



IMPORTANT INFORMATION

OLDMUTUAL

CORPORATE
RETIREMENT INVESTMENTS

Use of Third-Party Service Providers

Old Mutual makes use of various third-party service providers to ensure we can provide the best service to our clients. Old Mutual performs the appropriate level of due diligence on such service providers to ensure that they are fit for purpose to perform such services.

We only engage the services of those third-party service providers who take the utmost care to protect themselves from Force Majeure events.

The steps taken by Old Mutual and/or our third-party service providers to avoid Force Majeure events are in line with industry standards. Old Mutual will therefore use all reasonable endeavours in accordance with, inter alia, Old Mutual Limited's **Information Security Policy Statement** to mitigate the impact of a Force Majeure event on the services provided by such third-party service providers.

Force Majeure event

The Force Majeure events are defined in the Policy.

If a Force Majeure event occurs, Old Mutual will give written notice to the Retirement Fund within forty-eight (48) hours of such Force Majeure event occurring. Such written notice will advise the nature and cause of the Force Majeure event, and the consequences, or likely consequences, of the Force Majeure event on Old Mutual's obligations in terms of the Policy.

The Party claiming Force Majeure relief will be relieved from liability for any consequences arising from a breach of the Policy provisions as a result of such Force Majeure event. Such relief shall take effect from the date on which such Party gives notice to the other Party of the Force Majeure event, and will terminate on the date on which such Force Majeure event ceases to exist.

Old Mutual will use all reasonable endeavours in accordance with, inter alia, Old Mutual Limited's **Information Security Policy Statement** to mitigate the effect of a Force Majeure event on the performance of its obligations in terms of the Policy.

Where a Party's performance of its obligations in terms of the Policy has been suspended for a period of five (5) business days or more, the Parties will engage in order to agree on the options available in the circumstances.

Where a Force Majeure event continues for a period of more than ten (10) business days, either Party will be entitled to effect a full termination of the Policy, where such full termination will be subject to the terms and conditions of the Policy.