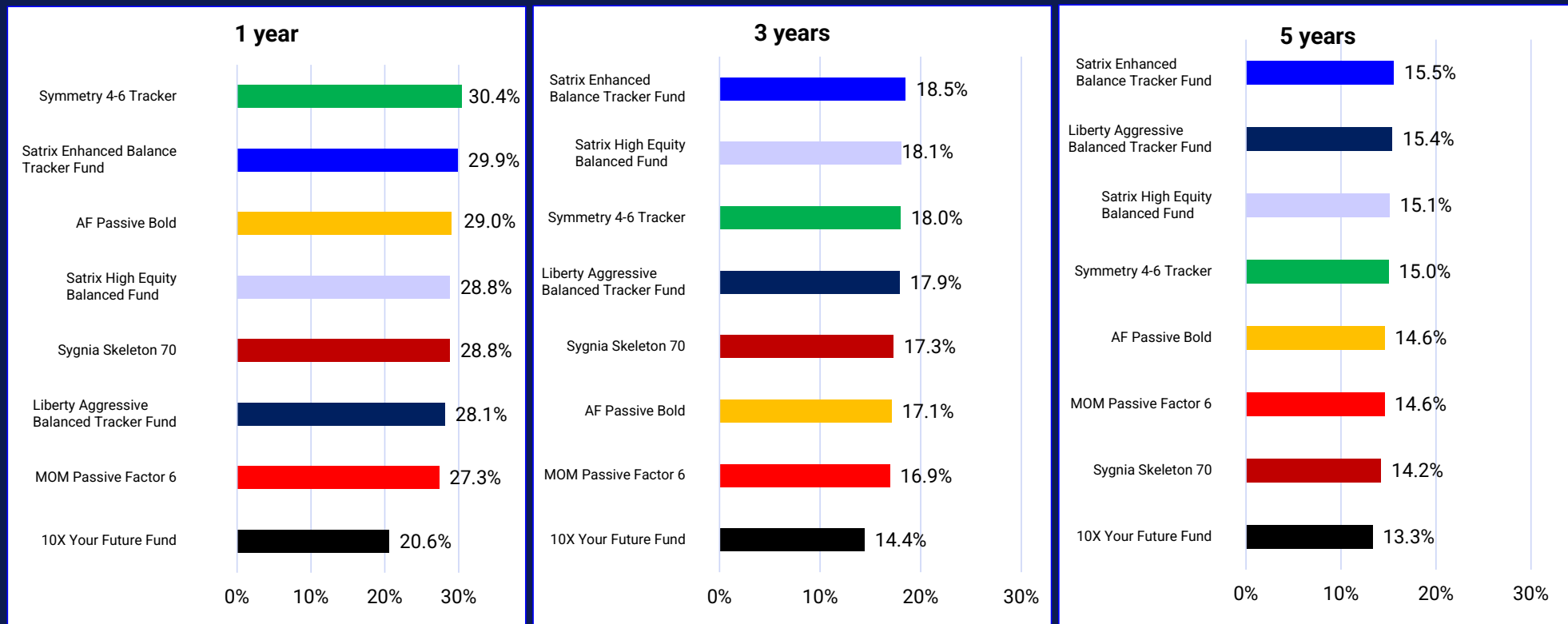
# Performance relative to large umbrella funds lifestage strategies (multi-managed portfolios)



