



## SANTAM LIMITED

(Incorporated in the Republic of South Africa with limited liability under registration number 1918/001680/06)

# ZAR4,000,000,000 Unsecured Subordinated Callable Note Programme

On 8 March 2016, Santam Limited (the **Issuer**) established a ZAR4,000,000,000 Unsecured Subordinated Callable Note Programme (the **Programme**) pursuant to a programme memorandum dated 8 March 2016 (the **Previous Programme Memorandum**). This amended and restated programme memorandum (this **Programme Memorandum**) will apply to all Notes (as defined herein) issued under the Programme on or after the Programme Date (as defined herein) and will in respect of such Notes, supersede and replace the Previous Programme Memorandum in its entirety.

Under this Programme (as defined herein) the Issuer may from time to time issue notes (the **Notes**) denominated in any currency agreed by the Issuer and the relevant Dealer(s) (as defined herein) and further subject to all Applicable Laws (as defined herein) and, in the case of Notes listed on the Interest Rate Market of the JSE (as defined herein) or such other Financial Exchange(s) (as defined herein) as may be determined by the Issuer and the relevant authority, the debt listings requirements of the JSE Limited (the **JSE**) or such other Financial Exchange(s), that are subject to the terms and conditions (the **Terms and Conditions**) contained in this Programme Memorandum. Any other terms and conditions not contained in the Terms and Conditions that are applicable to any Notes, replacing or modifying the Terms and Conditions, will be set forth in a pricing supplement (the **Applicable Pricing Supplement**).

Capitalised terms used hereafter in this Programme Memorandum are defined in the section of this Programme Memorandum headed "**Terms and Conditions of the Notes**", unless separately defined, and/or in relation to a Tranche of Notes, in the Applicable Pricing Supplement.

As at the Programme Date, the Programme Amount is ZAR4,000,000,000. This Programme Memorandum will apply to the Notes issued under the Programme in an aggregate outstanding Nominal Amount which will not exceed ZAR4,000,000,000 (or its equivalent in any other currencies) (including Notes issued under the Programme pursuant to the Previous Programme Memorandum) unless such amount is increased by the Issuer pursuant to the section of this Programme Memorandum headed "**General Description of the Programme**".

The Notes may comprise, without limitation, Fixed Rate Notes, Floating Rate Notes, Mixed Rate Notes, Zero Coupon Notes and/or such combination of the foregoing Notes and/or such other type of Notes as may be determined by the Issuer and the relevant Dealer(s) and specified in the Applicable Pricing Supplement. Notes will be issued in individual Tranches which, together with other Tranches, may form a Series of Notes. A Tranche of Notes will be issued on, and subject to, the Terms and Conditions, as replaced, amended and/or supplemented by the terms and conditions of that Tranche of Notes set out in the Applicable Pricing Supplement.

This Programme Memorandum has been registered by the JSE. A Tranche of Notes may be listed on the Interest Rate Market of the JSE or on such other or additional Financial Exchange(s) as may be determined by the Issuer, subject to all Applicable Laws. Unlisted Notes may also be issued under the Programme but will not be regulated by the JSE. Claims against the JSE Debt Guarantee Fund Trust may only be made in respect of the trading of Notes listed on the Interest Rate Market of the JSE in accordance with the rules of the JSE Debt Guarantee Fund Trust. The holders of Notes that are not listed on the Interest Rate Market of the JSE will have no recourse against the JSE or the JSE Debt Guarantee Fund Trust. Unlisted Notes are not regulated by the JSE. A copy of the Applicable Pricing Supplement relating to a Tranche of Notes which is to be listed on the Interest Rate Market of the JSE will be delivered to the JSE and the CSD, before the Issue Date, and the Notes in that Tranche may be traded by or through members of the JSE from the date specified in the Applicable Pricing Supplement, in accordance with the Applicable Procedures. The settlement of trades on the JSE will take place in accordance with the electronic settlement procedures of the JSE and the CSD for all trades done through the JSE. The placement of a Tranche of unlisted Notes may (at the sole discretion of the Issuer) be reported through the JSE reporting system, in which event the settlement of trades in such Notes will take place in accordance with the electronic settlement procedures of the JSE and the CSD for all trades done through the JSE. The settlement and redemption procedures for a Tranche of Notes listed on any Financial Exchange (other than or in addition to the JSE) will be specified in the Applicable Pricing Supplement.

Application will be made to the Regulator, in terms of the Insurance Act, for the Notes to be issued under the Programme. The Notes may be issued on a continuing basis and be placed by one or more of the Dealer(s) specified under the section headed "**Summary of the Programme**" and any additional Dealer(s) appointed under the Programme from time to time by the Issuer, which appointment may be for a specific issue or on an ongoing basis. References in this Programme Memorandum to the "**relevant Dealer**" shall, in the case of Notes being (or intended to be) placed by more than one Dealer, be to all Dealers agreeing to place such Notes.

As at the Programme Date, the Issuer is rated. The Programme is not rated but may, after the Programme Date, be rated by a Rating Agency on a national or international scale basis. A Tranche of Notes may also, on or before the Issue Date, be rated by a Rating Agency on a national or international scale basis. Unrated Tranches of Notes may also be issued. The Rating assigned to the Issuer and/or the Programme and/or the Notes, as the case may be, as well as the Rating Agency(ies) which assigned such Rating(s), will be specified in the Applicable Pricing Supplement.

**Particular attention is drawn to the section entitled Investor Considerations/Risks Factors on pages 16 to 23 below.**

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*Arranger and Dealer*

**FirstRand Bank Limited**  
(acting through its Rand Merchant Bank division)

*JSE Debt Sponsor*

**FirstRand Bank Limited**  
(acting through its Rand Merchant Bank division)

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Amended and Restated Programme Memorandum dated 13 December 2018.

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## GENERAL

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*Capitalised terms used in this section headed "General" shall bear the same meanings as used in the Terms and Conditions, except to the extent that they are separately defined in this section or this is clearly inappropriate from the context.*

The Issuer certifies that to the best of its knowledge and belief there are no facts that have been omitted from this Programme Memorandum which would make any statement false or misleading and that all reasonable enquiries to ascertain such facts have been made, as well as that this Programme Memorandum contains all information required by law and the Debt Listings Requirements of the JSE. The Issuer accepts full responsibility for the accuracy of the information contained in this Programme Memorandum and all documents incorporated by reference (see the section of this Programme Memorandum headed "*Documents Incorporated by Reference*") and any amendments or supplements to the aforementioned documents, except as otherwise stated therein.

The JSE takes no responsibility for the contents of this Programme Memorandum, the annual financial statements, the integrated reports and the Applicable Pricing Supplement(s) of the Issuer and any amendments or supplements to the aforementioned documents. The JSE makes no representation as to the accuracy or completeness of this Programme Memorandum, the annual financial statements, the integrated reports and the Applicable Pricing Supplement(s) of the Issuer and any amendments or supplements to the aforementioned documents and expressly disclaims any liability for any loss arising from or in reliance upon the whole or any part of the aforementioned documents. The JSE's approval of the registration of this Programme Memorandum and listing of the Notes is not to be taken in any way as an indication of the merits of the Issuer or of the Notes and that, to the extent permitted by law, the JSE will not be liable for any claim whatsoever.

The Issuer having made all reasonable enquiries, confirms that this Programme Memorandum contains or incorporates all information which is material in the context of the issue and the offering of Notes, that the information contained or incorporated in this Programme Memorandum is true and accurate in all material respects and is not misleading, that the opinions and the intentions expressed in this Programme Memorandum are honestly held and that there are no other facts, the omission of which would make this Programme Memorandum or any of such information or expression of any such opinions or intentions misleading in any material respect.

This Programme Memorandum is to be read and construed with any amendment or supplement thereto and in conjunction with any other documents which are deemed to be incorporated herein by reference (see the section of this Programme Memorandum headed "*Documents Incorporated by Reference*") and, in relation to any Tranche (as defined herein) of Notes, should be read and construed together with the Applicable Pricing Supplement. This Programme Memorandum shall be read and construed on the basis that such documents are incorporated into and form part of this Programme Memorandum.

The Arranger, the Dealer(s), the JSE Debt Sponsor or any of their respective Subsidiaries or Holding Companies or a Subsidiary of their Holding Company (**Affiliates**), other professional advisers named herein and the JSE have not separately verified the information contained herein. Accordingly, no representation, warranty or undertaking, express or implied, is made and no responsibility is accepted by the Arranger, the Dealer(s), the JSE Debt Sponsor nor any of their Affiliates or other professional advisers as to the accuracy or completeness of the information contained in this Programme Memorandum or any other information provided by the Issuer. The Arranger, the Dealer(s), the JSE Debt Sponsor and other professional advisers do not accept any liability in relation to the information contained in this Programme Memorandum or any other information provided by the Issuer in connection with the Programme.

No Person has been authorised by the Issuer to give any information or to make any representation not contained in or not consistent with this Programme Memorandum or any other document entered into in relation to the Programme or any other information supplied by the Issuer in connection with the Programme and, if given or made, such information or representation must not be relied upon as having been authorised by the Issuer, the Arranger, the Dealer(s), the JSE Debt Sponsor or other professional advisers.

Neither this Programme Memorandum nor any other information supplied in connection with the Programme is intended to provide a basis for any credit or other evaluation, or should be considered as a recommendation by the Issuer, the Arranger, the Dealer(s), the JSE Debt Sponsor and other

professional advisers that any recipient of this Programme Memorandum or any other information supplied in connection with the Programme should subscribe for, or purchase, any Notes.

Each Person contemplating the subscription for, or purchase of, any Notes should determine for itself the relevance of the information contained in this Programme Memorandum and should make its own independent investigation of the financial condition and affairs, and its own appraisal of the creditworthiness of the Issuer and its subscription for, or purchase of, Notes should be based upon any such investigation as it deems necessary. Neither this Programme Memorandum nor any Applicable Pricing Supplement nor any other information supplied in connection with the Programme constitutes an offer or invitation by or on behalf of the Issuer, the Arranger, or any Dealer(s) to any Person to subscribe for or to purchase any Notes.

Neither the delivery of this Programme Memorandum nor any Applicable Pricing Supplement nor the offering, sale or delivery of any Note shall at any time imply that the information contained herein is correct at any time subsequent to the date hereof, or that any other financial statements or other information supplied in connection with the Programme is correct at any time subsequent to the date indicated in the document containing the same. The Arranger, the Dealer(s), the JSE Debt Sponsor and other professional advisers expressly do not undertake to review the financial condition or affairs of the Issuer during the life of the Programme. Investors should review, *inter alia*, the most recent financial statements, if any, of the Issuer, when deciding whether or not to subscribe for, or purchase, any Notes.

Neither this Programme Memorandum nor any Applicable Pricing Supplement constitutes an offer to sell or the solicitation of an offer to buy or an invitation to subscribe for or purchase any Notes. The distribution of this Programme Memorandum and any Applicable Pricing Supplement and the issue, sale or offer of Notes may be restricted by law in certain jurisdictions. Persons into whose possession this Programme Memorandum or any Applicable Pricing Supplement or any Notes come are required by the Issuer, the Arranger, the Dealer(s), the JSE Debt Sponsor and other professional advisers to inform themselves about, and observe any such restrictions. For a description of certain restrictions on offers, sales and deliveries of Notes and on the distribution of this Programme Memorandum or any Applicable Pricing Supplement and other offering materially relating to the Notes, see the section headed "*Subscription and Sale*".

None of the Issuer, the Arranger, the Dealer(s), the JSE Debt Sponsor nor any other professional advisers represents that this Programme Memorandum may be lawfully distributed, or that any Notes may be lawfully offered, in compliance with any applicable registration or other requirements in any such jurisdiction, or pursuant to an exemption available thereunder, or assumes any responsibility for facilitating any such distribution or offering. In particular, no action has been taken by the Issuer, the Arranger, the Dealer(s), the JSE Debt Sponsor or other professional advisers which would permit a public offering of any Notes or distribution of this document in any jurisdiction where action for that purpose is required. Accordingly, no Notes may be offered or sold, directly or indirectly, and neither this Programme Memorandum nor any advertisement nor other offering material may be distributed or published in any jurisdiction, except under circumstances that will result in compliance with any Applicable Laws and regulations. The Dealer(s) has represented that all offers and sales by it will be made on the same terms.

**The Notes have not been and will not be registered under the United States Securities Act of 1933 (as amended) (the Securities Act). Notes may not be offered, sold or delivered within the United States or to U.S. Persons (as defined in Regulation S to the Securities Act) except in accordance with Regulation S under the Securities Act. In addition, there are restrictions on the distribution of this Programme Memorandum in South Africa, the European Economic Union and the United Kingdom. For a more complete description of certain restrictions on the offering, sale and delivery of Notes and distribution of this Programme Memorandum, see the section of this Programme Memorandum headed "*Subscription and Sale*" below.**

In connection with the issue and distribution of any Tranche of Notes under the Programme, the relevant Dealer(s), if any, that is specified in the Applicable Pricing Supplement as the Stabilising Manager (or any Person acting for the Stabilising Manager) may, if specified in that Applicable Pricing Supplement and only if such stabilising is permitted by the Debt Listings Requirements of the JSE and approved by the JSE, over-allot or effect transactions with a view to supporting the market price of the Notes at a level higher than that which might otherwise prevail for a limited period. However, there may be no obligation on the Stabilising Manager (or any agent of the Stabilising Manager) to do this. Such stabilising, if commenced, may be discontinued at any time and must be brought to an end after a limited period. Such stabilising shall be in compliance with all Applicable Laws, regulations and rules.

The price/yield and amount of a Tranche of Notes to be issued under the Programme will be determined by the Issuer and the relevant Dealer(s) at the time of issue in accordance with prevailing market conditions.

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## DOCUMENTS INCORPORATED BY REFERENCE

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*Capitalised terms used in this section headed "Documents Incorporated by Reference" shall bear the same meanings as used in the Terms and Conditions, except to the extent that they are separately defined in this section or this is clearly inappropriate from the context.*

The following documents shall be deemed to be incorporated in, and to form part of, this Programme Memorandum:

- (a) all amendments and/or supplements to this Programme Memorandum prepared by the Issuer from time to time;
- (b) each Applicable Pricing Supplement relating to any Tranche of Notes issued under the Programme;
- (c) the audited annual financial statements of the Issuer for each financial year ending 31 December 2015, 2016 and 2017 together with such statements, reports and notes attached to or intended to be read with such financial statements and the published audited annual financial statements, and notes thereto, of the Issuer in respect of further financial years, as and when same become available;
- (d) as at the Programme Date, the published Integrated Report of the Issuer (incorporating the Issuer's audited annual financial statements, together with reports and the notes thereto) and attached to or intended to be read with such financial statements of the Issuer for each financial year ending 31 December 2015, 2016 and 2017 and the published Integrated Reports of the Issuer in respect of further financial years, as and when such published Integrated Report becomes available;
- (e) the interim financial statements of the Issuer for the financial period ending 30 June 2018, together with such statements, reports and notes attached to or intended to be read with such interim financial statements and the interim financial statements, and notes thereto, of the Issuer in respect of further financial periods, as and when same become available;
- (f) the King IV Application Register of the Issuer setting out, *inter alia*, the application by the Issuer of the King Code on Corporate Governance in South Africa 2016 (the **King IV Application Register**);
- (g) all information pertaining to the Issuer which is relevant to the Programme and/or this Programme Memorandum which will be electronically submitted through the Stock Exchange News Service (**SENS**) or similar service established by the JSE, to SENS subscribers, if required,

save that any statement contained in this Programme Memorandum or in any of the documents incorporated by reference in and forming part of this Programme Memorandum shall be deemed to be modified or superseded for the purpose of this Programme Memorandum to the extent that a statement contained in any document subsequently incorporated by reference modifies or supersedes such earlier statement (whether expressly, by implication or otherwise).

The Issuer will, for as long as the Programme Memorandum remains registered with the JSE, provide at its registered office as set out at the end of this Programme Memorandum, without charge, to any Person, upon request of such Person, a copy of this Programme Memorandum and all of the documents which are incorporated herein by reference, unless such documents have been modified or superseded, in which case the modified or superseding documentation will be provided, including the most recently obtained beneficial disclosure report made available by the Participant to the CSD. Requests for such documents should be directed to the Issuer at its registered office as set out at the end of this Programme Memorandum. In addition, the constitutive documents of the Issuer will be available at the registered office of the Issuer as set out at the end of this Programme Memorandum.

