



Daberistic Solutions cc t/a

# Daberistic Financial Services

Creating financial security, prosperity and wealth

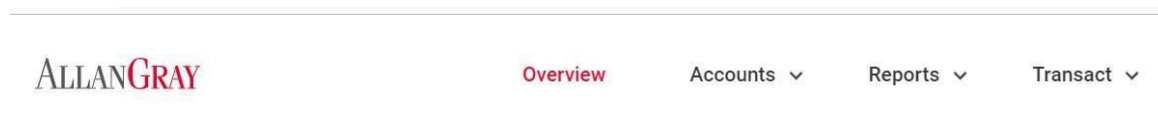
## Allan Gray Online Debit Order Change or Cancellation

### Canceling a debit order online

To begin this process, the client must log into their [Allan Gray Online Account](#). The client can follow the next steps to complete the debit order cancellation:

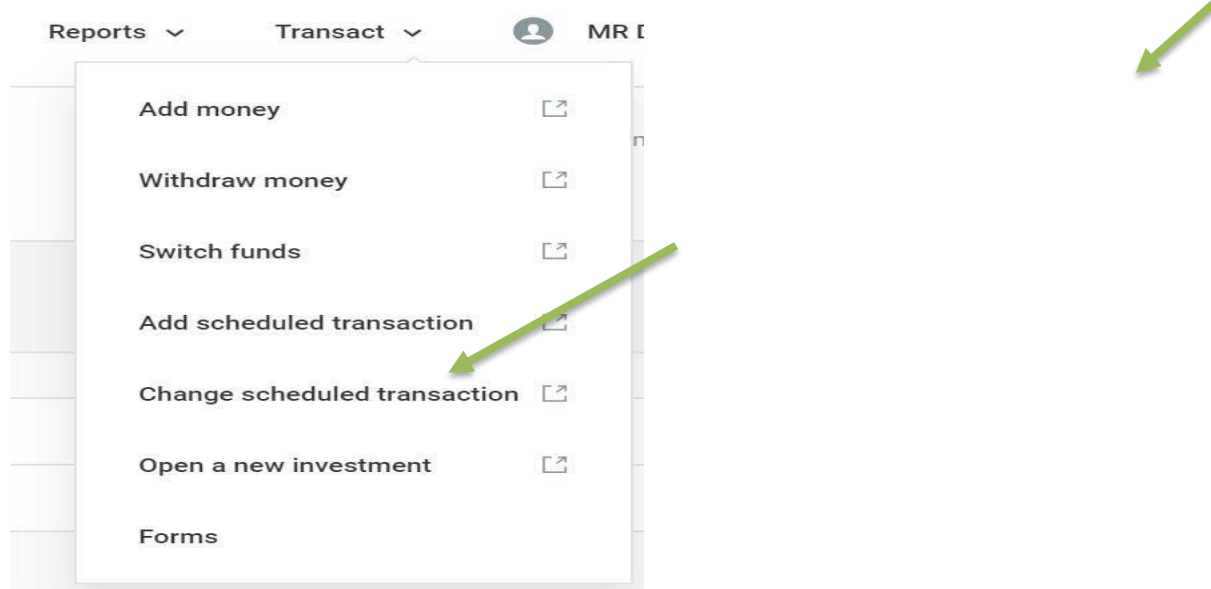
#### **Step one:**

Once you have access to your online account, please click on the 'Transact' button on the top panel of the page:



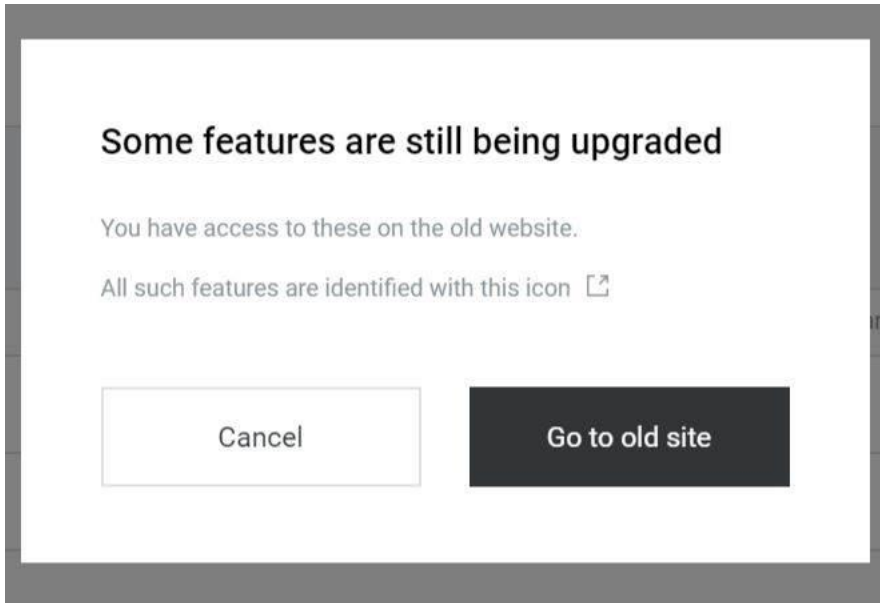
#### **Step two**

Under the 'Transact' menu, please click on 'Change a Scheduled Transaction':