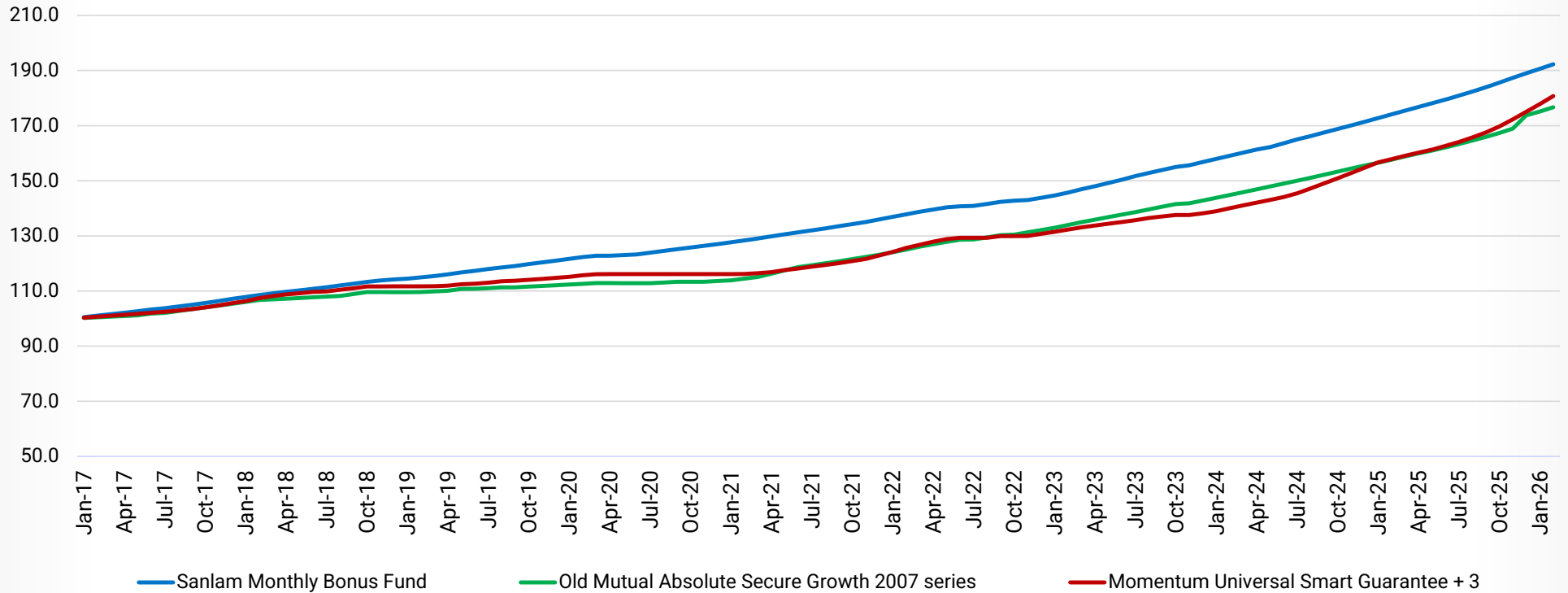
# Performance relative to large umbrella funds lifestage strategies (multi-managed portfolios)