This Programme Memorandum, any amendments and/or supplements thereto, the Applicable Pricing Supplements relating to any issue of listed Notes, are available on the Issuer's website at <https://www.santam.co.za/financial/subordinated-debt-programme/>. The published audited annual financial statements of the Issuer and the interim financial statements of the Issuer are available on the Issuer's website at <https://www.santam.co.za/financial/investor-relations/financial-results-and-reports/financial-results-and-reports/> and the King IV Application Register is also available on the Issuer's website at <https://www.santam.co.za/media/2683718/king-iv-register-feb-2018.pdf>. In addition,

this Programme Memorandum, any amendments and/or supplements thereto and the Applicable Pricing Supplements relating to any issue of listed Notes will be filed with the JSE which will publish such documents on its website at <http://www.jse.co.za>. This Programme Memorandum does not constitute an offer or invitation by or on behalf of the Issuer, the Arranger and the Dealer(s) or their Affiliates, the JSE Debt Sponsor or other professional advisors to any Person in any jurisdiction to subscribe for or purchase any Notes.

The Issuer will, for so long as any Note remains Outstanding and listed on the Interest Rate Market of the JSE, publish a new Programme Memorandum or a supplement to this Programme Memorandum, as the case may be, if:

- (i) a change in the condition (financial or trading position) of the Issuer has occurred which is material in the context of the Notes so listed or the Issuer's payment obligations thereunder; or
- (ii) an event has occurred which affects any matter contained in this Programme Memorandum, the disclosure of which would reasonably be required by Noteholders and/or potential investors in the Notes; or
- (iii) any of the information contained in this Programme Memorandum becomes outdated in a material respect; or
- (iv) this Programme Memorandum no longer contains all the materially correct information required by the Applicable Procedures,

provided that, in the circumstances set out in paragraphs (iii) and (iv) above, no new Programme Memorandum or supplement to this Programme Memorandum, as the case may be, is required in respect of the Issuer's audited annual financial statements if such audited annual financial statements are incorporated by reference into this Programme Memorandum and such audited annual financial statements are published, as required by the Companies Act.



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## GENERAL DESCRIPTION OF THE PROGRAMME

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*Capitalised terms used in this section headed "General Description of the Programme" shall bear the same meanings as used in the Terms and Conditions, except to the extent that they are separately defined in this section or this is clearly inappropriate from the context.*

The Issuer may from time to time issue one or more Tranches of Notes under the Programme, pursuant to this Programme Memorandum, provided that the aggregate outstanding Nominal Amount of all of the Notes issued under the Programme (including Notes issued and still Outstanding under the Programme pursuant to the Previous Programme Memorandum) from time to time does not exceed the Programme Amount.

A Tranche of Notes may be listed on the Interest Rate Market of the JSE or on such other or additional Financial Exchange(s) as may be determined by the Issuer, subject to Applicable Laws. Unlisted Notes may also be issued under the Programme. The Applicable Pricing Supplement will specify whether or not a Tranche of Notes will be listed and, if so, on which Financial Exchange. If the Issuer issues a Tranche of unlisted Notes or a Tranche of Notes is listed on any Financial Exchange other than (or in addition to) the JSE, the Issuer will, by no later than the last Day of the month of issue of that Tranche of Notes, inform the JSE in writing of the aggregate Nominal Amount and the Maturity Date (if any) of that Tranche of Notes.

This Programme Memorandum and any supplement thereto will only be valid for the issue of Notes in an aggregate Nominal Amount which, when added to the aggregate Nominal Amount then Outstanding of all the Notes previously or simultaneously issued under the Programme (including Notes issued and still Outstanding under the Programme pursuant to the Previous Programme Memorandum), does not exceed ZAR4,000,000,000 or its equivalent in other currencies. For the purpose of calculating the South African Rand equivalent of the aggregate Nominal Amount of the Notes issued under the Programme from time to time, the South African Rand equivalent of the Notes denominated in another Specified Currency (as specified in the Applicable Pricing Supplement) shall be determined as of the date of agreement to issue such Notes (the **Agreement Date**) on the basis of the spot rate for the sale of the South African Rand against the purchase of such Specified Currency in the South African foreign exchange market quoted by any leading bank selected by the Issuer on the Agreement Date (the **Conversion Rate**) and in respect of:

- (a) Zero Coupon Notes and other Notes, the Conversion Rate shall be applied to the net subscription proceeds received by the Issuer for the relevant issue; and
- (b) Partly-Paid Notes and Index-Linked Notes, the Conversion Rate shall be applied to the Nominal Amount regardless of the amount paid up on such Notes.

From time to time the Issuer may wish to increase the Programme Amount. Subject to the Applicable Procedures, all Applicable Laws and the Programme Agreement (as defined in the section headed "*Subscription and Sale*"), the Issuer may, without the consent of Noteholders, increase the Programme Amount by delivering a notice thereof to the Noteholders in accordance with Condition 17 (*Notices*) of the Terms and Conditions, the Dealer(s), the JSE and the CSD. Upon such notice being given to the Noteholders and the conditions set out in the Programme Agreement to exercise this right having been met, all references in this Programme Memorandum (and each agreement, deed or document relating to the Programme and/or this Programme Memorandum) to the Programme Amount will be, and will be deemed to be, references to the increased Programme Amount set out in such notice.

This Programme Memorandum will apply to all Notes issued under the Programme on or after the Programme Date.

A summary of the Programme and the Terms and Conditions appears below.



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## SUMMARY OF THE PROGRAMME

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*The following summary does not purport to be complete and is taken from, and is qualified in its entirety by, the remainder of this Programme Memorandum and, in relation to the Terms and Conditions of any particular Tranche of Notes, the Applicable Pricing Supplement. Words and expressions defined in the Terms and Conditions shall have the same meanings in this summary.*

### **PARTIES**

<b>Issuer</b>	Santam Limited (registration number 1918/001680/06), a public company with limited liability duly incorporated in accordance with the company laws of South Africa on 28 March 1918.
<b>Arranger</b>	Rand Merchant Bank, a division of FirstRand Bank Limited (registration number 1929/001225/06), a public company with limited liability and a registered bank duly incorporated in accordance with the company and banking laws of South Africa ( <b>RMB</b> ).
<b>Dealer(s)</b>	RMB and/or any additional Dealer(s) appointed by the Issuer from time to time, which appointment may be for a specific issue or on an ongoing basis.
<b>Transfer Agent</b>	RMB and/or such other entity appointed by the Issuer as Transfer Agent, in which event that other entity will act as Transfer Agent, as specified in the Applicable Pricing Supplement.
<b>Paying Agent</b>	RMB, or such other entity appointed by the Issuer as Paying Agent, in which event that other entity will act as Paying Agent, as specified in the Applicable Pricing Supplement.
<b>Calculation Agent</b>	RMB, or such other entity appointed by the Issuer as Calculation Agent, in which event that other entity will act as Calculation Agent, as specified in the Applicable Pricing Supplement.
<b>Issuer Agent</b>	RMB or such other entity appointed by the Issuer as Issuer Agent pursuant to the debt instrument solution system of the CSD, in which event that other entity will act as Issuer Agent.
<b>JSE Debt Sponsor</b>	RMB, or such other entity appointed by the Issuer from time to time.
<b>CSD</b>	Strate Proprietary Limited (registration number 1998/022242/07), a private company with limited liability incorporated in accordance with the company laws of South Africa and registered as a central securities depository in terms of the Financial Markets Act or such additional, alternative or successor central securities depository as may be agreed between the Issuer and the relevant Dealer(s).
<b>JSE</b>	the JSE Limited (registration number 2005/022939/06), a public company with limited liability incorporated in accordance with the company laws of South Africa and a licensed financial exchange in terms of the Financial Markets Act or any exchange which operates as a successor exchange to the JSE.

## **GENERAL**

### **Blocked Rands**

Blocked Rands may be used to subscribe for, or purchase, Notes, subject to the Exchange Control Regulations.

### **Clearing and Settlement**

Each Tranche of Notes which is held in the CSD will be issued, cleared and settled in accordance with the Applicable Procedures through the electronic settlement system of the CSD. The CSD acts as the approved electronic clearing house, and carries on the role of matching, clearing and facilitation of settlement of all transactions carried out on the JSE. Each Tranche of Notes which is held in the CSD will be cleared by Participants who will follow the electronic settlement procedures prescribed by the JSE and the CSD (see the section of this Programme Memorandum headed "*Settlement, Clearing and Transfers of Notes*").

### **Debt Listings Requirements**

The debt listings requirements of the JSE pursuant to the provisions of the Financial Markets Act for the listing of debt securities on the JSE, as amended from time to time.

### **Deferred Payment**

Payment may be deferred in certain circumstances as further set out in Condition 8.3 (*Deferred Payment*).

### **Denomination**

Notes will be issued in such denominations as may be agreed by the Issuer and the relevant Dealer(s) and as indicated in the Applicable Pricing Supplement, save that the minimum denomination of each Note will be such as may be allowed or required from time to time by the central bank or regulator or any laws or regulations applicable to the Notes.

### **Description of Programme**

Santam Limited ZAR4,000,000,000 Unsecured Subordinated Callable Note Programme.

### **Distribution**

Notes may be distributed by way of private placement, auction or bookbuild or any other means permitted under South African law, and in each case on a syndicated or non-syndicated basis as may be determined by the Issuer and the relevant Dealer(s) and reflected in the Applicable Pricing Supplement.

### **Form of Notes**

Each Tranche of Notes which is listed on the Interest Rate Market of the JSE and each Tranche of unlisted Notes will be issued in uncertificated form, and will be held in the CSD. The holder of a Beneficial Interest may exchange such Beneficial Interest for Notes in certificated form represented by an Individual Certificate (see the section of this Programme Memorandum headed "*Form of the Notes*").

### **Governing Law**

The Notes will be governed by and construed in accordance with the laws of South Africa in force from time to time.

### **Interest**

Notes may be interest-bearing or non-interest bearing. Interest (if any) may accrue at a fixed rate or a floating rate or other variable rate or be index-linked, and the method of calculating interest may vary between the Issue Date and the Maturity Date.

### **Interest Period(s)/Interest Payment Date(s)**

The Interest Rate, Interest Payment Date(s) and Interest Period(s), if any, applicable to a Tranche of Notes will be specified in the Applicable Pricing Supplement.

### **Issue and Transfer Taxes**

As at the Programme Date, no securities transfer tax or any

similar tax is payable in respect of the issue, transfer or redemption of the Notes (see the section of this Programme Memorandum headed “*South African Taxation*”). Any future transfer duties and/or taxes that may be introduced in respect of (or may be applicable to) the transfer of Notes will be for the account of Noteholders.

**Issue Price**

Notes may be issued on a fully paid or a partly paid basis and at their Nominal Amount or at a discount or premium to their Nominal Amount as specified in the Applicable Pricing Supplement.

**Listing and Approval**

Application will be made to the Regulator, in terms of the Insurance Act, for the Notes to be issued under the Programme. This Programme has been registered by the JSE. Notes issued under the Programme may be listed on the Interest Rate Market of the JSE or on such other or additional Financial Exchange(s) as may be determined by the Issuer, the Regulator and the relevant Dealer(s), subject to all Applicable Laws. Unlisted Notes may also be issued under the Programme. Unlisted Notes are not regulated by the JSE. The Applicable Pricing Supplement will specify whether or not a Tranche of Notes will be listed and, if so, on which Financial Exchange(s).

**Maturities of Notes**

Such maturity(ies) as specified in the Applicable Pricing Supplement. The Notes are not subject to any minimum or maximum maturity.

**Notes**

Notes may comprise:

**Fixed Rate Notes**

Fixed Rate interest will be payable in arrears on such date or dates as may be agreed between the Issuer and the relevant Dealer(s), as indicated in the Applicable Pricing Supplement and on redemption, and will be calculated on the basis of such Day Count Fraction as may be agreed between the Issuer and the relevant Dealer(s).

**Floating Rate Notes**

Floating Rate Notes will bear interest calculated at a rate determined: (i) on the same basis as the floating rate under a notional interest rate swap transaction in the relevant Specified Currency governed by an agreement incorporating the ISDA Definitions; or (ii) on the basis of a reference rate appearing on the agreed screen page of a commercial quoting service; or (iii) on such other basis as may be agreed between the Issuer and the relevant Dealer(s), as indicated in the Applicable Pricing Supplement.

The Margin (if any) relating to such Floating Rate Notes will be agreed between the Issuer and the relevant Dealer(s) for each issue of Floating Rate Notes, as indicated in the Applicable Pricing Supplement.

Floating Rate Notes may also have a

	<p>maximum Interest Rate, a minimum Interest Rate or both, as indicated in the Applicable Pricing Supplement.</p> <p>The Interest Period for Floating Rate Notes may be 1 (one), 2 (two), 3 (three), 6 (six) or 12 (twelve) months or such other period as the Issuer and the relevant Dealer(s) may agree, as indicated in the Applicable Pricing Supplement.</p>
<b>Zero Coupon Notes</b>	Zero Coupon Notes will be issued at their Nominal Amount or at a discount to it and will not bear interest (except in the case of late payment as specified).
<b>Index-Linked Notes</b>	Payments (whether in respect of interest on Indexed Interest Notes or in respect of principal on Indexed Redemption Amount Notes and whether at maturity or otherwise) will be calculated by reference to such index and/or formula as the Issuer and the relevant Dealer(s) may agree, as indicated in the Applicable Pricing Supplement.
<b>Dual Currency Notes</b>	Payments (whether in respect of principal or interest and whether at maturity or otherwise) in respect of Dual Currency Notes will be made in such currencies, and based on such rates of exchange, as the Issuer and the relevant Dealer(s) may agree, as indicated in the Applicable Pricing Supplement.
<b>Mixed Rate Notes</b>	Mixed Rate Notes will bear interest over respective periods at the rates applicable for any combination of Fixed Rate Notes, Floating Rate Notes, Zero Coupon Notes, Index-Linked Notes or Dual Currency Notes, each as specified in the Applicable Pricing Supplement.
<b>Instalment Notes</b>	The Applicable Pricing Supplement will set out the dates on which, and the amounts in which, Instalment Notes may be redeemed.
<b>Partly Paid Notes</b>	The Issue Price of these unlisted Notes will be payable in two or more instalments as set out in the Applicable Pricing Supplement.
<b>Exchangeable Notes</b>	Exchangeable Notes may be redeemed by the Issuer in cash or by the delivery of securities, as specified in the Applicable Pricing Supplement.
<b>Other Notes</b>	Terms applicable to any other type of Notes that are approved by the JSE, or its successor, or such other or further exchange or exchanges as may be

selected by the Issuer in relation to an issue of listed Notes, or as agreed between the Issuer and the relevant Dealer(s) in respect of unlisted Notes, will be set out in the Applicable Pricing Supplement.

**Noteholders**

The holders of Notes which are recorded as the registered Noteholders of those Notes in the Register.

**Rating**

As at the Programme Date, the Issuer is rated. The Programme is not rated but may, after the Programme Date, be rated by a Rating Agency on a national or international scale basis. A Tranche of Notes may also, on or before the Issue Date, be rated by a Rating Agency on a national or international scale basis. Unrated Tranches of Notes may also be issued. The Rating assigned to the Issuer and/or the Programme and/or the Notes, as the case may be, as well as the Rating Agency(ies) which assigned such Rating(s), will be specified in the Applicable Pricing Supplement.

A Rating is not a recommendation to subscribe for, buy, sell or hold Notes and may be subject to revision, suspension or withdrawal at any time by the Rating Agency. Any adverse change in the Rating of the Issuer and/or the Programme and/or a Tranche of Notes, as the case may be, could adversely affect the trading price of all or any of the Notes.

Any amendment in the Rating of the Issuer and/or the Programme and/or a Tranche of Notes, as the case may be after the Programme Date, will be announced on SENS.

**Redemption**

A Tranche of Notes will, subject to the Applicable Pricing Supplement, be redeemed on the Maturity Date, as set out in Condition 9.1 (*Redemption at Maturity*), unless a Regulatory Deficiency Redemption Deferral Event has occurred.

If so specified in the Applicable Pricing Supplement, the Issuer may, subject to the prior written approval of the Regulator, redeem the Notes of any Tranche at any time prior to the Maturity Date following the occurrence of a change in law and/or for tax reasons, as set out in Condition 9.2 (*Redemption for Tax Reasons*), unless otherwise set out in the Applicable Pricing Supplement.

If “*Early Redemption at the Option of the Issuer*” is specified as applicable in the Applicable Pricing Supplement or pursuant to Condition 9.3 (*Redemption at the Option of the Issuer*), the Issuer may, subject to the prior written approval of the Regulator, having given not less than 30 (thirty) Days nor more than 60 (sixty) Days irrevocable notice (or such other period of notice as may be specified in the Applicable Pricing Supplement) to the Noteholders in accordance with Condition 17 (*Notices*), redeem the Tranche of Notes on any Optional Redemption Date(s), unless otherwise set out in the Applicable Pricing Supplement.

If the Auditors, in accordance with Condition 9.4 (*Early redemption following the occurrence of a Capital Disqualification Event*), determine that a Capital Disqualification Event has occurred and is continuing, the Issuer may at its option (but subject to the prior written consent of the Regulator) (i) redeem the Notes in a Tranche

on the Capital Disqualification Event Redemption Date, at the Early Redemption Amount, together with interest accrued to the Early Redemption Date or (ii) substitute the Notes for Qualifying Tier 2 Securities, as set out in Condition 9.4 (*Early redemption following the occurrence of a Capital Disqualification Event*).

