

Enhanced Support for your circumstances

There's no such thing as a "typical client".

Depending on your personal situation, Sanlam can offer an enhanced service to better support your specific needs to help ensure the advice process is clear, understandable and in your best interests throughout.

This need not be a long term situation, many life events can be difficult periods of time for individuals, and we can change the support we offer as and when your situation changes.

For instance;

- If you don't have financial experience, taking longer to explain terms and concepts
- involving a family member or friend in your meetings with Sanlam
- conducting meetings in person or remotely
- offering longer periods between meetings/communications for you to review/consider documents
- changing font/size/colouring of letters to aid understanding if you suffer from dyslexia or similar

Whether you're an existing client or a new client, if you have **any** needs or concerns you think might affect the advice process, you should raise these with our experienced team at any point in the process.

If you have any questions or concerns about the process, **please get in touch**.

We offer documents in alternative formats

Sanlam utilise an external specialist provider to convert communication into a format that suits you, which include:

- Braille
- Large Print
- Easy to Read - Plain English
- Audio Descript - MP3/CD
- BSL - Video file

We encourage you to speak to your financial adviser or portfolio manager and they will process your enquiry. Alternatively, **you can contact us**.