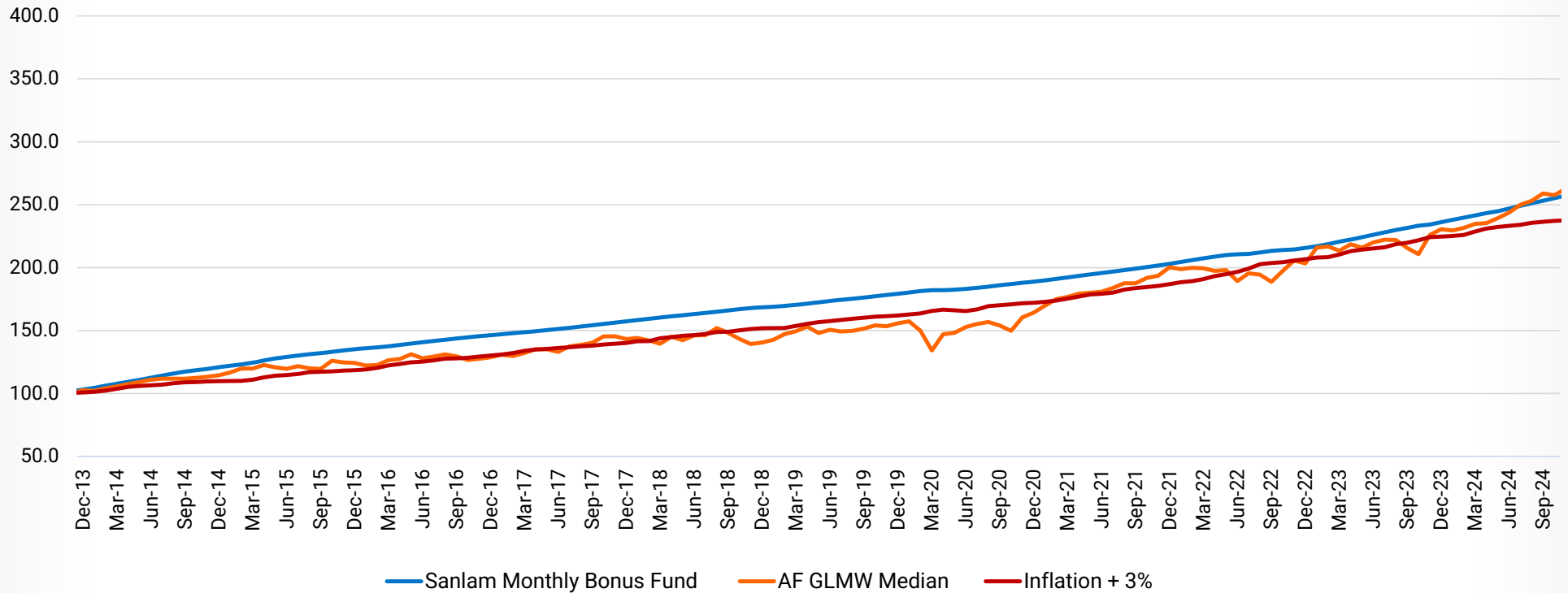
# Performance relative to large umbrella funds lifestage strategies (passive / rules-based)



# Monthly Bonus Fund: Competitor comparison



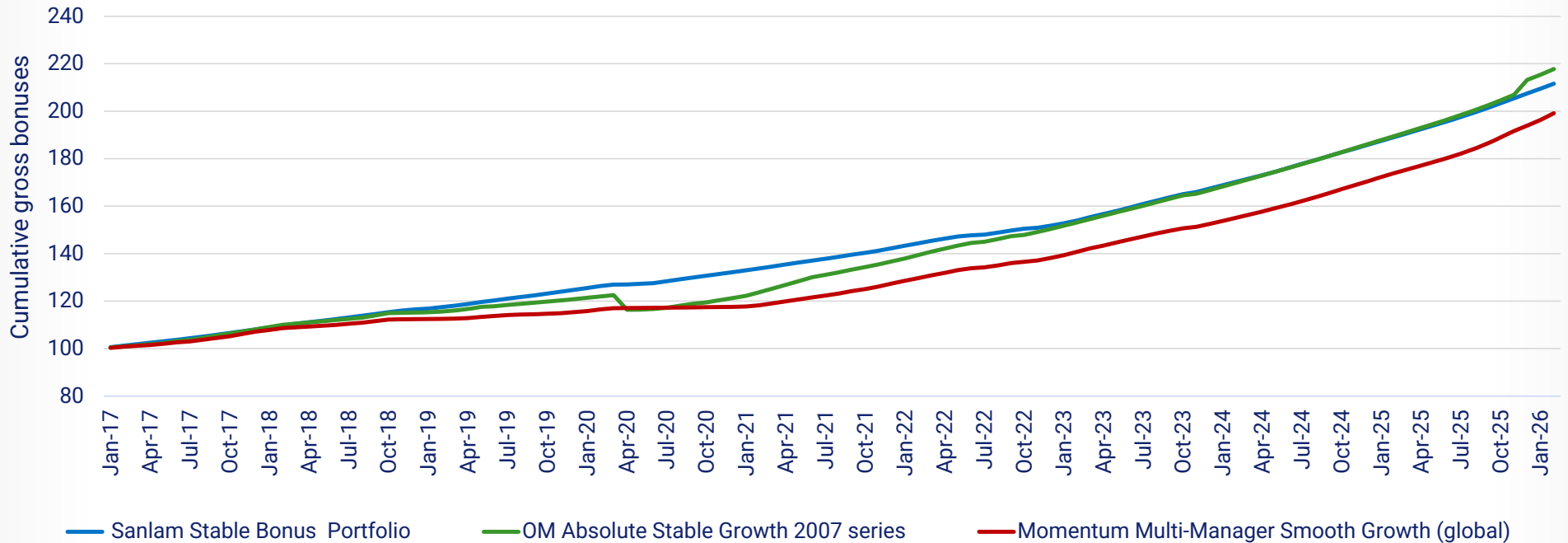
# Gross cumulative returns for the last decade