The Applicable Pricing Supplement may provide that Notes may be repayable in two or more instalments of such amounts and on such dates as indicated in the Applicable Pricing Supplement.

**Selling Restrictions**

The distribution of this Programme Memorandum and/or any Applicable Pricing Supplement and any offering or sale of or subscription for a Tranche of Notes may be restricted by law in certain jurisdictions, and is restricted by law in the United States of America, the United Kingdom, the European Economic Area and South Africa (see the section of this Programme Memorandum headed "*Subscription and Sale*"). Any other or additional restrictions which are applicable to the placing of a Tranche of Notes will be set out in the Applicable Pricing Supplement. Persons who come into possession of this Programme Memorandum and/or any Applicable Pricing Supplement must inform themselves about and observe all applicable selling restrictions.

**Size of the Programme**

As at the Programme Date, the Programme Amount is ZAR4,000,000,000. This Programme Memorandum will only apply to Notes issued under the Programme on or after the Programme Date in an aggregate outstanding Nominal Amount which does not exceed the Programme Amount. The Issuer may increase the Programme Amount in the manner set out in the section of this Programme Memorandum headed "*General Description of the Programme*". The Programme Amount at the time of the issue of any Tranche of Notes will be set out in the Applicable Pricing Supplement.

**Specified Currency**

South African Rand or, subject to all Applicable Laws and, in the case of Notes listed on the Interest Rate Market of the JSE and the Debt Listings Requirements of the JSE, such other currency as is specified in the Applicable Pricing Supplement.

**Status and Characteristics relating to Notes**

The Notes constitute direct, unconditional, unsecured and subordinated obligations of the Issuer and will rank *pari passu* among themselves and will rank at least *pari passu* with all other present and future unsecured and subordinated obligations of the Issuer, save for those obligations that have been accorded a preference by law.

Subject to Applicable Law, in the event of an Issuer Winding-Up the claims of the Persons entitled to be paid amounts due in respect of the Notes shall be subordinated to, and rank in priority of payment below, all claims of Senior Creditors in respect of any other indebtedness of the Issuer but shall rank (i) at least *pari passu* with all Parity Obligations; and (ii) in priority to all Junior Obligations, to the extent that, in any such event, and provided as aforesaid, no amount shall be eligible for setting-off or shall be payable to any or all of the Persons entitled to be paid amounts due in respect of the Notes in respect of the

obligations of the Issuer thereunder until all other indebtedness of the Issuer which is admissible in any such dissolution, liquidation, winding-up or business rescue proceedings (other than indebtedness in respect of Parity Obligations) has been paid or discharged in full.

**Stabilisation**

In connection with the issue and distribution of any Tranche of Notes under the Programme, the Dealer(s), if any, that is specified in the Applicable Pricing Supplement as the Stabilising Manager (or any Person acting for the Stabilising Manager) may, if specified in that Applicable Pricing Supplement and only if such stabilising is permitted by the Debt Listings Requirements of the JSE and approved by the JSE, over-allot or effect transactions with a view to supporting the market price of the Notes at a level higher than that which might otherwise prevail for a limited period. However, there may be no obligation on the Stabilising Manager (or any agent of the Stabilising Manager) to do this. Such stabilising, if commenced, may be discontinued at any time and must be brought to an end after a limited period. Such stabilising shall be in compliance with all Applicable Laws, regulations and rules.

**Taxation**

A summary of the applicable tax legislation in respect of the Notes, as at the Programme Date, is set out in the section of this Programme Memorandum headed "*South African Taxation*". The summary does not constitute tax advice. Potential investors in the Notes should, before making an investment in the Notes, consult their own professional advisers as to the potential tax consequences of, and their tax positions in respect of, an investment in the Notes.

**Terms and Conditions**

The terms and conditions of the Notes are set out in the section of this Programme Memorandum headed "*Terms and Conditions of the Notes*". The Applicable Pricing Supplements may specify other terms and conditions (which may replace, modify or supplement the Terms and Conditions) in relation to specific terms and conditions of the Notes of any Tranche of Notes issued.

**Use of Proceeds**

The Issuer will use the issue proceeds of the Notes for its general corporate purposes, or as may otherwise be described in the Applicable Pricing Supplement.

**Withholding Taxes**

In the event that any withholding tax or such other deduction is required by law, then the Issuer will, subject to certain exceptions as provided in Condition 10 (*Taxation*), pay such additional amounts as shall be necessary in order that the net amounts received by the Noteholders after such withholding or deduction shall equal the respective amounts of principal and interest which would otherwise have been receivable in respect of the Notes, as the case may be, in the absence of such withholding or deduction.



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## INVESTOR CONSIDERATIONS/RISK FACTORS

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*Capitalised terms used in this section headed "Investor Considerations/Risk Factors" shall bear the same meanings as used in the Terms and Conditions, except to the extent that they are separately defined in this section or this is clearly inappropriate from the context.*

*The Issuer believes that the factors outlined below may affect its ability to fulfil its obligations under the Notes. All of these factors are contingencies which may or may not occur and the Issuer is not in a position to express a view on the likelihood of any such contingency occurring. In addition, factors which are material for the purpose of assessing the market risks associated with the Notes are also described below. The value of the Notes could decline due to any of these risks, and investors may lose some or all of their investment.*

*The Issuer believes that the factors described below represent the principal risks inherent in investing in the Notes, but the inability of the Issuer to pay interest, principal or other amounts on or in connection with any Notes may occur for other reasons which may not be considered significant risks by the Issuer based on information available to it at the Programme Date, or which it may not be able to anticipate at the Programme Date. Accordingly, the Issuer does not represent that the statements below regarding the risks of holding any Notes are exhaustive.*

*Prospective investors should also read the detailed information set out elsewhere in this Programme Memorandum to reach their own views prior to making any investment decision.*

*References below to the "Terms and Conditions", in relation to Notes, shall mean the "Terms and Conditions of the Notes" set out under the section of this Programme Memorandum headed "Terms and Conditions of the Notes".*

**Factors that may affect the Issuer's ability to fulfil its obligations under Notes issued under the Programme**

### **Risks Relating to the Notes**

#### ***The Notes may not be a suitable investment for all investors***

Each potential investor in any Notes must determine the suitability of that investment in light of its own circumstances. In particular, each potential investor should:

- have sufficient knowledge and experience to make a meaningful evaluation of the Notes, the merits and risks of investing in the Notes and the information contained or incorporated by reference in this Programme Memorandum or any applicable supplement;
- have access to, and knowledge of, appropriate analytical tools to evaluate, in the context of its particular financial situation, an investment in the Notes and the impact such an investment will have on its overall investment portfolio;
- have sufficient financial resources and liquidity to bear all of the risks of an investment in the Notes, including Notes with principal or interest payable in one or more currencies, or where the currency for principal or interest payments is different from the potential investor's currency;
- understand thoroughly the terms of the Notes and be familiar with the behaviour of any relevant indices and financial markets; and
- be able to evaluate (either alone or with the help of a financial adviser) possible scenarios for economic, interest rate and other factors that may affect its investment and its ability to bear the applicable risks.

Some Notes are complex financial instruments. Sophisticated institutional investors generally do not purchase complex financial instruments as stand-alone investments. They purchase complex financial instruments as a way to reduce risk or enhance yield with an understood, measured and appropriate addition of risk to their overall portfolios. A potential investor should not invest in Notes which are complex financial instruments unless it has the expertise (either alone or with a financial adviser) to evaluate how the Notes will perform under changing conditions, the resulting effects on the value of the Notes and the impact this investment will have on the potential investor's overall investment portfolio.

#### ***There may not be an active trading market for the Notes***

Notes issued under the Programme will be new securities which may not be widely distributed and for which there is currently no active trading market (unless in the case of any particular Tranche, such

Tranche is to be consolidated with and form a single series with a Tranche of Notes which is already issued). If the Notes are traded after their initial issuance, they may trade at a discount to their initial offering price, depending upon prevailing interest rates, the market for similar securities, general economic conditions and the financial condition of the Issuer. There is no assurance as to the development or liquidity of any trading market for any particular Tranche of Notes.

***The Notes may be redeemed prior to maturity***

Unless in the case of any particular Tranche of Notes the Applicable Pricing Supplement specifies otherwise, in the event that the Issuer would be obliged to increase the amounts payable in respect of any Notes due to any withholding or deduction for or on account of any present or future taxes, duties, assessments or governmental charges of whatever nature imposed, levied, collected, withheld or assessed by or on behalf of the government of South Africa or any political subdivision thereof or any authority therein or thereof having power to tax, the Issuer may redeem all Outstanding Notes in accordance with the Conditions.

If in the case of any particular Tranche of Notes, such Notes are no longer or will no longer qualify as capital for purposes of the capital adequacy requirement applicable to the Issuer under the Regulatory Capital Requirement, the Issuer may redeem the relevant Notes in accordance with Condition 10.4 (*Early Redemption/Substitution following the occurrence of a Capital Disqualification Event*).

In addition, if in the case of any particular Tranche of Notes the Applicable Pricing Supplement specifies that the Notes are redeemable at the Issuer's option in certain other circumstances, the Issuer may choose to redeem the Notes at times when prevailing interest rates may be relatively low. In such circumstances an investor may not be able to reinvest the redemption proceeds in a comparable security at an effective interest rate as high as that of the relevant Notes.

***Because uncertificated Notes are held in the CSD, investors will have to rely on their procedures for transfer, payment and communication with the Issuer***

Notes issued under the Programme which are listed on the Interest Rate Market of the JSE or such other or additional Financial Exchange and/or held in the CSD may, subject to Applicable Laws and the Applicable Procedures, be issued in uncertificated form. Unlisted Notes may also be held in the CSD in uncertificated form. Notes held in the CSD will be issued, cleared and settled in accordance with the Applicable Procedures through the electronic settlement system of the CSD. Except in the limited circumstances described in the Terms and Conditions, investors will not be entitled to receive Individual Certificates. The CSD will maintain records of the Beneficial Interests in Notes and/or issued in uncertificated form, which are held in the CSD (whether such Notes are listed or unlisted). Investors will be able to trade their Beneficial Interests only through the CSD and in accordance with the Applicable Procedures.

Payments of principal and/or interest in respect of uncertificated Notes will be made to the CSD or the Participants and the Issuer will discharge its payment obligations under the Notes by making payments to the CSD or the Participants for distribution to their account holders. A holder of a Beneficial Interest in uncertificated Notes, whether listed or unlisted, must rely on the procedures of the CSD to receive payments under the relevant Notes. Each investor shown in the records of the CSD or the Participants, as the case may be, shall look solely to the CSD or the Participant, as the case may be, for his share of each payment so made by the Issuer to the registered holder of such uncertificated Notes. The Issuer has no responsibility or liability for the records relating to, or payments made in respect of, such Beneficial Interests.

Holders of Beneficial Interests in uncertificated Notes will not have a direct right to vote in respect of the relevant Notes. Instead, such holders will be permitted to act only to the extent that they are enabled by the CSD to appoint appropriate proxies.

***Recourse to the JSE Debt Guarantee Fund Trust***

The holders of Notes that are not listed on the Interest Rate Market of the JSE will have no recourse against the JSE Debt Guarantee Fund Trust. Claims against the JSE Debt Guarantee Fund Trust may only be made in respect of the trading of Notes listed on the Interest Rate Market of the JSE and in accordance with the rules of the JSE Debt Guarantee Fund Trust. Unlisted notes are not regulated by the JSE.

***Credit Rating***

Tranches of Notes issued under the Programme, the Issuer and/or the Programme, as the case may

be, may be rated or unrated. A Rating is not a recommendation to buy, sell or hold securities and may be subject to suspension, reduction or withdrawal at any time by the assigning Rating Agency. Any adverse change in an applicable credit rating assigned to any Notes, the Issuer and/or the Programme could adversely affect the trading price for the Notes issued under the Programme.

#### ***Risks related to the structure of the particular issue of Notes***

A wide range of Notes may be issued under the Programme. A number of these Notes may have features which contain particular risks for potential investors. Set out below is a description of certain such features:

##### *Notes subject to optional redemption by the Issuer*

An optional redemption feature is likely to limit the market value of the Notes. During any period when the Issuer may elect to redeem the Notes, the market value of those Notes generally will not rise substantially above the price at which they can be redeemed. This also may be true prior to any redemption period. The Issuer may be expected to redeem Notes when its cost of borrowing is lower than the interest rate on the Notes. At those times, an investor generally would not be able to re-invest the redemption proceeds at an effective interest rate as high as the interest rate on the Notes being redeemed and may only be able to do so at a significantly lower rate. Potential investors should consider reinvestment risk in light of other investments available at that time.

##### *Index-Linked and Dual Currency Notes*

The Issuer may issue Notes the terms of which provide for interest or principal payable in respect of such Notes to be determined by reference to an index or formula, to changes in the prices of securities or commodities, to movements in currency exchange rates or other factors (each, a **Relevant Factor**) or with principal or interest payable in one or more currencies which may be different from the currency in which the Notes are denominated. Potential investors should be aware that:

- the market price of such Notes may be volatile;
- no interest may be payable on such Notes;
- payments of principal or interest on such Notes may occur at a different time or in a different currency than expected;
- the amount of principal payable at redemption may be less than the Nominal Amount of such Notes or even zero;
- a Relevant Factor may be subject to significant fluctuations that may not correlate with changes in interest rates, currencies or other indices;
- if a Relevant Factor is applied to Notes in conjunction with a multiplier greater than one or contains some other leverage factor, the effect of changes in the Relevant Factor on principal or interest payable is likely to be magnified; and
- the timing of changes in a Relevant Factor may affect the actual yield to investors, even if the average level is consistent with their expectations. In general, the earlier the change in the Relevant Factor, the greater the effect on yield.

##### *Partly-paid Notes*

The Issuer may issue Notes where the issue price is payable in more than one instalment. Failure to pay any subsequent instalment could result in an investor losing all of its investment.

##### *Notes issued at a substantial discount or premium*

The market values of securities issued at a substantial discount or premium from their principal amount tend to fluctuate more in relation to general changes in interest rates than do prices for conventional interest-bearing securities. Generally, the longer the remaining term of the securities, the greater the price volatility as compared to conventional interest-bearing securities with comparable maturities.

##### *Variable Rate Notes with a multiplier or other leverage factor*

Notes with variable interest rates can be volatile investments. If they are structured to include multipliers or other leverage factors, or caps or floors, or any combination of those features or other similar related features, their market values may be even more volatile than those for securities that do not include those features.

### *Fixed/Floating Rate Notes*

Fixed/Floating Rate Notes may bear interest at a rate that the Issuer may elect to convert from a fixed rate to a floating rate, or from a floating rate to a fixed rate. The Issuer's ability to convert the interest rate will affect the secondary market and the market value of such Notes since the Issuer may be expected to convert the rate when it is likely to produce a lower overall cost of borrowing. If the Issuer converts from a fixed rate to a floating rate, the spread on the Fixed/Floating Rate Notes may be less favourable than then prevailing spreads on comparable Floating Rate Notes tied to the same reference rate. In addition, the new floating rate may at any time be lower than the rates on other Notes. If the Issuer converts from a floating rate to a fixed rate, the fixed rate may be lower than then prevailing rates on its Notes.

### *Notes where denominations involve integral multiples: Individual Certificates*

In relation to any issue of Notes which have denominations consisting of a minimum Specified Denomination plus one or more higher integral multiples of another smaller amount, it is possible that such Notes may be traded in amounts that are not integral multiples of such minimum Specified Denomination. In such a case a holder who, as a result of trading such amounts, holds an amount which is less than the minimum Specified Denomination in his account with the relevant clearing system at the relevant time may not receive an Individual Certificate in respect of such holding and would need to purchase a Nominal Amount of Notes such that its holding amounts to a minimum Specified Denomination.

If Individual Certificates are issued, holders should be aware that Individual Certificates which have a denomination that is not an integral multiple of the minimum Specified Denomination may be illiquid and difficult to trade.

### ***Modification and waivers and substitution***

The Terms and Conditions contain provisions for calling meetings of Noteholders to consider matters affecting their interests generally. These provisions permit defined majorities to bind all Noteholders including Noteholders who did not attend and vote at the relevant meeting and Noteholders who voted in a manner contrary to the majority.

### ***Regulatory approval***

In granting approval for the issue of Notes, the Regulator may set out certain conditions, including the prior consent of the Regulator to an early redemption of the Notes or the repayment of amounts due in respect of the Notes following an Event of Default. There can be no assurance that the approval of the Regulator will be granted upon the occurrence of these events. Further, the Regulator has the ability to require that principal and/or interest is deferred as per Condition 8.3 (*Deferred Payments*) which may result in investors not receiving their monies on a timely basis.

