



INVESTMENT GROUP

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OLD MUTUAL INVESTMENT GROUP COVID-19 BUSINESS CONTINUITY

The Coronavirus COVID-19 is being carefully monitored across the Old Mutual Limited group. At Old Mutual Investment Group (OMIG), we have plans and mitigation strategies in place in the event of COVID-19 disrupting business continuity and practices.

As a responsible business, and to ensure we contribute to global attempts to slow the progression of the virus, we have implemented several measures which include:

- A work from home strategy for our employees using technology efficiently to enable work functions to continue seamlessly;
- Adopting a business travel ban wherein neither international nor domestic air travel is allowed, and non-air travel is highly limited;
- Cancelling all corporate events with immediate effect until further notice.

Our clients are the reason we exist and as a client centric business, client engagements are a key part of our daily business. We encourage ongoing interactions with our clients, especially during this time of market uncertainty and anxiety. Considering the COVID-19 global response and Old Mutual's mitigation plans, we will however be requesting that all client interactions are conducted virtually and using technology as much as possible. We will be limiting face-to-face meetings as much as possible.

WHAT HAPPENS IF COVID-19 AFFECTS OLD MUTUAL INVESTMENT GROUP

Old Mutual Limited is a financially strong business and we are able to weather this crisis whilst upholding all our undertakings to customers.



Old Mutual Investment Group is taking every precaution to ensure our business continues to run smoothly and that we continue to service all of our clients with as little disruption as possible. We have established robust plans and processes to minimize disruptions.

Our portfolio managers and investment teams remain exclusively focused on ensuring that the portfolios we manage on clients' behalf are receiving the full attention they require. We will ensure that this continues to be the case. We have also engaged our critical third-party administrators to ensure they have sufficient disaster recovery and business continuity plans in place to support and ensure our continued operations.

Our Client Service and Operations teams also remain exclusively focused on ensuring that we continue to professionally service our clients and timeously respond to any queries. However, this is not a normal situation so please note that, although we will do everything in our power to ensure an uninterrupted service, there may be some unavoidable delays as we navigate through this process.

During this period, we encourage all clients to engage with us digitally and communicate with us via email. We will continue to assess the situation as new information becomes available and shall keep you informed at all times.

Should you, in the meantime, have any questions please do not hesitate to contact us.

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Old Mutual Investment Group (Pty) Ltd is a Licensed Financial Services Provider