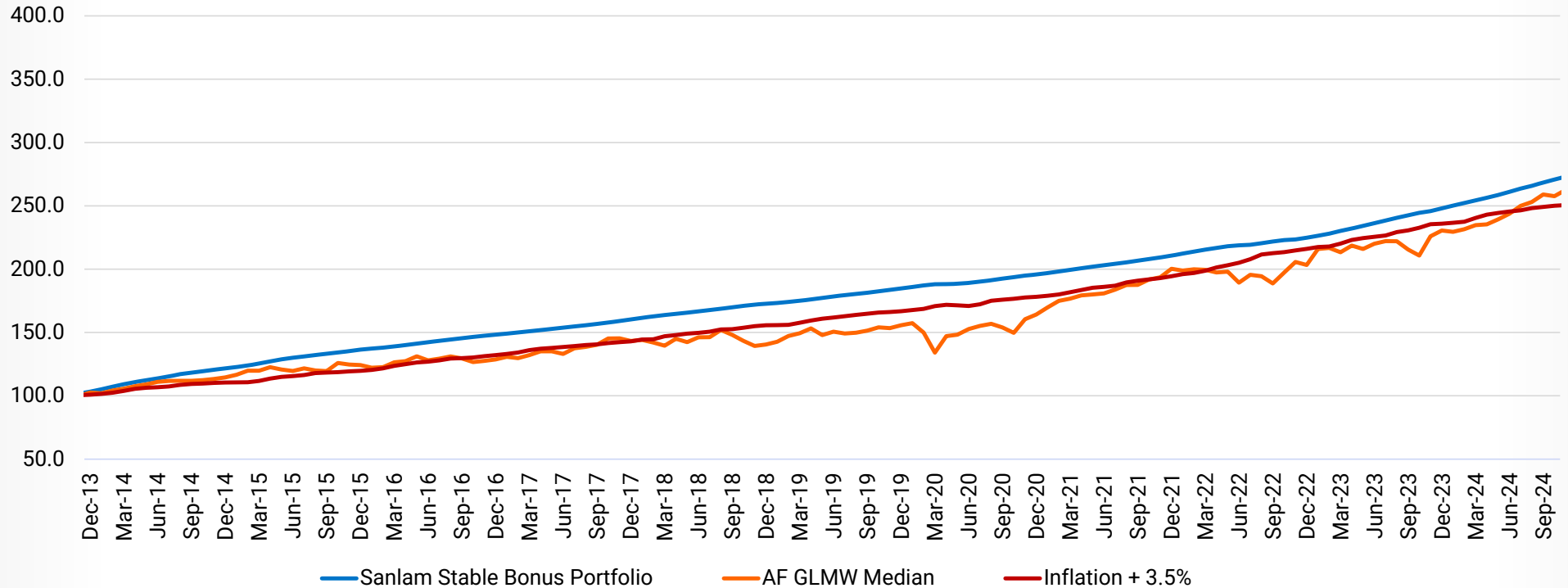
# Gross cumulative bonuses

## Preservation Phase: Sanlam Stable Bonus Portfolio

Cumulative gross bonuses (net of capital charge) relative to peers updated to 28 February 2026



# Gross cumulative returns for the last decade



**Thank you**