

Failed Trade Management

FACT SHEET

Private Shareholders using Computershare's Deal Routing Service – U Holders

Failed Trade Management is the process whereby a non-failing party's trade is not settled on settlement date due to the counterparty defaulting on its settlement obligation. The Failed Trade Procedure includes Rolling of Settlement and Failed Trades (which incorporates re-transactions and compensation).

The non-failing party should in no way be prejudiced and should be treated as if the transaction has settled successfully. To facilitate this principal, the non-failing party is allowed to claim for

- > Any expenses incurred
- > Any income foregone
- > Any Corporate Action entitlements including tax implications

Upon notification of a failed or rolled trade, Computershare will, on behalf of the client, complete the claims template. Any loss of income or expenses incurred will be calculated based on the credit interest rate earned by Computershare.

Corporate Action claims will be processed in accordance with the Client's election or the default option.

Computershare will forward the claim to the Broker who initiated the trade into the market. The Broker will submit the claim to the JSE.

Once the claim has been received by the JSE, subject to there not being a dispute, the JSE will notify the Broker and the Computershare that the claim will be honoured, and

- > Cash claims (including cash Corporate Action entitlements) will be paid within three business day where the
- > Securities entitlements will be honoured by the JSE instructing the Broker to purchase the securities and deliver to Computershare's CSD Participant upon settlement.