### ***Change of law***

The Notes are governed by, and will be construed in accordance with, South African law in effect as at the Programme Date. No assurance can be given as to the impact of any possible judicial decision or change to South African law or administrative practice in South Africa after the Programme Date.

### ***Legal investment considerations may restrict certain investments***

The investment activities of certain investors are subject to legal investment laws and regulations, or review or regulation by certain authorities. Each potential investor should consult its legal advisers to determine whether and to what extent (1) the Notes are legal investments for it; (2) the Notes can be used as collateral for various types of borrowing; and (3) other restrictions apply to its purchase or pledge of any Notes. Financial institutions should consult their legal advisers or the appropriate regulators to determine the appropriate treatment of the Notes under any applicable risk-based capital or similar rules.

### ***Regulatory Capital Requirement - Financial Soundness and Governance and Operational Standards***

The new Insurance Act, 2017 came into effect on 1 July 2018. The Insurance Act established the principle of proportionality, which means that the regulatory requirements are to be applied in a manner which is proportionate to the nature, scale and complexity of the risks inherent to the business of an insurer and insurance group. The Insurance Act provides for a number of matters to be addressed in Prudential Standards issued by the Regulator, these matters relate to financial soundness, governance,

disclosure and operational matters. The Regulator has grouped the Prudential Standards into Financial Soundness Prudential Standards and Governance and Operational Standards. The Solvency Assessment Management regime, which was aimed at the protection of policyholders and beneficiaries, informed the Prudential Standards.

The Financial Soundness Standards for Insurers provide the first pillar of regulatory assurance around the capacity of insurers to meet their financial promises. The Governance and Operational Standards provide a second pillar of regulatory assurance, aimed at ensuring insurers maintain a minimum standard of sound governance and prudent business management.

#### *Prudential Standards for Financial Soundness*

An insurer must at all times maintain its business in a financially sound condition, by holding eligible own funds (capital) that are at least equal to the minimum capital requirement or solvency capital requirement, as prescribed by the Regulator, whichever is the greater. The Financial Soundness Standards sets out the high-level framework for assessing the financial soundness of South African insurers from a regulatory perspective and are designed to ensure that insurers can meet policyholder obligations by holding own funds of sufficient quality and quantity to absorb significant unforeseen losses arising from the risks associated with an insurer's activities. The Standards address matters of assessing how much eligible own funds an insurer actually holds and how much it is required to hold for regulatory purposes.

#### *Governance and Operational Standards*

The Governance and Operational Standards contain the minimum requirements for governance, from board structures through to the allocation of roles and responsibilities within an insurer. Since insurers absorb risk from the economy, it is essential they manage those risks professionally and prudently. The Governance and Operational Standards also establish the Prudential Authority's minimum requirements for an insurer's approach to risk management and control; fitness and propriety of key persons responsible for critical functions and activities within an insurer's business, and significant owners; oversight of outsourcing arrangements; controls around transfers of business from one insurer to another and other significant transactions.

#### ***Changing Regulatory and Business Landscape***

The FSR Act underpins the Twin Peaks approach to regulation which is characterised by separate prudential and market conduct regulators. The FSR Act created the Prudential Authority (located at the South African Reserve Bank) which is mandated to amongst other things, promote and enhance the safety and soundness of financial institutions, and the Financial Sector Conduct Authority which is mandated to regulate market conduct in the financial sector. To support the Twin Peak approach a number of existing financial sector laws were amended (e.g. Financial Advisory and Intermediary Services Act); new financial sector laws came into effect (e.g. Insurance Act) and a number of additional financial sector laws and other legislative changes are still under development (e.g. the Conduct of Financial Institutions Act and the Financial Sector Laws Act).

In granting its approval for the issue of the Notes, the Regulator has set out certain conditions associated with the approval, including the prior consent of the Regulator to an early redemption of Notes or the repayment of amounts due in respect of the Notes following an Event of Default. There can be no assurance that the approval of the Regulator will be granted upon the occurrence of any of these events.

#### **Risks Relating to the Santam Group**

The following are the main risks affecting the Issuer's financial condition, including its financial instruments and insurance balances. The Santam Group issues contracts that transfer insurance risk or financial risk or both. Insurance risk (i.e. underwriting and reinsurance risk) and investment risk (i.e. market and credit risk) impacts the balances and transactions reported in a financial period.

##### **Underwriting risk**

Underwriting risk results from fluctuations in the timing, frequency and severity of insured events. It includes the risk that premium provisions turn out to be insufficient to compensate expected future claims, that the claims provisions raised for both reported and unreported claims are inadequate as well as the risk resulting from the volatility of expense payments.

The Santam Group manages underwriting risk through its underwriting strategy and proactive claims handling. The underwriting strategy aims to ensure that the portfolio of insurance contracts issued is well diversified and reasonably priced. Claims costs are actively managed to ensure that the impact of factors such as the volatility of the rand is adequately addressed.

In order to determine the underwriting risk faced by the Issuer and its subsidiaries, a stochastic simulation of the Issuer's claims is performed at a line of business level. Assumptions for each line of business are determined based on more than ten years' worth of historic data. The results of this analysis are then used to identify where underwriting action is required. These actions can include, but is not limited to, changes to the pricing of insurance policies or adjustments to the reinsurance programme.

Pricing for the Santam Group's products is generally based upon historical claims frequencies and claims severity averages, adjusted for inflation and modelled catastrophes trended forward to recognise anticipated changes in claims patterns. While claims remain the Santam Group's principal cost, the Santam Group also makes allowance in the pricing procedures for acquisition expenses, administration expenses, investment income, the cost of reinsurance and for a profit loading that adequately covers the cost of the capital.

Underwriting limits are set for business units, underwriting managers and intermediaries to ensure that this policy is consistently applied. Underwriting performance is monitored continuously and the pricing policy is revised accordingly. Risk factors considered as part of the review would typically include factors such as age of the insured person, past loss experiences, past insurance history, type and value of asset covered, security measures taken to protect the asset and major use of the covered item. The Santam Group has the right to reprice and change the conditions for accepting risks on renewal and/or 30 days.

Expenses are monitored by each business unit based on an approved budget and business plan.

The underwriting strategy aims to ensure that the risks underwritten are well diversified in terms of type and amount of risk, size and geography. The Santam Group has a sufficiently diversified portfolio based on insurance classes as demonstrated in the segmental report. The Santam Group is currently focusing on obtaining international geographical diversification through the business written by Santam re and the Santam Specialist business. The current geographical allocation of premium income is provided in the segmental report.

Insurance risk is further mitigated by ensuring that reserve and reinsurance risk is adequately managed.

Reserve risk relates to the risk that the claim provisions held for both reported and unreported claims as well as their associated expenses may prove insufficient.

The Issuer currently calculates its technical reserves on two different methodologies, namely the 'percentile approach' and the 'cost-of-capital approach'. The 'percentile approach' is used to evaluate the adequacy of technical reserves for financial reporting purposes, while the 'cost-of-capital approach' is used as one of the inputs for regulatory reporting purposes.

### **Reinsurance risk**

Reinsurance risk is the risk that the reinsurance cover placed is inadequate and/or inefficient relative to the Santam Group and the Issuer's risk management strategy and objectives. The Santam Group and the Issuer obtain third-party reinsurance cover to reduce risks from single events or accumulations of risk that could have a significant impact on the current year's earnings or the Issuer's capital.

The Issuer has an extensive reinsurance programme that has developed over a number of years to suit the risk management needs of the business.

The internal model is used to evaluate the type and quantum of reinsurance to purchase within the Issuer's risk appetite framework. The reinsurance programme is placed into both the local and international reinsurance markets. Reinsurance arrangements in place include proportional, excess of loss, stop loss and catastrophe coverage.

The Board approves the reinsurance renewal process on an annual basis. The major portion of the reinsurance programme is placed with external reinsurers that have an international credit rating of no less than A- from S&P or AM Best, unless specific approval is obtained from the Board to use reinsurers with ratings lower than the agreed benchmark.

## **Credit risk**

Credit risk reflects the financial impact of the default of one or more of the Issuer's counterparties.

The Issuer is exposed to financial risks caused by a loss in the value of financial assets due to counterparties failing to meet all or part of their obligations. Key areas where the Issuer is exposed to credit default risk are:

- failure of an asset counterparty to meet their financial obligations;
- reinsurer default on presentation of a large claim;
- reinsurers default on their share of the Issuer's insurance liabilities; and
- default on amounts due from insurance contract intermediaries.

The Issuer determines the credit quality for each of its counterparties by reference to ratings from independent rating agencies such as Standard & Poor's (S&P) and Moody's. The Issuer measures the probability of default on the basis of assessments made by the rating agencies over a one-year time horizon and the resulting loss given default. The underlying default probabilities are based on the credit migration models developed by S&P and Moody's which incorporate up to ninety years' worth of credit default information. For default risk the Issuer uses a model which is largely based on Basel II regulations.

The Issuer continuously monitors its exposure to its counterparties for financial statement as well as regulatory reporting purposes. It has therefore established a number of criteria in its risk appetite statement to monitor concentration risk and provide feedback to management and the risk committee on at least a quarterly basis.

The Issuer seeks to avoid concentration of credit risk to groups of counterparties, business sectors, product types and geographical segments. The Santam Group's financial instruments, except for the Issuer's exposure to the four large South African banks, do not represent a concentration of credit risk. In terms of the Issuer's internal risk appetite framework no more than 15% of total portfolio assets are generally invested in any one of the four major South African banks. Accounts receivable is spread over a number of major companies and intermediary parties, clients and geographic areas. The Santam Group assesses concentration risk for debt securities, money market instruments and cash collectively. The Santam Group does not have concentrations in these instruments to any one company exceeding 15% of total debt securities, money market instruments or cash.

## **Market risk**

Market risk arises from the level or volatility of the market prices of financial instruments. Exposure to market risk is measured by the impact of movements in the level of financial variables such as interest rates, equity prices and exchange rates. The following financial and insurance assets, disclosed based on similar characteristics, are affected by market risk:

- equity securities;
- debt securities;
- receivables due from contract holders/intermediaries;
- reinsurance receivables;
- reinsurance assets;
- other loans and receivables;
- cash and cash equivalents;
- short-term money market instruments;
- cell owners' and policyholders' interest; and
- derivatives.

The Santam Group uses a number of sensitivity or stress-test based risk management tools to understand the impact of the above risks on earnings and capital in both normal and stressed conditions. These stress tests combine deterministic shocks, analysis of historical scenarios and stochastic modelling using the internal economic capital model to inform the Santam Group and the



Issuer's decision-making and planning process and also for identification and management of risks within the business units.

#### **Liquidity risk**

Liquidity risk is the risk that the Issuer will encounter difficulty in raising funds to meet the commitments associated with its financial obligations as a result of assets not being available in a form that can immediately be converted into cash.

The Issuer manages liquidity requirements by matching the underlying risk profile of the assets invested to the corresponding liabilities.

The net insurance liabilities are covered by cash and very liquid interest-bearing instruments while the Issuer's subordinated debt obligation is covered by matching cash and interest-bearing instruments (including interest rate swaps).

The cash mandates include market risk limitations (average duration and maximum duration per instrument) to ensure adequate availability of liquid funds to meet the Issuer's payment obligations.

The Issuer's shareholders funds are invested in a combination of interest-bearing instruments, preference shares, listed equities and unlisted investments. The listed equity portfolio is a well-diversified portfolio with highly liquid shares.

#### **Operational risk**

Operational risk is the risk of direct or indirect losses resulting from human factors, external events and inadequate or failed internal processes and systems. Operational risks are inherent in the Santam Group and the Issuer's operations and are typical of any large enterprise. Major sources of operational risk can include operational process reliability, information security, outsourcing of operations, dependence on key suppliers, implementation of strategic and operational change, integration of acquisitions, fraud, human error such as not placing the necessary facultative reinsurance, client service quality, inadequacy of business continuity arrangements, recruitment, training and retention of employees, and social and environmental impact.

The Santam Group and the Issuer manage operational risk by a comprehensive system of internal controls. From a risk governance perspective, the three lines of defence approach are used to identify the various levels of controls, oversight and assurance, including consideration of role-player independence. Risk management processes for oversight include using a range of techniques and tools to identify, monitor and mitigate its operational risk in accordance with the group's risk appetite. These tools include Risk and Control Self Assessments and questionnaires, Key Risk Indicators (e.g. fraud and service indicators), Scenario Analyses and Loss Reporting. In addition, the Santam Group and the Issuer have developed a number of contingency plans including Incident Management and Business Continuity Plans. Quantitative analysis of operational risk exposures material to the Santam Group and the Issuer are used to inform decisions on controls and the overall amount of capital held for potential risk exposures. A compulsory annual internal control declaration are completed by senior and executive management and results reported to the Risk and Audit Committee. The outcome of the declaration is reviewed to ensure material control breakdowns have been noted and appropriately addressed. The declaration process support the Board in their assessment of the system of internal controls.

#### **Risks Relating to the Issuer**

Risks affecting the business of the Issuer are set out in the section of this Programme Memorandum headed "*Description of Santam Limited*".

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## FORM OF THE NOTES

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*Capitalised terms used in this section headed "Form of the Notes" shall bear the same meanings as used in the Terms and Conditions, except to the extent that they are separately defined in this section or this is clearly inappropriate from the context.*

### **Notes issued in certificated form**

All certificated Notes will be represented by a single Individual Certificate in registered form. Notes represented by Individual Certificates will be registered in the Register in the name of the individual Noteholders of such Notes.

Subject to the Applicable Laws, title to Notes represented by Individual Certificates will be freely transferable and fully paid up (save for Zero Coupon Notes) and will pass upon registration of transfer in accordance with Condition 13.2 (*Transfer of Notes represented by Individual Certificates*) of the Terms and Conditions.

The Issuer shall regard the Register as the conclusive record of title to the Notes represented by Individual Certificates.

Payments of all amounts due and payable in respect of Notes represented by Individual Certificates will be made in accordance with Condition 8 (*Payments*) of the Terms and Conditions to the Person reflected as the registered Noteholder of such Notes in the Register at 17h00 (South African time) on the Last Day to Register, and the payment obligations of the Issuer will be discharged by proper payment to or to the order of such registered Noteholder in respect of each amount so paid.

### **Notes issued in uncertificated form**

A Tranche of Notes which is listed on the Interest Rate Market of the JSE will be freely transferable and fully paid up (save for Zero Coupon Notes) and must, subject to Applicable Laws and Applicable Procedures, be issued in uncertificated form in terms of section 33 of the Financial Markets Act.

Notes issued in uncertificated form will not be represented by any certificate or written instrument. A Tranche of Notes issued in uncertificated form will be held by the CSD, and the relevant Noteholder will be named in the Register as the registered Noteholder of that Tranche of Notes.

### **Beneficial Interests in Notes held in the CSD**

A Tranche of Notes which is listed on the Interest Rate Market of the JSE will be issued in uncertificated form and held in the CSD. A Tranche of unlisted Notes may also be held in the CSD. While a Tranche of Notes is held in the CSD, the relevant Noteholder will be named in the Register as the sole holder of the Notes in that Tranche.

The CSD will hold each Tranche of Notes subject to the Financial Markets Act and the Applicable Procedures. All amounts to be paid in respect of Notes held in the CSD will be paid to the relevant Participant on behalf of the relevant Noteholder pursuant to the Applicable Procedures. All rights to be exercised in respect of Notes held in the CSD will be exercised by the relevant Noteholder.

The CSD maintains central securities accounts for Participants. As at the Programme Date, the Participants are FirstRand Bank Limited, Nedbank Limited, The Standard Bank of South Africa Limited, Citibank N.A. South Africa Branch, Standard Chartered Bank, Johannesburg Branch, Société Générale, Johannesburg Branch and the South African Reserve Bank. Euroclear Bank S.A./N.V. as operator of the Euroclear System (**Euroclear**) and Clearstream Banking, société anonyme, (Clearstream Luxembourg) (**Clearstream**) may hold Notes through their Participant.

In relation to each Person shown in the records of the CSD or the relevant Participant, as the case may be, as the holder of a Beneficial Interest in a particular outstanding Nominal Amount of Notes, a certificate or other document issued by the CSD or the relevant Participant, as the case may be, as to the outstanding Nominal Amount of such Notes standing to the account of any Person shall be *prima facie* proof of such Beneficial Interest. However the registered Noteholder of such Notes named in the Register will be treated by the Issuer, the Paying Agent, the Transfer Agent and the CSD as the holder of that outstanding Nominal Amount of such Notes for all purposes.

Subject to the Applicable Laws and the Applicable Procedures, title to Beneficial Interests held by Noteholders through the CSD will be freely transferable and will pass on transfer thereof by electronic book entry in the central securities accounts maintained by the CSD or relevant Participants for such Noteholders. Holders of Beneficial Interests vote in accordance with the Applicable Procedures.