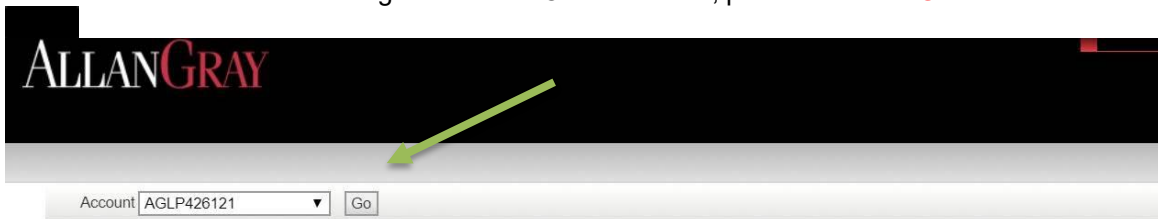
#### **Step Three**

This pop-up will appear once you've clicked informing you that you will now be taken to the old investor site as this functionality is being developed for the new investor site. Please click on 'Go to old site' to proceed:



**Step Four:**

Once clicked, the site will take you to a page where you can select the relevant investment account number with the existing debit order. Once selected, please click on 'Go':



**CHANGE SCHEDULED TRANSACTION**

You can change or cancel an existing debit order or regular withdrawal on an investment. Please select the account on which you would like to change or cancel the scheduled transaction and click 'Go'.

**When will we process changes to debit orders?**

Changes will be processed on your selected date provided we receive your instruction and any applicable documents at least three business days before this date. Cancellations will be processed immediately provided we receive your instruction at least three business days before your next debit order.

**Step Five:**

Once you have clicked on 'Go', the site will take you to a separate screen which includes your debit order account details. Once confirmed, you can cancel your debit order by clicking on the, 'Cancel debit order' button on the right of your screen:

To Fund	Amount	Percentage
Allan Gray Tax-Free Balanced Fund	R 875.00	50.00%
Coronation Strategic Income Fund (Class P)	R 875.00	50.00%
<b>Total</b>	<b>R 1 750.00</b>	<b>100.00%</b>

**Step Six**

Once clicked, the site will take you to a page which includes your current debit order details being cancelled. The client must tick the below boxes to be able to submit the instruction to Allan Gray:

#### EXISTING DEBIT ORDER DETAILS

If you want to cancel your existing debit order with immediate effect, please confirm the last collection date below.  
Last collection date of existing debit order is 01 Apr 2020.

If you do not confirm, your existing debit order will be replaced on the commencement date of your new debit order.

#### NEW DEBIT ORDER DETAILS

Where is the money coming from?

Capital / savings

#### Debit order investment

Amount

R. 1750.00

Commencing on

01 Jul 2020

- I have read, understood and agree to the Allan Gray Tax-Free Investment [Terms and Conditions](#) and the [Online Terms and Conditions](#).
- I have read and understood the relevant fund factsheet (minimum disclosure document) of the unit trusts I wish to invest in.

Once done, the client can click now the **'Submit'** button on the bottom of the screen and request [a confirmation letter. This instruction will be sent to Allan Gray directly and will be processed automatically.

## Change to debit order

### Online

To begin this process, the client must log into their [Allan Gray Online Account](#). The client can follow the next steps to complete the debit order cancellation:

#### Step one:

One you have access your online account. Please click on the **'Transact'** button on the top panel of the page:

