

Sanlam Share Account.



In a time when people needed a little helping hand the most, we delivered by paying out
over R105 million
in claimed dividends



Read about the journey that led us here and the
heartwarming stories
of those who benefitted, below...



Sana-Ullah Bray
Group Company
Secretary



Kathy Stadler
Head: Shareholder
Liaison Services



Andre van Wyk
Computershare

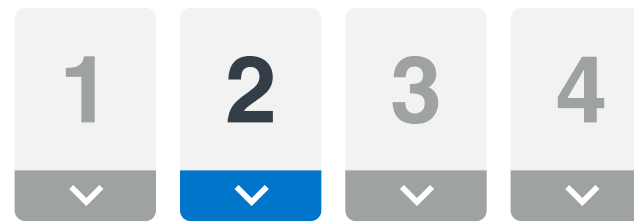


The background

With Sanlam's demutualisation in 1998, all qualifying policy owners received free shares. As part of the validation process, each shareholder's information was verified to confirm ownership of the shares, and share certificates were only issued upon request. The shares of individuals and private companies and entities were held in the Sanlam Share Account. Since demutualisation, contact was lost with a large number of shareholders as a result of their registered address and/or contact details becoming unknown, resulting in Sanlam not being able to deliver their share proceeds and/or unclaimed dividends due to them. While Sanlam's demutualisation prospectus advised

that shareholders were required to keep their personal particulars up-to-date, this was not strictly adhered to – and in some cases, shareholders seemed to be completely unaware that they even owned shares. From 2001 Sanlam embarked on tracking down shareholders, working tirelessly to try and find the correct contact details, and ultimately, to pay them out what is rightfully theirs. After almost two decades of tracking and tracing, in December 2019, Sanlam decided that the shares of the untraceable shareholders would be sold and the proceeds, as well as the unpaid dividends, would be forfeited – but not before one last push to locate each individual.

[read the next article](#)

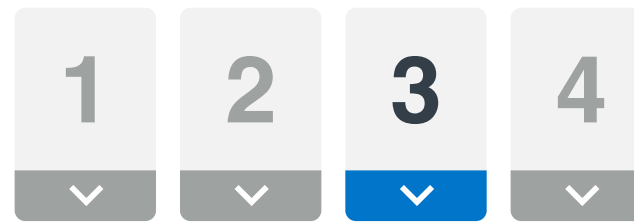


Crunch time

From the end of January 2020 to 15 March 2020, the Sanlam Share Account team, in collaboration with the appointed transfer secretary, Computershare, placed official advertisements in provincial and national newspapers in South Africa and Namibia, to give shareholders one last chance to respond. They also setup a dedicated call centre to reach out to members. Sanlam's Sana-Ullah Bray and Kathy Stadler, together with Computershare's Andre van Wyk and their teams, tirelessly pursued this comprehensive project throughout lockdown, putting in long

hours and in some instances personally contacting shareholders to notify them of their payouts due.

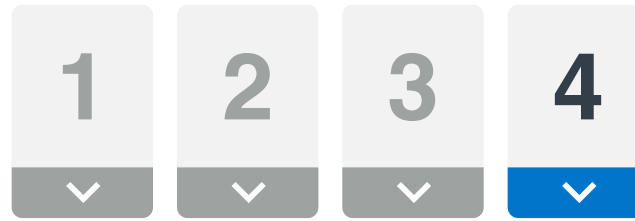
"Sanlam were sitting with significant amounts of money in unclaimed dividends in the Share Account," comments Andre. "We couldn't sit around and let that money go by the wayside, particularly in the current circumstances that we're facing in the world today. We were committed to tracking down as many shareholders as possible and getting their money to them, despite being faced with the lockdown."



The outcome

“This was a massive project, and not that easy to coordinate during a national lockdown and with teams all working from home, but we forged ahead – IT and training were setup within one week! But hearing the feedback

and knowing how these payouts really helped people who were in dire need made all the overtime, weekend work and personal phone calls 100% worth it,” continues Andre.



Some of the good, the bad and the funny stories that came to light...

There are so many different tales to share, but a few that really stuck with the team, include:

- A 60-year-old pensioner who was due R7000, crying on the phone when she heard the news of her payout, as she so desperately needed the funds;
- A priest who was about to take his daughter out of university as he could no longer afford the tuition fees, receiving enough money to keep her in school, saying "you saved our daughter's

to assist his clothing Factory workers the day before he was called. He did not have money to support them anymore during Covid log down. His unclaimed dividends amount was exactly the amount of money he asked for from the bank for a loan.

- Another lady's husband had passed away and she was running a bed and breakfast on her own. Lockdown halted her income. The outstanding dividends due to her was enough to help her



There are so many different tales to share, but a few that really stuck with the team, include:

- A 60-year-old pensioner who was due R7000, crying on the phone when she heard the news of her payout, as she so desperately needed the funds;
- A priest who was about to take his daughter out of university as he could no longer afford the tuition fees, receiving enough money to keep her in school, saying “you saved our daughter’s studies”.
- A Bluestar broker who was about to lose his house due to no income - receiving R119 000;
- A clothing factory husband-and-wife team who urgently needed R78 000 to save their business - received R40 000 and R80 000 respectively;
- A 24-year-old student who inherited the shares was unreachable via telephone – eventually she had to be contacted personally via WhatsApp – to be told that she was owed R80 000 in unclaimed dividends;
- And then there was the very wealthy businessman who was due R224 000, who felt that the amount was small change and referred us to his secretary.
- A gentleman from Bloemfontein requested a loan from the bank

to assist his clothing Factory workers the day before he was called. He did not have money to support them anymore during Covid log down. His unclaimed dividends amount was exactly the amount of money he asked for from the bank for a loan.

- Another lady’s husband had passed away and she was running a bed and breakfast on her own. Lockdown halted her income. The outstanding dividends due to her was enough to help her through the next six months.
- A retired professor’s investments and income took a big knock – his unclaimed dividend money helped him and his elderly wife through this period. He called Andre every Monday morning for about six weeks to find out if he was still healthy and doing okay.
- A lady from Natal asked Andre how dare he contact her, as her affairs were up to date, because her husband was a top financial adviser; she put the phone down in his ear. He traced her husband and contacted him the next day. Long and short of the story: his wife had a substantial amount of outstanding dividends. He provided Andre with her bank details and begged him not to tell his wife that he never kept her investment details updated.