The holder of a Beneficial Interest will only be entitled to exchange such Beneficial Interest for Notes represented by an Individual Certificate in accordance with Condition 11 (*Exchange of Beneficial Interests and Replacement of Individual Certificates*) of the Terms and Conditions.

***Bearer Notes***

Notes in bearer form may only be issued in South Africa, subject to the prior written approval of the Minister of Finance or any person authorised by the Minister of Finance in accordance with Regulation 15(6)(a) of the Exchange Control Regulations. Notes in bearer form will not be listed on the JSE.

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**PRO FORMA APPLICABLE PRICING SUPPLEMENT**

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*Set out below is the form of Applicable Pricing Supplement that will be completed for each Tranche of Notes issued under the Programme:*

**SANTAM LIMITED**

*(Incorporated in the Republic of South Africa with limited liability under registration number 1918/001680/06)*

**Issue of [Aggregate Nominal Amount] Unsecured Subordinated Callable Notes due • ....**  
**Under its ZAR4,000,000,000 Unsecured Subordinated Callable Note Programme**

This Applicable Pricing Supplement must be read in conjunction with the amended and restated Programme Memorandum, dated 13 December 2018, prepared by Santam Limited in connection with the Santam Limited ZAR4,000,000,000 Unsecured Subordinated Callable Note Programme, as amended and/or supplemented from time to time (the **Programme Memorandum**).

Any capitalised terms not defined in this Applicable Pricing Supplement shall have the meanings ascribed to them in the section of the Programme Memorandum headed "*Terms and Conditions of the Notes*".

This document constitutes the Applicable Pricing Supplement relating to the issue of Notes described herein. The Notes described herein are issued on and subject to the Terms and Conditions as amended and/or supplemented by the Terms and Conditions contained in this Applicable Pricing Supplement. To the extent that there is any conflict or inconsistency between the contents of this Applicable Pricing Supplement and the Programme Memorandum, the provisions of this Applicable Pricing Supplement shall prevail.

**PARTIES**

1.	Issuer	Santam Limited
2.	Dealer(s)	[       ]
3.	Manager(s)	[       ]
4.	Debt Sponsor	[       ]
5.	Paying Agent	[       ]
	Specified Office	[       ]
6.	Calculation Agent	[       ]
	Specified Office	[       ]
7.	Transfer Agent	[       ]
	Specified Office	[       ]
8.	Settlement Agent	[       ]
	Specified Office	[       ]
9.	Issuer Agent	[       ]
	Specified Office	[       ]

**PROVISIONS RELATING TO THE NOTES**

10.	Status of Notes	Unsecured Subordinated
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11.	Form of Notes	The Notes in this Tranche are [listed/unlisted] Notes, issued in [uncertificated form and held by the CSD]/[certificated form]
12.	Series Number	[       ]
13.	Tranche Number	[       ]
14.	Aggregate Nominal Amount:	
	(a) Series	[       ]
	(b) Tranche	[       ]
15.	Interest	[Interest-bearing/Non-interest-bearing]
16.	Interest Payment Basis	[[Fixed Rate/Floating Rate/Zero Coupon/Index-Linked/Dual Currency/Partly Paid /Instalment] Notes/other]
17.	Automatic/Optional Conversion from one Interest/Redemption/Payment Basis to another	[Insert details including date for conversion]
18.	Issue Date	[       ]
19.	Nominal Amount per Note	[       ]
20.	Specified Denomination	[       ]
21.	Specified Currency	[       ]
22.	Issue Price	[       ]
23.	Interest Commencement Date	[       ]
24.	Maturity Date	[       ]
25.	Applicable Business Day Convention	[Floating Rate Business Day / Following Business Day / Modified Following Business Day / Preceding Business Day / other convention – insert details]
26.	Final Redemption Amount	[       ]
27.	Last Day to Register	By 17h00 on [       ] in each year until the Maturity Date
28.	Books Closed Period(s)	The Register will be closed from [...] to [...] and from [...] to [...] (all dates inclusive) in each year until the Maturity Date
29.	Default Rate	[       ]
30.	Interest Payment Date(s)	[insert date], of each calendar year during the period commencing on [insert date] and ending on the Maturity Date, or, if such day is not a Business Day, the Business Day on which interest will be paid, as determined in accordance with the Applicable Business Day Convention
31.	Interest Periods	Each period commencing on and including one Interest Payment Date and ending on but excluding the following Interest Payment Date, with the First Interest Period commencing on [insert date] and ending on but excluding the next Interest Payment Date (each Interest Payment Date as adjusted in accordance with the Applicable Business Day Convention)

## FIXED RATE NOTES

32. (a) Fixed Rate of Interest [ ] percent. per annum [payable [annually/semi-annually/quarterly] in arrear]
- (b) Fixed Interest Payment Date(s) [Each *[insert date]*, of each calendar year during the period commencing on *[insert date]* and ending on the Maturity Date, each such day being subject to adjustment in accordance with the Applicable Business Day Convention]
- (c) Interest Periods Each period commencing on and including one Fixed Interest Payment Date and ending on but excluding the following Fixed Interest Payment Date, with the First Interest Period commencing on *[insert date]* and ending on but excluding the next Fixed Interest Payment Date (each Fixed Interest Payment Date as adjusted in accordance with the Applicable Business Day Convention)
- (d) Fixed Coupon Amount(s) [ ] per [ ] in Nominal Amount
- (e) Initial Broken Amount [ ]
- (f) Final Broken Amount [ ]
- (g) Day Count Fraction [ ]
- (h) Any other terms relating to the particular method of calculating interest [ ]

## FLOATING RATE NOTES

33. (a) Floating Interest Payment Date(s) *[insert date]*, of each calendar year during the period commencing on *[insert date]* and ending on the Maturity Date, or, if such day is not a Business Day, the Business Day on which interest will be paid, as determined in accordance with the Applicable Business Day Convention
- (b) Interest Period(s) Each period commencing on and including one Floating Interest Payment Date and ending on but excluding the following Floating Interest Payment Date, with the First Interest Period commencing on *[insert date]* and ending on but excluding the next Floating Interest Payment Date (each Floating Interest Payment Date as adjusted in accordance with the Applicable Business Day Convention)
- (c) Definition of Business Day (if different from that set out in Condition 1) (*Interpretation*) [ ]
- (d) Minimum Rate of Interest [ ] percent per annum
- (e) Maximum Rate of Interest [ ] percent per annum
- (f) Other terms relating to the method of calculating interest (e.g.: Day Count Fraction, rounding up provision) [ ]

34. Rate of Interest and manner in which the Rate of Interest is to be determined [ISDA Determination] / [Screen Rate Determination (Reference Rate plus Margin)]/[other – *insert details*]
35. Margin [[•] basis points/[•] percent] to be added to/subtracted from the relevant ISDA Rate / Reference Rate]
36. If ISDA Determination
- (a) Floating Rate [ ]
  - (b) Floating Rate Option [ ]
  - (c) Designated Maturity [ ]
  - (d) Reset Date(s) On the first Business Day of each Interest Period, [with the first Interest Rate Determination Date being [ ]]
  - (e) ISDA Definitions to apply [ ]
37. If Screen Rate Determination:
- (a) Reference Rate (including relevant period by reference to which the Rate of Interest is to be calculated) [ ]
  - (b) Interest Rate Determination Date(s) On the first Business Day of each Interest Period, [with the first Interest Rate Determination Date being [ ]]
  - (c) Relevant Screen Page and Reference Code [ ]
38. If Rate of Interest to be calculated otherwise than by ISDA Determination or Screen Rate Determination, insert basis for determining Rate of Interest/Margin/Fallback provisions [ ]
39. Calculation Agent responsible for calculating amount of principal and interest [ ]

#### **ZERO COUPON NOTES**

40. (a) Implied Yield [ ]
- (b) Reference Price [ ] Percent[NACA] [NACM] [NACQ] [NACS]  
[other method of compounding]
- (c) Any other formula or basis for determining amount(s) payable [ ]



#### **PARTLY PAID NOTES**

41. (a) Amount of each payment comprising the Issue Price [       ]
- (b) Dates upon which each payment is to be made by Noteholder [       ]
- (c) Consequences (if any) of failure to make any such payment by Noteholder [       ]
- (d) Interest Rate to accrue on the first and subsequent instalments after the due date for payment of such instalments [       ] percent per annum

#### **INSTALMENT NOTES**

42. Instalment Dates [       ]
43. Instalment Amounts (expressed as a percentage of the aggregate Nominal Amount of the Notes) [       ]

#### **MIXED RATE NOTES**

44. Period(s) during which the Interest Rate for the Mixed Rate Notes will be (as applicable) that for:
- (a) Fixed Rate Notes [       ]
- (b) Floating Rate Notes [       ]
- (c) Index-Linked Notes [       ]
- (d) Dual Currency Notes [       ]
- (e) Other Notes [       ]
45. The Interest Rate and other pertinent details are set out under the headings relating to the applicable forms of Notes

#### **INDEX-LINKED NOTES**

46. (a) Type of Index-Linked Notes [Indexed Interest Notes / Indexed Redemption Amount Notes]
- (b) Index/Formula by reference to which Interest Rate / Interest Amount is to be determined [       ]
- (c) Manner in which the Interest Rate / Interest Amount is to be determined [       ]

(d)	Interest Period(s)	Each period commencing on and including one Interest Payment Date and ending on but excluding the following Interest Payment Date, with the First Interest Period commencing on <i>[insert date]</i> and ending on but excluding the next Interest Payment Date (each Interest Payment Date as adjusted in accordance with the Applicable Business Day Convention)
(e)	Interest Date(s)      Payment	<i>[insert date]</i> , of each calendar year during the period commencing on <i>[insert date]</i> and ending on the Maturity Date, or, if such day is not a Business Day, the Business Day on which interest will be paid, as determined in accordance with the applicable Business Day Convention
(f)	Provisions where calculation by reference to Index and/or Formula is impossible or impracticable	[      ]
(g)	Definition of Business Day (if different from that set out in Condition 1 ( <i>Interpretation</i> ))	[      ]
(h)	Minimum Rate of Interest	[      ] percent per annum
(i)	Maximum Rate of Interest	[      ] percent per annum
(j)	Other terms relating to the method of calculating interest (e.g.: Day Count Fraction, rounding up provision)	[      ]
(k)	Base CPI	[      ]
(l)	Index sponsor	[      ]
	Index calculator (if different to the index sponsor)	[      ]
(m)	Website address where the link to the index rulebook is available	[      ]
(n)	Index level	The index level is published <i>[daily/weekly/monthly]</i> on the index calculator's website as detailed in line with item 45(l) above
(o)	Required confirmations	Any changes to the index methodology will be published on SENS and communicated to the JSE.
(p)	Underlying indices	<p>[NA/The list of indices underlying the index is as follows:</p> <p>[Index];</p> <p>[Currency];</p> <p>The index level for each of the above-mentioned indices are published <i>[daily/weekly/monthly]</i>; and</p>

The website address where the rulebooks and index levels for the above-mentioned indices is [•]

[All other changes as detailed in the index ground rules document will be published on the index providers website at the following weblink [•]]

#### DUAL CURRENCY NOTES

- |     |     |   |  |
|-----|-----|---|--|
| 47. | (a) | Type of Dual Currency Notes   | [Dual Currency Interest/Dual Currency Redemption Amount] Notes |
|     | (b) | Rate of Exchange/method of calculating Rate of Exchange   | [       ]  |
|     | (c) | Provisions applicable where calculation by reference to Rate of Exchange is impossible or impracticable | [       ]  |
|     | (d) | Person at whose option Specified Currency(ies) is/are payable   | [       ]  |

#### EXCHANGEABLE NOTES

- |     |     |   |           |
|-----|-----|---|-----------|
| 48. | (a) | Mandatory Exchange applicable?          | [Yes/No]  |
|     | (b) | Noteholders' Exchange Right applicable? | [Yes/No]  |
|     | (c) | Exchange Securities                     | [       ] |
|     | (d) | Manner of determining Exchange Price    | [       ] |
|     | (e) | Exchange Period                         | [       ] |
|     | (f) | Other                                   | [       ] |

#### OTHER NOTES

- |     |   |           |
|-----|---|-----------|
| 49. | If the Notes are not Partly Paid Notes, Instalment Notes, Fixed Rate Notes, Floating Rate Notes, Mixed Rate Notes, Zero Coupon Notes, Index-Linked Notes, Dual Currency Notes or Exchangeable Notes or if the Notes are a combination of any of the foregoing, set out the relevant description and any additional Terms and Conditions relating to such Notes. | [       ] |
|-----|---|-----------|

#### PROVISIONS REGARDING REDEMPTION/MATURITY

- |     |   |     |
|-----|---|-----|
| 50. | Prior consent of Regulator required for any redemption prior to Maturity Date | Yes |
|-----|---|-----|

51. Redemption at the option of the Issuer: [Yes/No]
- If yes:
- (a) Optional Redemption Date(s) [ ]
  - (b) Optional Redemption Amount(s) and method, if any, of calculation of such amount(s) [ ]
  - (c) Minimum period of notice (if different from Condition 9.3 (*Redemption at the Option of the Issuer*)) [ ]
  - (d) If redeemable in part: [ ]
    - Minimum Redemption Amount(s) [ ]
    - Higher Redemption Amount(s) [ ]
  - (e) Other terms applicable on Redemption
52. Redemption/substitution at the option of the Issuer on the occurrence of a Capital Disqualification Event: [Yes/No]
53. Early Redemption Amount(s) payable on redemption for taxation reasons in terms of Condition 9.2 (*Redemption for Tax Reasons*), at the option of the Issuer on the occurrence of a Capital Disqualification Event in terms of Condition 9.4 (*Early Redemption following the occurrence of a Capital Disqualification Event*) or on Event of Default (as defined in Condition 15 (*Events of Default*)) (if required or if different from that set out in the relevant Conditions). [Yes/No]
- If yes:
- (a) Amount payable; or [ ]
  - (b) Method of calculation of amount payable [ ]

#### 54. DEFERRAL OF PAYMENT

55. Deferral of principal pursuant to Condition 8.3.1 (*Deferral of Principal*) and deferral of interest pursuant Yes

to Condition 8.3.2 (*Deferral of Interest*).

#### GENERAL

- |     |   |   |
|-----|---|---|
| 56. | Prior written approval of the Regulator required for the issue of the Notes | [Regulator, in terms of the [Insurance Act], approved the issue of Notes on [        ]]   |
| 57. | Financial Exchange  | [        ]  |
| 58. | Additional selling restrictions   | [        ]  |
| 59. | ISIN No.  | [        ]  |
| 60. | Bond Code   | [        ]  |
| 61. | Stabilising manager   | [        ]  |
| 62. | Provisions relating to stabilisation  | [        ]  |
| 63. | Method of distribution  | [Auction/Bookbuild/Private Placement]   |
| 64. | Credit Rating assigned to the [Issuer]/[Programme]/[Notes]                  | [        ]/[issue date of rating to be specified]   |
| 65. | Applicable Rating Agency  | [        ]  |
| 66. | Governing law (if the laws of South Africa are not applicable)              | [        ]  |
| 67. | Total nominal value of debt securities in issue as at the issue date        | [        ]  |
| 68. | Other provisions  | [Other Events of Default in addition to the Events of Default referred to in Condition 15 (Events of Default)]<br>[Other covenants, provisions] |

#### DISCLOSURE REQUIREMENTS IN TERMS OF PARAGRAPH 3(5) OF THE COMMERCIAL PAPER REGULATIONS IN RELATION TO THIS ISSUE OF NOTES

69. Paragraph 3(5)(a)  
The "ultimate borrower" (as defined in the Commercial Paper Regulations) is the [Issuer].
70. Paragraph 3(5)(b)  
The Issuer is a going concern and can in all circumstances be reasonably expected to meet its commitments under the Notes.
71. Paragraph 3(5)(c)  
The auditor of the Issuer is [insert].
72. Paragraph 3(5)(d)  
As at the date of this issue:
- (i) the Issuer has [not issued]/[issued ZAR[•],000,000,000] Commercial Paper (as defined in the Commercial Paper Regulations) (which amount includes Notes issued under the Previous Programme Memorandum); and
  - (ii) the Issuer estimates that it may issue [ZAR[•],000,000,000] of Commercial Paper during the current financial year, ending [date].

73. Paragraph 3(5)(e)  
All information that may reasonably be necessary to enable the investor to ascertain the nature of the financial and commercial risk of its investment in the Notes is contained in the Programme Memorandum and the Applicable Pricing Supplement.
74. Paragraph 3(5)(f)  
There has been no material adverse change in the Issuer's financial position since the date of its last audited financial statements.
75. Paragraph 3(5)(g)  
The Notes issued will be **[listed/unlisted]**.
76. Paragraph 3(5)(h)  
The funds to be raised through the issue of the Notes are to be used by the Issuer for its **[general corporate purposes/funding of its business operations/other]**.
77. Paragraph 3(5)(i)  
The obligations of the Issuer in respect of the Notes are unsecured.
78. Paragraph 3(5)(j)  
**[Insert]**, the statutory auditors of the Issuer, have confirmed that [their review did not reveal anything which indicates / nothing has come to their attention to indicate] that this issue of Notes issued under the Programme will not comply in all respects with the relevant provisions of the Commercial Paper Regulations.