ALLAN GRAY

Overview

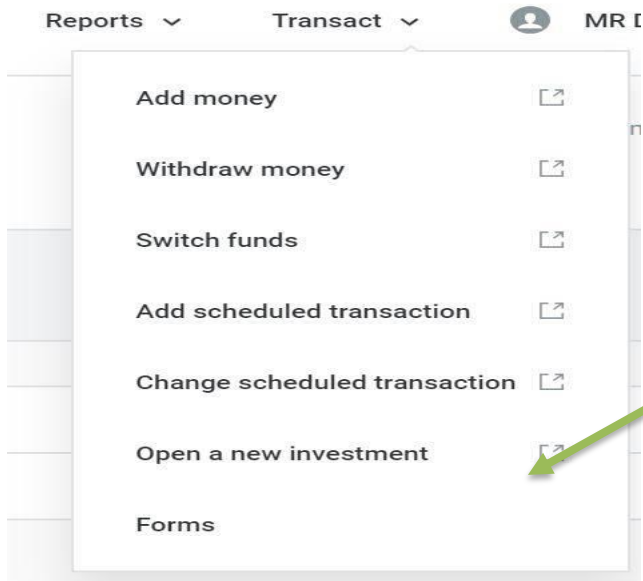
Accounts ▾

Reports ▾

Transact ▾

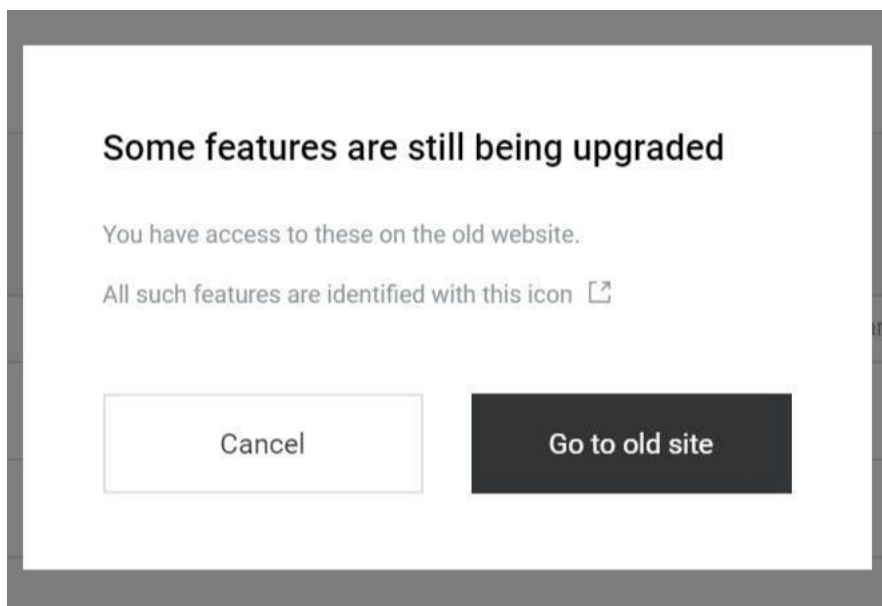
#### Step two

Under the **'Transact'** menu, please click on 'Change a Scheduled Transaction':



**Step Three**

This pop-up will appear once you've clicked informing you that you will now be taken to the old investor site as this functionality is being developed for the new investor site. Please click on 'Go to old site' to proceed:



**Step Four:**

Once clicked, the site will take you to a page where you can select the relevant investment account number with the existing debit order. Once selected, please click on 'Go':



Account

## CHANGE SCHEDULED TRANSACTION

You can change or cancel an existing debit order or regular withdrawal on an investment.  
Please select the account on which you would like to change or cancel the scheduled transaction and click 'Go'.

### When will we process changes to debit orders?

Changes will be processed on your selected date provided we receive your instruction and any applicable documents at least three business days before this date.  
Cancellations will be processed immediately provided we receive your instruction at least three business days before your next debit order.

## Step Five

Once you have clicked on 'Go', the site will take you to a separate screen which includes your debit order account details. Once confirmed, you can change your debit order by clicking on the, 'Change debit order' button on the right of your screen:

To Fund	Amount	Percentage
Allan Gray Tax-Free Balanced Fund	R 875.00	50.00%
Coronation Strategic Income Fund (Class P)	R 875.00	50.00%
<b>Total</b>	<b>R 1 750.00</b>	<b>100.00%</b>

This will take you to a separate page where you can cancel your existing debit order while simultaneously capturing a new debit order start date.

## Step Six

Once you have clicked on 'Change debit order' you will be able to amend your details as follows:

**EXISTING DEBIT ORDER DETAILS**

If you want to cancel your existing debit order with immediate effect, please confirm the last collection date below.  
Last collection date of existing debit order is 01 Apr 2020.

If you do not confirm, your existing debit order will be replaced on the commencement date of your new debit order.

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**NEW DEBIT ORDER DETAILS**

Where is the money coming from?

Debit order investment

Amount R

Commencing on

The client must "tick" the above small box to instruct Allan Gray to **cancel** their debit order with immediate effect. If left **unticked**, the debit order will **continue**, and the new debit order will resume from the commencement date as specified. Once ticked, the client can go below this section to capture their new debit order details. They can submit this instruction once they have confirmed that all details are **correct**, and that Allan Gray can proceed.

Once clicked, the site will take you to a page which includes your current debit order details being cancelled. The client must tick the below boxes to be able to submit the instruction to Allan Gray:

- I have read, understood and agree to the Allan Gray Tax-Free Investment [Terms and Conditions](#) and the [Online Terms and Conditions](#).
- I have read and understood the relevant fund factsheet (minimum disclosure document) of the unit trusts I wish to invest in.

Once done, the client can click now the **'Submit'** button on the bottom of the screen and request [a confirmation letter. This instruction will be sent to Allan Gray directly and will be processed automatically.

**Turnaround times**

All debit order changes need to be submitted **before 14h00, three business days prior to the next collection date**, i.e. For debit orders scheduled for 1 May 2020 the cancellation instruction must be submitted before 14h00 on 28 April 2020.