



INTEGER WEALTH GLOBAL

Client Exit and Mandate Cancellation Policy

Date: 09 April 2024

Policy Statement

IWG strives to deliver high-quality fund management, investment and related management services. While we regret any decisions to discontinue services, we are committed to managing such transitions efficiently and professionally in a structured manner.

1. Purpose of this Policy

- 1.1 This policy outlines the procedures and necessary steps for clients wishing to terminate their relationship with Integer Wealth Global (hereafter 'IWG') and cancel their:
- a) Business relationship,
 - b) Mandate for fund management,
 - c) Mandate for creation of investment fund,
 - d) Side letter arrangements or any other agreement entered into with IWG, and
 - e) General business services or any other business services.

1.2 This policy is ensuring a structured and transparent cancellation and exit process.

2. Scope

This policy applies to and is binding on all clients engaged in a service contract, memorandum of agreement or any other related agreement with IWG for:

- a) Alternative Investment Funds Setup,
- b) Side Letter Finance arrangement and structuring,
- c) Funding vehicles and any related business processes and functions performed by IWG and/or its member companies and/or service providers.

3. Policy Statement

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4. Procedures

4.1 Notification of Intent to Exit:

- a. Clients must submit to IWG, a written '**Intention to Exit**' letter on official company letterhead, signalling their decision to terminate the mandate.



The Intention to Exit letter shall include a full description of the reason(s) why the client intends to exit and cancel any agreement with IWG.

- b. The notice should be addressed to the Managing Director or designated company representative and shall include a specific request for service termination.
- c. The client cancellation letter must have the signature of the company managing director, owner, Chairman or senior shareholder of the company.
- d. Mediation and Dispute Resolution:
In regard to a full description of the reason(s) why the client intends to exit and cancel any agreement with IWG as stated in paragraph 4.1.a above, IWG reserves its rights to negotiate any possibility of continuation of the business relationship, with third party mediation and/or dispute resolution between the client and IWG.

4.2 Acknowledgment of Receipt:

Upon receipt of the Intention to Exit letter, IWG will send an acknowledgment from its legal department within 7 working days, confirming the initiation of the exit process.

4.3 Suspension of Operations:

All ongoing operations and processes related to the client's funding, investments and all other business activities shall be suspended immediately to prevent further expenditure and involvement from various stakeholders.

4.4 Internal Review and Cost Reconciliation:

- a. The following internal departments of IWG will review the client's account in order to prepare for an efficient exit:
 - Compliance
 - Risk & Intelligence
 - Projects
 - Accounting
 - Legal
- b. A detailed reconciliation of costs incurred to date by IWG on behalf of the client and the calculation of potential loss of earnings will be conducted. The client agrees to reimburse and/or pay all reasonable and necessary amounts to hold IWG harmless from any expenses by IWG on behalf of the client as well as any loss of potential earnings by IWG as a result of the cancellation of the agreement between the client and IWG.

4.5 External Stakeholder Notification:

External service providers including accounting and audit consultants, regulatory consultants, fund managers, insurance and risk consultants, banks, financial institutions, stock exchanges, investors and legal consultants will be informed of the termination. Each external party will independently assess any claims or final costs associated with the termination.

4.6 Final Settlement:

- a. IWG will present a final account settlement to the client, including any termination fees, reconciled costs, loss of potential income and claims from external parties.
- b. The client will be required to settle any outstanding balances as per the agreed terms.



4.7 Opportunity to Reconsider

Clients will be afforded an opportunity to reconsider their decision to exit within 7 working days from the issuance of the 'Intention to Exit' acknowledgment.

Should the client decide to continue with the funding and investment process, or any other business related function or process, a withdrawal letter must be submitted.

This letter should state the client's intention to continue the services, upon which all activities will be re-engaged.

Due to the allocation of time and materials as also human resources allocation reservations for the client remaining in obeyance for the 7 working days, this timeframe is strictly applied as resource reserves cannot be retained beyond this the time frame.

4.8 Final Exit

Should the process proceed without reconsideration, the legal department will finalise the exit and formally release all parties from their obligations.

5 Data Retention

IWG is legally obligated to retain client data for a period of 7 years and undertake as per the Data Disclosure policy and GDPR Rules and Regulations, that no such data will be distributed further. The client data will be removed and destroyed from the IWG servers according to the said policies, rules and regulations.

6 Revision and Amendments

This policy is subject to revision based on regulatory changes, business needs, or process improvements. Clients will be informed of any significant policy changes.

7 Contact Information

For further inquiries or detailed explanations regarding this policy, clients are encouraged to contact our Chief Liaison Officer at info@integerwealth.global or the legal officer at legal@integerwealth.global.