#### **Responsibility:**

The Issuer certifies that to the best of its knowledge and belief there are no facts that have been omitted from the Programme Memorandum or this Applicable Pricing Supplement which would make any statement false or misleading and that all reasonable enquiries to ascertain such facts have been made as well as that the Programme Memorandum together with this Applicable Pricing Supplement contain all information required by law and the Debt Listings Requirements of the JSE. The Issuer accepts full responsibility for the accuracy of the information contained in the Programme Memorandum, this Applicable Pricing Supplement, the annual financial statements and the integrated reports of the Issuer and any amendments or supplements to the aforementioned documents, except as otherwise stated therein.

The JSE takes no responsibility for the contents of the Programme Memorandum read with this Applicable Pricing Supplement, the integrated reports, which include the annual financial statements of the Issuer, and any amendments or supplements to the aforementioned documents. The JSE makes no representation as to the accuracy or completeness of the Programme Memorandum read with this Applicable Pricing Supplement, the integrated reports, which include the annual financial statements of the Issuer and any amendments or supplements to the aforementioned documents and expressly disclaims any liability for any loss arising from or in reliance upon the whole or any part of the aforementioned documents. The JSE's approval of the registration of this Programme Memorandum and listing of the Notes is not to be taken in any way as an indication of the merits of the Issuer or of the Notes and that, to the extent permitted by law, the JSE will not be liable for any claim whatsoever.

[The Issuer confirms that as at the date of this Applicable Pricing Supplement, there has been no material adverse change in the financial or trading position of the Issuer and its subsidiaries since the date of the Issuer's last published [audited annual/reviewed interim] financial statements. As at the date of this Applicable Pricing Supplement, the Auditors of the Issuer have not reviewed or reported on the aforementioned statement.]

As at the date of this Applicable Pricing Supplement, the Issuer confirms that the authorised Programme Amount of ZAR4,000,000,000 has not been exceeded.

Application **[is hereby]/[will not be]** made to list this issue of Notes **[on • • • • •]**.

**SIGNED** at \_\_\_\_\_ on this \_\_\_\_\_ day of \_\_\_\_\_ 20●●

For and on behalf of  
**SANTAM LIMITED**

\_\_\_\_\_  
Name:  
Capacity: Director  
Who warrants her/his authority hereto

\_\_\_\_\_  
Name:  
Capacity: Director  
Who warrants her/his authority hereto



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## TERMS AND CONDITIONS OF THE NOTES

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*The following are the Terms and Conditions of the Notes to be issued by the Issuer which will be incorporated by reference into each Note. Each Tranche of Notes will be issued on, and subject to, the Terms and Conditions below, as replaced, amended and/or supplemented by the terms and conditions of that Tranche of Notes as set out in the Applicable Pricing Supplement.*

Before the Issuer issues any Tranche of listed Notes, the Issuer shall complete, sign and deliver to the JSE or such other or further Financial Exchange(s) and the CSD a pricing supplement based on the *pro forma* Applicable Pricing Supplement included in the Programme Memorandum setting out details of such Notes. The Issuer may determine that particular Notes will not be listed on the Interest Rate Market of the JSE or such other Financial Exchanges and, in that case, no Applicable Pricing Supplement will be delivered to JSE or such other or further Financial Exchange(s).

If there is any conflict or inconsistency between provisions set out in the Applicable Pricing Supplement and the provisions set out in these Terms and Conditions of the Notes, then the provisions in the Applicable Pricing Supplement will prevail.

Words and expressions used in the Applicable Pricing Supplement shall have the same meanings where used in these Terms and Conditions unless the context otherwise requires or unless otherwise stated. Any reference to legislation or a statute shall be to such legislation or statute as amended, varied or re-enacted from time to time.

### 1. INTERPRETATION

In these Terms and Conditions, unless inconsistent with the context or separately defined in the Applicable Pricing Supplement, the following expressions shall have the following meanings:

<b>Affiliate</b>	in relation to any Person, a Subsidiary of that Person or a Holding Company of that Person or any other Subsidiary of that Holding Company;
<b>Applicable Laws</b>	in relation to any Person, all and any statutes and subordinate legislation and common law, regulations, ordinances and by-laws, directives, codes of practice, circulars, guidance notices, judgments and decisions of any competent authority, or any governmental, intergovernmental or supranational body, agency, department or regulatory, self-regulatory or other authority or organisation and other similar provisions, from time to time, compliance with which is mandatory for that Person;
<b>Applicable Pricing Supplement</b>	in relation to a Tranche of Notes, the pricing supplement completed and signed by the Issuer in relation to that Tranche of Notes, setting out the additional and/or other terms and conditions as are applicable to that Tranche of Notes, based upon the <i>pro forma</i> pricing supplement which is set out in the section of the Programme Memorandum headed " <i>Pro Forma Applicable Pricing Supplement</i> ";
<b>Applicable Procedures</b>	the rules and operating procedures for the time being of the CSD, the Participants and the Debt Listings Requirements (including the disclosure requirements) of the JSE and/or any other Financial Exchange;
<b>Arrears of Interest</b>	any interest on Notes not paid on a Regulatory Deficiency Interest Deferral Date as a result of a Regulatory Deficiency Interest Deferral Event, to the extent and so long as the same remains unpaid;
<b>Assets</b>	the unconsolidated gross assets of the Issuer as shown in the latest published audited balance sheet of the Issuer, but adjusted for contingencies and subsequent events, all in such manner as the Directors of the Issuer may determine;
<b>Banks Act</b>	the Banks Act, 1990;
<b>Beneficial Interest</b>	in relation to a Tranche of Notes which is held in the CSD, the beneficial interest as co-owner of an undivided share of all of the Notes in that Tranche, as contemplated in section 37(1) of the

	Financial Markets Act, the nominal value of which beneficial interest, in relation to any number of Notes in that Tranche, is determined by reference to the proportion that the aggregate outstanding Nominal Amount of such number of Notes bears to the aggregate outstanding Nominal Amount of all of the Notes in that Tranche, as provided in section 37(3) of the Financial Markets Act;
<b>Books Closed Period</b>	in relation to a Tranche of Notes, the period, as specified in the Applicable Pricing Supplement, commencing after the Last Day to Register, during which transfers of the Notes will not be registered, or such shorter period as the Issuer may decide in order to determine those Noteholders entitled to receive principal and/or interest;
<b>Business Day</b>	a day (other than a Saturday or Sunday or public holiday within the meaning of the Public Holidays Act, 1994) on which commercial banks settle ZAR payments in Johannesburg, save that if the Applicable Pricing Supplement so provides, " <i>Business Day</i> " shall include a Saturday;
<b>Calculation Agent</b>	RMB, unless the Issuer elects to appoint, in relation to a particular Tranche or Series of Notes, another entity as Calculation Agent in respect of that Tranche or Series of Notes, as indicated in the Applicable Pricing Supplement;
<b>Callable</b>	the application of one or more of the early redemption provisions as set out in Condition 9.2 ( <i>Redemption for Tax Reasons</i> ), Condition 9.3 ( <i>Redemption at the Option of the Issuer</i> ) or Condition 9.4 ( <i>Early Redemption Following the Occurrence of a Capital Disqualification Event</i> );
<b>Capital Disqualification Event</b>	an event that shall be deemed to have occurred, subject to Condition 9.4 ( <i>Early Redemption/Substitution following the occurrence of a Capital Disqualification Event</i> ), if under any Regulatory Capital Requirement the Notes are no longer or will no longer qualify as capital for purposes of the capital adequacy requirement applicable to the Issuer under the Regulatory Capital Requirement;
<b>Capital Disqualification Redemption Date</b>	in relation to the redemption of a Tranche of Notes pursuant to Condition 9.4 ( <i>Early Redemption following the occurrence of a Capital Disqualification Event</i> ), the date stipulated as the date for early redemption of that Tranche of Notes in the notice of redemption given by the Issuer in terms of Condition 9.4 ( <i>Early Redemption following the occurrence of a Capital Disqualification Event</i> );
<b>Class of Notes</b>	a particular Series of Notes in relation to other Series of Notes;
<b>Class of Noteholders</b>	the holders of a Series of Notes or, where appropriate, the holders of different Series of Notes;
<b>Commercial Paper Regulations</b>	the commercial paper regulations of 14 December 1994 issued pursuant to paragraph (cc) of the definition of " <i>the business of a bank</i> " in the Banks Act, set out in Government Notice 2172 and published in Government Gazette 16167 of 14 December 1994;
<b>Companies Act</b>	the Companies Act, 2008;
<b>CSD</b>	Strate Proprietary Limited (registration number 1998/022242/07), a private company with limited liability incorporated in accordance with the company laws of South Africa and registered as a central securities depository in terms of the Financial Markets Act or its nominee, licensed as a central securities depository in terms of the Financial Markets Act or any successor depository, or any additional or alternate depository approved by the Issuer;
<b>Day</b>	a Gregorian calendar day unless qualified by the word " <i>Business</i> ";

## Day Count Fraction

in relation to a Tranche of Notes (where applicable) and the calculation of an amount for any period of time (the **Calculation Period**), the Day count fraction specified as such in the Terms and Conditions or the Applicable Pricing Supplement and:

- (a) if **Actual/365 (Fixed)** or **Act/365 (Fixed)** or **A/365(Fixed)** or **A/365F** is so specified, means the actual number of Days in the Calculation Period in respect of which payment is being made divided by 365;
- (b) if **Actual/Actual (ICMA)** or **Act/Act (ICMA)** is so specified, means:
  - (i) where the Calculation Period is equal to or shorter than the Regular Period during which it falls, the actual number of Days in the Calculation Period divided by the product of (1) the actual number of Days in such Regular Period and (2) the number of Regular Periods in any year; and
  - (ii) where the Calculation Period is longer than one Regular Period, the sum of:
    - a. the actual number of Days in such Calculation Period falling in the Regular Period in which it begins divided by the product of (1) the actual number of Days in such Regular Period and (2) the number of Regular Periods in any year; and
    - b. the actual number of Days in such Calculation Period falling in the next Regular Period divided by the product of (1) the actual number of Days in such Regular Period and (2) the number of Regular Periods normally ending in any year;
- (c) if **Actual/Actual**, **Actual/Actual (ISDA)**, **Act/Act** or **Act/Act (ISDA)** is so specified, means the actual number of Days in the Calculation Period in respect of which payment is being made divided by 365 (or, if any portion of the Calculation Period falls in a leap year, the sum of (A) the actual number of Days in that portion of the Calculation Period falling in a leap year divided by 366 and (B) the actual number of Days in that portion of the Calculation Period falling in a non-leap year divided by 365);
- (d) if **Actual/360**, **Act/360** or **A/360** is so specified, means the actual number of Days in the Calculation Period in respect of which payment is being made divided by 360;
- (e) if **30/360**, **360/360** or **Bond Basis** is so specified, means the number of Days in the Calculation Period in respect of which payment is being made divided by 360, calculated on a formula basis as follows:

$$\text{Day Count Fraction} = \frac{[360 \times (Y_2 - Y_1)] + [30 \times (M_2 - M_1)] + (D_2 - D_1)}{360}$$

where:

**Y<sub>1</sub>** is the year, expressed as a number, in which the first Day of the Calculation Period falls;

**Y<sub>2</sub>** is the year, expressed as a number, in which the first Day immediately following the last Day included in the Calculation Period

falls;

**M<sub>1</sub>** is the calendar month, expressed as a number, in which the first Day of the Calculation Period falls;

**M<sub>2</sub>** is the calendar month, expressed as a number, in which the first Day immediately following the last Day included in the Calculation Period falls;

**D<sub>1</sub>** is the first Day, expressed as a number, of the Calculation Period, unless such number would be 31, in which case **D<sub>1</sub>** will be 30; and

**D<sub>2</sub>** is the Day, expressed as a number, immediately following the last Day included in the Calculation Period unless such number would be 31 and **D<sub>1</sub>** is greater than 29, in which case **D<sub>2</sub>** will be 30;

(f) if **30E/360** or **Eurobond Basis** is so specified, means the number of Days in the Calculation Period in respect of which payment is being made divided by 360, calculated on a formula basis as follows:

$$\text{Day Count Fraction} = \frac{[360 \times (Y_2 - Y_1)] + [30 \times (M_2 - M_1)] + (D_2 - D_1)}{360}$$

where:

**Y<sub>1</sub>** is the year, expressed as a number, in which the first Day of the Calculation Period falls;

**Y<sub>2</sub>** is the year, expressed as a number, in which the Day immediately following the last Day included in the Calculation Period falls;

**M<sub>1</sub>** is the calendar month, expressed as a number, in which the first Day of the Calculation Period falls;

**M<sub>2</sub>** is the calendar month, expressed as a number, in which the Day immediately following the last Day included in the Calculation Period falls;

**D<sub>1</sub>** is the first Day, expressed as a number, of the Calculation Period unless such number would be 31, in which case **D<sub>1</sub>** will be 30; and

**D<sub>2</sub>** is the Day, expressed as a number, immediately following the last Day included in the Calculation Period unless such number would be 31, in which case **D<sub>2</sub>** will be 30; and

(g) if **30E/360 (ISDA)** is so specified, means the number of Days in the Calculation Period in respect of which payment is being made divided by 360, calculated on a formula basis as follows:

$$\text{Day Count Fraction} = \frac{[360 \times (Y_2 - Y_1)] + [30 \times (M_2 - M_1)] + (D_2 - D_1)}{360}$$

where:

**Y<sub>1</sub>** is the year, expressed as a number, in which the first Day of the Calculation Period falls;

**Y<sub>2</sub>** is the year, expressed as a number, in which the Day immediately following the last Day included in the Calculation Period falls;

**M<sub>1</sub>** is the calendar month, expressed as a number, in which the first Day of the Calculation Period falls;

**M<sub>2</sub>** is the calendar month, expressed as a number, in which the Day immediately following the last Day included in the Calculation Period falls;

**D<sub>1</sub>** is the first Day, expressed as a number, of the Calculation Period

unless (i) that Day is the last Day of February or (ii) such number would be 31, in which case D<sub>1</sub> will be 30; and D<sub>2</sub> is the Day, expressed as a number, immediately following the last Day included in the Calculation Period unless (i) that Day is the last Day of February but not the Maturity Date or (ii) such number would be 31, in which case D<sub>2</sub> will be 30;

<b>Dealer(s)</b>	RMB and/or any other entity appointed as a Dealer by the Issuer, which appointment may be for a specific issue or on an on-going basis, subject to the Issuer's right to terminate the appointment of any such Dealer(s), as indicated in the Applicable Pricing Supplement;
<b>Default Rate</b>	in relation to a Tranche of Notes, the Interest Rate applicable to such Notes or the default rate specified as such in the Applicable Pricing Supplement;
<b>Deferral Notice</b>	in relation to a Tranche of Notes (subject to Condition 8.3 ( <i>Deferred Payment</i> )), the written notice of the deferral of the due date for payment of any principal (or portion thereof) and/or any interest (or portion thereof) payable in respect of that Tranche of Notes, given by the Issuer to the Noteholders in that Tranche in accordance with Condition 17 ( <i>Notices</i> );
<b>Deferred Payment Amount</b>	in relation to a Tranche of Notes, the amount of principal (or portion thereof) and/or interest (or portion thereof), payment of which is to be deferred pursuant to Condition 8.3 ( <i>Deferred Payment</i> );
<b>Deferred Payment Date</b>	the deferred date of payment of any amount pursuant to Condition 8.3 ( <i>Deferred Payment</i> );
<b>Dual Currency Notes</b>	Notes which pay interest in a base currency and the principal in a non-base currency or <i>vice versa</i> , as indicated in the Applicable Pricing Supplement;
<b>Early Redemption Amount</b>	in relation to a Tranche of Notes, the amount, as set out in Condition 9.5 ( <i>Early Redemption Amounts</i> ), at which the Notes will be redeemed by the Issuer, pursuant to the provisions of Condition 9.2 ( <i>Redemption for Tax Reasons</i> ), 9.3 ( <i>Redemption at the Option of the Issuer</i> ), 9.4 ( <i>Early Redemption following the occurrence of a Capital Disqualification Event</i> ) and/or Condition 15 ( <i>Events of Default</i> );
<b>Event of Default</b>	in relation to a Series of Notes, any of the events described in Condition 15 ( <i>Events of Default</i> );
<b>Exchangeable Notes</b>	Notes which may be redeemed by the Issuer in the manner indicated in the Applicable Pricing Supplement by the delivery to the Noteholders of cash or of so many of the Exchange Securities as is determined in accordance with the Applicable Pricing Supplement;
<b>Exchange Control Regulations</b>	the Exchange Control Regulations, 1961, promulgated pursuant to the Currency and Exchanges Act, 1933;
<b>Exchange Period</b>	in relation to a Tranche of Exchangeable Notes, in respect of Exchangeable Notes to which the Noteholders' Exchange Right applies (as indicated in the Applicable Pricing Supplement), the period indicated in the Applicable Pricing Supplement during which such right may be exercised;
<b>Exchange Price</b>	in relation to a Tranche of Exchangeable Notes, the amount determined in accordance with the manner described in the Applicable Pricing Supplement, according to which the number of Exchange Securities which may be delivered in redemption of an Exchangeable Note will be determined;

<b>Exchange Securities</b>	in relation to a Tranche of Exchangeable Notes, the securities indicated in the Applicable Pricing Supplement which may be delivered by the Issuer in redemption of the Exchangeable Notes to the value of the Exchange Price;
<b>Extraordinary Resolution</b>	<p>(a) a resolution in writing signed, no later than 20 Business Days after the notice of the written resolution has been sent by the Issuer, by or on behalf of the Noteholders or a Class of Noteholders holding not less than of 66.67% (sixty-six point sixty-seven percent) in Nominal Amount of the Notes Outstanding from time to time or a specific Class of Notes Outstanding from time to time, as the case may be; or</p> <p>(b) a resolution passed at a meeting (duly convened) of the Noteholders or a Class of Noteholders, as the case may be, holding not less than 66.67% (sixty-six point sixty-seven percent) of aggregate Nominal Amount of Notes held by the Noteholders or the Class of Noteholders, as the case may be, present in person or by proxy and voting at such meeting on such poll or if a vote by show of hands be duly demanded then by a majority consisting of not less than 66.67% (sixty-six point sixty-seven percent) of the Persons voting at such meeting on a show of hands</p>
<b>Final Broken Amount</b>	in relation to a Tranche of Fixed Rate Notes, the final broken amount specified as such in the Applicable Pricing Supplement;
<b>Final Redemption Amount</b>	in relation to a Tranche of Notes, the amount of principal specified in the Applicable Pricing Supplement payable in respect of such Tranche of Notes upon the Maturity Date;
<b>Financial Exchange</b>	the JSE and/or such other or additional financial exchange(s) as may be determined by the Issuer and the relevant Dealer(s), subject to Applicable Laws, and upon which the Notes are listed as specified in the Applicable Pricing Supplement;
<b>Financial Markets Act</b>	the Financial Markets Act, 2012;
<b>Financial Sector Regulation Act</b>	the Financial Sector Regulation Act, 2017;
<b>Fixed Coupon Amount</b>	in relation to a Tranche of Fixed Rate Notes (where applicable), the amount(s) specified as such in the Applicable Pricing Supplement;
<b>Fixed Interest Payment Date</b>	in relation to a Tranche of Fixed Rate Notes, the date(s) specified as such in the Applicable Pricing Supplement;
<b>Fixed Interest Period</b>	in relation to a Tranche of Fixed Rate Notes, the period from (and including) a Fixed Interest Payment Date (or the Interest Commencement Date) to (but excluding) the next (or first) Fixed Interest Payment Date or as otherwise set out in the Applicable Pricing Supplement;
<b>Fixed Rate Notes</b>	Notes which will bear interest at the Fixed Rate of Interest, as indicated in the Applicable Pricing Supplement;
<b>Fixed Rate of Interest</b>	in relation to a Tranche of Fixed Rate Notes, the fixed rate of interest specified as such in the Applicable Pricing Supplement;
<b>Floating Rate Notes</b>	Notes which will bear interest at a Floating Rate Interest as indicated in the Applicable Pricing Supplement and more fully described in Condition 7.2 ( <i>Floating Rate Notes and Indexed Interest Notes</i> );
<b>Floating Rate</b>	in relation to a Tranche of Floating Rate Notes, the floating rate of interest specified as such in the Applicable Pricing Supplement;
<b>Higher Redemption</b>	in relation to a Tranche of Notes, the higher redemption amount

<b>Amount</b>	specified as such in the Applicable Pricing Supplement;
<b>Holding Company</b>	in relation to a company or corporation, any other company or corporation in respect of which it is a Subsidiary;
<b>ICMA</b>	International Capital Market Association;
<b>IFRS</b>	the International Financial Reporting Standards issued by the International Accounting Standards Board ( <b>IASB</b> ) and interpretations issued by the International Financial Reporting Interpretations Committee of the IASB (as amended, supplemented or re-issued from time to time);
<b>Implied Yield</b>	in relation to a Tranche of Zero Coupon Notes, the yield accruing on the Issue Price of such Notes, as specified in the Applicable Pricing Supplement;
<b>Income Tax Act</b>	the Income Tax Act, 1962;
<b>Indexed Interest Notes</b>	Notes in respect of which the Interest Amount is calculated by reference to an index and/or a formula as indicated in the Applicable Pricing Supplement;
<b>Index-Linked Notes</b>	an Indexed Interest Note and/or an Indexed Redemption Amount Note, as applicable and as indicated in the Applicable Pricing Supplement;
<b>Indexed Redemption Amount Notes</b>	Notes in respect of which the Final Redemption Amount is calculated by reference to an index and/or a formula as may be indicated in the Applicable Pricing Supplement;
<b>Individual Certificate</b>	a Note in the definitive registered form of a single certificate and being a certificate exchanged for Beneficial Interest in accordance with Condition 11 ( <i>Exchange of Beneficial Interests and Replacement of Individual Certificates</i> ) and any further certificate issued in consequence of a transfer thereof;
<b>Initial Broken Amount</b>	in relation to a Tranche of Notes, the initial broken amount specified as such in the Applicable Pricing Supplement;
<b>Instalment Amount</b>	in relation to a Tranche of Instalment Notes, the amount expressed (in the Applicable Pricing Supplement) as a percentage of the Nominal Amount of an Instalment Note, being an instalment of principal (other than the final instalment) on an Instalment Note;
<b>Instalment Notes</b>	Notes issued on the same date but redeemed in Instalment Amounts by the Issuer on an amortised basis on different Instalment Dates, as specified in the Applicable Pricing Supplement;
<b>Instalment Dates</b>	in relation to a Tranche of Instalment Notes, the dates specified as such in the Applicable Pricing Supplement;
<b>Insurance Act</b>	the Insurance Act, 2017;
<b>Interest Amount</b>	in relation to a Tranche of Notes, the amount of interest payable in respect of each Nominal Amount of Fixed Rate Notes, Floating Rate Notes and Indexed Interest Notes, as determined by the Calculation Agent in accordance with Condition 7 ( <i>Interest</i> );
<b>Interest Commencement Date</b>	in relation to a Tranche of Notes (where applicable) the first date from which interest on the Notes, other than Zero Coupon Notes, will accrue, as specified in the Applicable Pricing Supplement;
<b>Interest Payment Date</b>	in relation to a Tranche of Notes, the Interest Payment Date(s) and/or the Redemption Date specified in the Applicable Pricing Supplement or, if no express Interest Payment Date(s) is/are specified in the Applicable Pricing Supplement, the last Day of the Interest Period commencing on the preceding Interest Payment Date, or, in the case

	of the first Interest Payment Date, commencing on the Interest Commencement Date;
<b>Interest Period</b>	in relation to a Tranche of Notes, each period beginning on (and including) the Interest Commencement Date or any Interest Payment Date and ending on (but excluding) the next Interest Payment Date;
<b>Interest Rate and Rate of Interest</b>	in relation to a Tranche of Notes, the rate or rates of interest applicable to Notes other than Zero Coupon Notes as indicated in the Applicable Pricing Supplement;
<b>Interest Rate Determination Date</b>	in relation to a Tranche of Notes, the interest determination date specified as such in the Applicable Pricing Supplement;
<b>Interest Rate Market of the JSE</b>	the separate platform or sub-market of the JSE designated as the " <i>Interest Rate Market</i> ", or such other platform or submarket designated by the JSE from time to time, and on which Notes (and other debt securities) may be listed;
<b>ISDA</b>	the International Swaps and Derivatives Association Inc.;
<b>ISDA Definitions</b>	the 2006 ISDA Definitions published by ISDA (as amended, supplemented, revised or republished from time to time) as specified in the Applicable Pricing Supplement;
<b>Issue Date</b>	in relation to a Tranche of Notes, the date specified as such in the Applicable Pricing Supplement;
<b>Issue Price</b>	in relation to a Tranche of Notes, the price specified as such in the Applicable Pricing Supplement;
<b>Issuer</b>	Santam Limited (registration number 1918/001680/06), a public company with limited liability duly incorporated in accordance with the company laws of South Africa;
<b>Issuer Agent</b>	RMB or such other entity appointed by the Issuer as Issuer Agent pursuant to the debt instrument solution system of the CSD in which event that other entity will act as Issuer Agent;
<b>Issuer Winding-Up</b>	<p>(a) at any time an order by any competent court or authority for the liquidation, winding-up, dissolution or business rescue proceedings of the Issuer, is made provisionally (and not dismissed or withdrawn within 30 calendar days) or finally; or</p> <p>(b) the Issuer is placed under voluntary liquidation or curatorship,</p> <p>provided that no liquidation, winding-up, dissolution or business rescue proceedings are for the purposes of effecting an amalgamation, merger, demerger, consolidation, reorganisation or other similar arrangement, (i) within the Santam Group or with any third party, or (ii) the terms of which were approved by Extraordinary Resolution of the Noteholders before the date of the liquidation, winding-up, dissolution or business rescue proceedings;</p>
<b>JSE</b>	the JSE Limited (registration number 2005/022939/06), a public company with limited liability duly incorporated in accordance with the company laws of South Africa and a licensed financial exchange in terms of the Financial Markets Act or any exchange which operates as a successor exchange to the JSE;
<b>JSE Debt Guarantee Fund Trust</b>	the guarantee fund trust established and operated by the JSE as a separate guarantee fund, in terms of sections 8(1)(h) and 17(2)(w) of the Financial Markets Act or any successor fund;
<b>Junior Creditors</b>	creditors of the Issuer whose claims rank, or are expressed to rank, junior to, the claims of the Noteholders;



<b>Junior Obligations</b>	<p>obligations that will be subordinated to claims of all Senior Creditors but shall rank in priority to:</p> <p>(a) the claims of holders of:</p> <p>(i) any subordinated obligations of the Issuer which rank, or are expressed to rank, junior to the Notes; or</p> <p>(ii) all obligations of the Issuer which constitute, and all claims relating to a guarantee of, or other like or similar undertaking or arrangement given or undertaken by the Issuer in respect of, any obligations of any other person which constitute, or would but for any applicable limitation on the amount of such capital constitute Tier 1 Capital (including, without limitation, by virtue of the operation of any applicable grandfathering provisions under the Relevant Rules) and all obligations which rank, or are expressed to rank, <i>pari passu</i> therewith, and</p> <p>(b) the claims of shareholders of the Issuer (under any applicable legislation relating to the winding-up of insurers) in their capacity as shareholders of the Issuer;</p>
<b>Last Day to Register</b>	with respect to a particular Tranche of Notes (as specified in the Applicable Pricing Supplement), the last date or dates preceding a Payment Day on which the Transfer Agent, in the case of Notes in certificated form, or the CSD, in the case of Notes in uncertificated form, will accept Transfer Forms or transfers and record the transfer of Notes in the Register for that particular Tranche of Notes and whereafter the Register is closed for further transfers or entries until the Payment Day;
<b>Liabilities</b>	the unconsolidated gross liabilities of the Issuer as shown in the latest published audited balance sheet of the Issuer, but adjusted for contingent liabilities and for subsequent events, all in the manner as the Directors of the Issuer may determine;
<b>Long-Term Insurance Act</b>	the Long-Term Insurance Act, 1998;
<b>Mandatory Exchange</b>	in relation to a Tranche of Exchangeable Notes, the mandatory exchange specified as such in the Applicable Pricing Supplement;
<b>Margin</b>	in relation to a Tranche of Notes (where applicable), the margin specified as such in the Applicable Pricing Supplement;
<b>Maturity Date</b>	in relation to a Tranche of Notes, the date specified as such in the Applicable Pricing Supplement;
<b>Minimum Redemption Amount</b>	in relation to a Tranche of Notes, the minimum redemption amount specified as such in the Applicable Pricing Supplement;
<b>Mixed Rate Notes</b>	unlisted Notes which will bear interest over respective periods at differing Interest Rates applicable to any combination of Fixed Rate Notes, Floating Rate Notes, Zero Coupon Notes or Index-Linked Notes, each as indicated in the Applicable Pricing Supplement and as more fully described in Condition 7.4 ( <i>Mixed Rate Notes</i> );
<b>NACA</b>	nominal annual compounded annually;
<b>NACM</b>	nominal annual compounded monthly;
<b>NACQ</b>	nominal annual compounded quarterly;
<b>NACS</b>	nominal annual compounded semi-annually;
<b>Nominal Amount</b>	in relation to any Note, the total amount, excluding interest and any

	adjustments on account of any formula, owing by the Issuer under the Note;
<b>Noteholders</b>	the registered holders of the Notes as recorded in the Register;
<b>Noteholders' Exchange Right</b>	in relation to a Tranche of Exchangeable Notes, if indicated as applicable in the Applicable Pricing Supplement, the right of Noteholders of Exchangeable Notes to elect to receive delivery of the Exchange Securities in lieu of cash from the Issuer upon redemption of such Notes;
<b>Notes</b>	unsecured subordinated callable registered notes issued or to be issued by the Issuer under the Programme, pursuant to this Programme Memorandum;
<b>Outstanding</b>	<p>in relation to the Notes, all the Notes issued under the Programme other than:</p> <ul style="list-style-type: none"> <li>(a) those which have been redeemed in full;</li> <li>(b) those in respect of which the date for redemption in accordance with the Terms and Conditions has occurred and the redemption monies wherefore (including all interest (if any) accrued thereon to the date for such redemption and any interest (if any) payable under the Terms and Conditions after such date) remain available for payment against presentation of Individual Certificates (if any);</li> <li>(c) those which have been purchased and cancelled as provided in Condition 9 (Redemption and Purchase);</li> <li>(d) those which have become prescribed under Condition 14 (Prescription);</li> <li>(e) those represented by mutilated or defaced Individual Certificates which have been surrendered in exchange for replacement Individual Certificates pursuant to Condition 11 (Exchange of Beneficial Interests and Replacement of Individual Certificates); or</li> <li>(f) (for the purpose only of determining how many Notes are Outstanding and without prejudice to their status for any other purpose) those Notes represented by Individual Certificates alleged to have been lost, stolen or destroyed and in respect of which replacement Individual Certificates have been issued pursuant to Condition 11 (Exchange of Beneficial Interests and Replacement of Individual Certificates),</li> <li>(g) provided that for each of the following purposes: <ul style="list-style-type: none"> <li>(i) the right to attend and vote at any meeting of the Noteholders; and</li> <li>(ii) the determination of how many and which Notes are for the time being Outstanding for the purposes of Conditions 18 (Amendment of these Conditions) and 19 (Meetings of Noteholders/Consent Process),</li> </ul> </li> <li>(h) all Notes (if any) which are for the time being held by the Issuer (subject to any Applicable Laws) or by any Person for the benefit of the Issuer and not cancelled shall (unless and until ceasing to be so held), be deemed not to be Outstanding;</li> </ul>
<b>Optional Redemption</b>	in relation to a Tranche of Notes, the optional redemption amount specified as such in the Applicable Pricing Supplement;

<b>Amount</b>	
<b>Parity Creditors</b>	creditors of the Issuer whose claims rank, or are expressed to rank, <i>pari passu</i> with the claims of the Noteholders;
<b>Parity Obligations</b>	<p>obligations that will be subordinated to claims of all Senior Creditors but shall rank at least <i>pari passu</i> with the claims of holders</p> <p>(a) of all other subordinated obligations of the Issuer which constitute, and all claims relating to a guarantee of, or other like or similar undertaking or arrangement given or undertaken by the Issuer in respect of, any obligations of any other person which constitute, or would but for any applicable limitation on the amount or such capital constitute, Tier 2 Capital including, without limitation, by virtue of the operation of any grandfathering provisions under any Relevant Rules or Tier 2 Capital; and</p> <p>(b) all obligations which rank, or are expressed to rank, <i>pari passu</i> therewith;</p>
<b>Participant</b>	a Person accepted by the CSD as a participant in terms of section 31 of the Financial Markets Act, and who is approved by the CSD, as a Settlement Agent to perform electronic settlement of funds and scrip;
<b>Partly Paid Notes</b>	unlisted Notes which are issued with the Issue Price partly paid and which Issue Price is paid up fully by the Noteholder in instalments as indicated in the Applicable Pricing Supplement;
<b>Paying Agent</b>	RMB, unless the Issuer elects to appoint another entity as Paying Agent, in which event that other entity shall act as a Paying Agent in respect of that Tranche or Series of Notes, as indicated in the Applicable Pricing Supplement;
<b>Payment Day</b>	any day which is a Business Day and upon which a payment is due by the Issuer in respect of the Notes;
<b>Person</b>	shall be construed as a reference to any person, firm, company, corporation, government, state or agency of a state or any association or partnership (whether or not having separate legal personality) of two or more of the foregoing;
<b>Previous Programme Memorandum</b>	the programme memorandum dated 8 March 2016, prepared by the Issuer in relation to the Programme;
<b>Programme</b>	Santam Limited ZAR4,000,000,000 Unsecured Subordinated Callable Note Programme under which the Issuer may from time to time issue Notes;
<b>Programme Amount</b>	the maximum aggregate outstanding Nominal Amount of all of the Notes that may be issued under the Programme at any one point in time (including the Notes issued under the Programme pursuant to the Previous Programme Memorandum), being ZAR4,000,000,000 or such increased amount as is determined by the Issuer from time to time, subject to the Applicable Procedures, Applicable Laws and the Programme Agreement, as set out in the section of this Programme Memorandum headed " <i>General Description of the Programme</i> ";
<b>Programme Date</b>	the date of this Programme Memorandum being 13 December 2018;
<b>Qualifying Tier 2 Securities</b>	<p>securities that have terms not materially less favourable to an investor than the terms of the Notes (as reasonably determined by the Issuer in consultation with an independent auditor of international standing), provided that they shall:</p> <p>(a) contain terms which comply with then current requirements</p>

	of the Regulator in relation to Tier 2 Capital;
	(b) bear at least the same rate of interest from time to time applying to the Notes and preserve the same Interest Payment Dates;
	(c) preserve the obligations of the Issuer as to redemption of the Notes, including as to the timing of, and amounts payable upon redemption of the Notes;
	(d) preserves any existing rights under these Conditions to any accrued interest, any Arrears of Interest and any other amounts payable under the Notes which, in each case, has accrued to Noteholders but has not been paid;
	(e) do not include any provisions which require the write off or write down of any principal amount payable on such securities or conversion of such securities into equity; and
	(f) which are listed or admitted to trading on the Interest Rate Market of the JSE Limited;
<b>Rating</b>	in relation to the Issuer and/or the Programme and/or a Tranche of Notes (where applicable), as the case may be, the rating of the Issuer and/or the Programme and/or the Tranche of Notes, as the case may be, granted by the Rating Agency, specified in the Applicable Pricing Supplement;
<b>Rating Agency</b>	Global Credit Rating Co. Proprietary Limited ( <b>GCR</b> ), Standard & Poor's Ratings Services ( <b>S&amp;P</b> ) or Moody's Investors Service Limited ( <b>Moody's</b> ), as the case may be, and their successors or any other rating agency of equivalent national or international standing, as the case may be, specified from time to time by the Issuer in the Applicable Pricing Supplement (if applicable) and/or notified to Noteholders pursuant to Condition 17 ( <i>Notices</i> );
<b>Redemption Date</b>	in relation to a Tranche of Notes, the date upon which the Notes are redeemed by the Issuer, in accordance with Condition 9 ( <i>Redemption and Purchase</i> );
<b>Reference Banks</b>	four leading banks in the South African inter-bank market selected by the Calculation Agent;
<b>Reference Price</b>	in relation to a Tranche of Notes (where applicable), the price specified as such in the Applicable Pricing Supplement;
<b>Reference Rate</b>	in relation to a Tranche of Notes (where applicable), the rate specified as such in the Applicable Pricing Supplement;
<b>Register</b>	the register of Noteholders kept by or on behalf of the Issuer in terms of Condition 12 ( <i>Register</i> );
<b>Regulator</b>	the Financial Sector Conduct Authority and/or the Prudential Authority established in terms of the Financial Sector Regulation Act;
<b>Regulatory Capital Requirement</b>	any regulatory capital requirements as prescribed in the Relevant Rules;
<b>Regulatory Clearance Condition</b>	in respect of any proposed act on the part of the Issuer, the Regulator having consented to, or having been given due notification of and having not within any applicable time-frame objected to, such act (in any case only if and to the extent such consent or non-objection is required by the Regulator) or any applicable rules of the Regulator at the relevant time;
<b>Regulatory Deficiency Interest Deferral Date</b>	each Interest Payment Date in respect of which a Regulatory Deficiency Interest Deferral Event has occurred and is continuing or would occur if payment of interest was made on such Interest

	Payment Date;
<b>Regulatory Deficiency Interest Deferral Event</b>	<ul style="list-style-type: none"> <li>(a) any event (including, without limitation, an event resulting in the Issuer's regulatory capital (howsoever described under the Relevant Rules) being insufficient to comply with the Regulatory Capital Requirement applicable to the Issuer, or if the Issuer's regulatory capital, as a result of any interest payment under the Notes that would otherwise be due on such date, would be insufficient to comply with the Regulatory Capital Requirement applicable to the Issuer) which under the Relevant Rules, would require the Issuer to defer payment in respect of interest under the Notes; or</li> <li>(b) a failure to comply with the Solvency Condition; or</li> <li>(c) the Regulator having notified the Issuer in writing that it has determined in accordance with the Relevant Rules at such time that the Issuer must defer a payment in respect of interest under the Notes and not having revoked such notification;</li> </ul>
<b>Regulatory Deficiency Redemption Deferral Event</b>	<ul style="list-style-type: none"> <li>(a) any event (including, without limitation, an event resulting in the Issuer's regulatory capital (howsoever described under the Relevant Rules) being insufficient to comply with the Regulatory Capital Requirement applicable to the Issuer, or if the Issuer's regulatory capital, as a result of any repayment or redemption under the Notes that would otherwise be due on such date, would be insufficient to comply with the Regulatory Capital Requirement applicable to the Issuer) which under the Relevant Rules, would require the Issuer to defer or suspend repayment or redemption under the Notes;</li> <li>(b) a failure to comply with the Solvency Condition; or</li> <li>(c) the Regulator having notified the Issuer in writing that it has determined in accordance with the Relevant Rules at such time that the Issuer must defer making a payment under the Notes in respect of a scheduled redemption or redemption of the Notes and not having revoked such notification;</li> </ul>
<b>Regulatory Instrument</b>	a regulatory instrument as defined in the Financial Sector Regulation Act, which includes the Prudential Standards issued by the Regulator;
<b>Regular Period</b>	<ul style="list-style-type: none"> <li>(a) in the case of Notes where interest is scheduled to be paid only by means of regular payments, each period from and including the Interest Commencement Date to but excluding the first Interest Payment Date and each successive period from and including one Interest Payment Date to but excluding the next Interest Payment Date;</li> <li>(b) in the case of Notes where, apart from the first Interest Period, interest is scheduled to be paid only by means of regular payments, each period from and including a Regular Date falling in any year to but excluding the next Regular Date, where "<b>Regular Date</b>" means the Day and the month (but not the year) on which any Interest Payment Date falls; and</li> <li>(c) in the case of Notes where, apart from one Interest Period other than the first Interest Period, interest is scheduled to be paid only by means of regular payments, each period from and including a Regular Date falling in any year to but excluding the next Regular Date, where "<b>Regular Date</b>" means the Day and month (but not the year) on which any Interest Payment Date falls other than the Interest Payment</li> </ul>

	Date falling at the end of the irregular Interest Period;
<b>Relevant Date</b>	in respect of any payment relating to the Notes, the date on which such payment first becomes due, except that, in relation to monies payable to the CSD in accordance with these Terms and Conditions, it means the first date on which (i) the full amount of such monies have been received by the CSD, (ii) such monies are available for payment to the holders of Beneficial Interests and (iii) notice to that effect has been duly given to such holders in accordance with the Applicable Procedures;
<b>Relevant Rules</b>	any legislation, Regulatory Instruments, rules or regulations (whether having the force of law or otherwise) implementing any Regulatory Capital Requirement in South Africa and/or relating to the characteristics, features or criteria of own funds or capital resources and the requirement to retain capital resources in excess of a prescribed capital resources requirement and, for the avoidance of doubt and without limitation to the foregoing, includes the Insurance Act, under South African law, and any legislation, rules or regulations relating to such matters which are supplementary or extraneous to the obligations imposed under such provisions;
<b>Relevant Screen Page</b>	in relation to a Tranche of Notes (where applicable), the page, section or other part of a particular information service (including, without limitation, Reuters) specified as the Relevant Screen Page in the Applicable Pricing Supplement, or such other page, section or other part as may replace it on that information service or such other information service, in each case, as may be nominated by the Person providing or sponsoring the information appearing there for the purpose of displaying rates or prices comparable to the Reference Rate;
<b>Representative</b>	a Person duly authorised to act on behalf of a Noteholder, the Transfer Agent or the Paying Agent, as the case may be, who may be regarded by the Issuer (acting in good faith) as being duly authorised based upon the tacit or express representation thereof by such Representative, in the absence of express notice to the contrary from such Noteholder, the Transfer Agent and the Paying Agent;
<b>Santam Group</b>	the Issuer and each Subsidiary of the Issuer;
<b>Senior Creditors</b>	creditors of the Issuer whose claims do not rank <i>pari passu</i> with, or junior to the claims of Noteholders which for the avoidance of doubt shall include any policyholders of the Issuer;
<b>SENS</b>	the Stock Exchange News Service;
<b>Series</b>	a Tranche of Notes together with any further Tranche or Tranches of Notes which are: <ul style="list-style-type: none"> <li>(a) expressed to be consolidated and form a single series; and</li> <li>(b) identical in all respects (including as to listing) except for their respective Issue Dates, Interest Commencement Dates and/or Issue Prices;</li> </ul>
<b>Settlement Agent</b>	a Participant, approved by the CSD in terms of the Applicable Procedures to perform electronic settlement of both funds and scrip on behalf of market participants;
<b>Solvency Condition</b>	other than in circumstances where an Issuer Winding-Up has occurred or is occurring, all payments under or arising from the Notes shall be conditional upon the Issuer being solvent at the time for payment by the Issuer and no amount shall be payable under or arising from the Notes unless and until such time as the Issuer could make such payment and the Issuer would still be solvent immediately

thereafter,

in relation to this provision, the Issuer will be solvent if (i) it is able to pay its debts owed to Senior Creditors and Parity Creditors as they fall due and (ii) its Assets exceed its Liabilities (other than Liabilities to persons in their capacity as Junior Creditors);

<b>South Africa</b>	the Republic of South Africa;
<b>Specified Currency</b>	in relation to each Note in a Tranche of Notes, subject to all Applicable Laws, the currency specified in the Applicable Pricing Supplement;
<b>Specified Denomination</b>	in relation to each Note in a Tranche of Notes, the amount specified as such in the Applicable Pricing Supplement;
<b>Specified Office</b>	the office of the Transfer Agent, the Paying Agent and/or the Calculation Agent as specified in the Applicable Pricing Supplement;
<b>Subsidiary</b>	a subsidiary company as defined in section 3(1)(a) of the Companies Act;
<b>Sub-unit</b>	with respect to any currency, the lowest amount of such currency that is available as legal tender in the country of such currency;
<b>Terms and Conditions</b>	the terms and conditions incorporated in this section headed " <i>Terms and Conditions of the Notes</i> " and in accordance with which the Notes will be issued;
<b>Tier 1 Capital</b>	has the meaning given for the purposes of the Relevant Rules from time to time;
<b>Tier 2 Capital</b>	has the meaning given for the purposes of the Relevant Rules from time to time;
<b>Tranche</b>	in relation to any particular Series, all Notes which are identical in all respects (including as to listing);
<b>Transfer Agent</b>	RMB, unless the Issuer elects to appoint another entity as a Transfer Agent in which event that other entity shall act as a Transfer Agent in respect of that Tranche or Series of Notes, as indicated in the Applicable Pricing Supplement;
<b>Transfer Form</b>	the written form for the transfer of a Note, in the form approved by the Transfer Agent, and signed by the transferor and transferee;
<b>Wholly Owned Subsidiary</b>	a wholly owned subsidiary as defined in Section 3(1)(b) of the Companies Act;
<b>ZAR</b>	the lawful currency of South Africa, being South African Rand, or any successor currency;
<b>ZAR-JIBAR-SAFEX</b>	the mid-market rate for deposits in ZAR for a period of the Designated Maturity (as indicated in the Applicable Pricing Supplement) that appears on the Reuters Screen SAFEX Page as at 11h00, Johannesburg time on the relevant date; and
<b>Zero Coupon Notes</b>	Notes which will be offered and sold at a discount to their Nominal Amount or at par and will not bear interest other than in the case of late payment, as indicated in the Applicable Pricing Supplement.

## 2. ISSUE

- 2.1. The Issuer may, at any time and from time to time (without the consent of any Noteholder), issue one or more Tranche(s) of Notes pursuant to the Programme, provided that the aggregate Outstanding Nominal Amount of all of the Notes issued under the Programme from time to time (including all Notes issued under the Programme pursuant to the Previous Programme Memorandum) does not exceed the Programme Amount.

- 2.2. Notes will be issued in individual Tranches which, together with other Tranches, may form a Series of Notes. A Tranche of Notes will be issued on, and subject to, the Terms and Conditions, as replaced, amended and/or supplemented by the terms and conditions of that Tranche of Notes set out in the Applicable Pricing Supplement relating to that Tranche of Notes.
- 2.3. Each Note, may be a Fixed Rate Note, a Floating Rate Note, a Zero Coupon Note, an Index-Linked Note, a Dual Currency Note, a Mixed Rate Note or such combination of any of the foregoing or such other type of Note as may be determined by the Issuer and specified in the relevant Applicable Pricing Supplement.
- 2.4. All payments in relation to the Notes will be made in the Specified Currency. Each Note will be issued in the Specified Denomination.
- 2.5. The Terms and Conditions of a Tranche of Notes are incorporated by reference into the Individual Certificate(s) (if any) representing the Notes in that Tranche. The Applicable Pricing Supplement relating to a Tranche of Notes issued in certificated form will be attached to the Individual Certificate(s) representing the Notes in that Tranche.

### 3. FORM AND DENOMINATION

#### 3.1. General

- 3.1.1. A Tranche of Notes may be issued in the form of listed or unlisted Notes, as specified in the Applicable Pricing Supplement.
- 3.1.2. A Tranche of Notes may be listed on the Interest Rate Market of the JSE or on such other or further Financial Exchange(s) as may be determined by the Issuer and the Dealer(s), subject to any Applicable Laws and Applicable Procedures. Unlisted Notes may also be issued under the Programme. The Applicable Pricing Supplement will specify whether or not a Tranche of Notes will be listed and if so, the Financial Exchange on which such Tranche of Notes will be listed.

#### 3.2. Registered Notes

A Tranche of Notes will be issued in certificated form or in uncertificated form, as contemplated in Condition 3.2.1 (*Notes issued in certificated form*) and Condition 3.2.2 (*Notes issued in uncertificated form*), as specified in the Applicable Pricing Supplement. Each Tranche of Notes which is listed on the Interest Rate Market of the JSE will be held in the CSD, as contemplated in Condition 3.2.2 (*Notes issued in uncertificated form*). A Tranche of unlisted Notes may also be held in the CSD, as contemplated in Condition 3.2.3 (*Beneficial Interests in Notes held in the CSD*).

##### 3.2.1. **Notes issued in certificated form**

All Notes issued in certificated form will be represented by Individual Certificates.

##### 3.2.2. **Notes issued in uncertificated form**

A Tranche of Notes which is listed on the Interest Rate Market of the JSE must, subject to Applicable Laws and Applicable Procedures, be issued in uncertificated form in terms of section 33 of the Financial Markets Act. Notes issued in uncertificated form will be held in the CSD. Notes issued in uncertificated form will not be represented by any certificate or written instrument. A Note which is represented by an Individual Certificate may be replaced by uncertificated securities in terms of section 33 of the Financial Markets Act.

##### 3.2.3. **Beneficial Interests in Notes held in the CSD**

- (i) A Tranche of Notes which is listed on the Interest Rate Market of the JSE will be issued in uncertificated form and held in the CSD. A Tranche of unlisted Notes may also be held in the CSD.
- (ii) The CSD will hold Notes subject to the Financial Markets Act and the Applicable Procedures.
- (iii) All amounts to be paid in respect of Notes held in the CSD will be paid to the relevant Participant for the holders of Beneficial Interests in such Notes.
- (iv) A holder of a Beneficial Interest shall only be entitled to exchange such Beneficial



Interest for Notes represented by an Individual Certificate in accordance with Condition 11 (*Exchange of Beneficial Interests and Replacement of Individual Certificates*).

**3.2.4. Recourse to the JSE Debt Guarantee Fund Trust**

The holders of Notes that are not listed on the Interest Rate Market of the JSE will have no recourse against the JSE or the JSE Debt Guarantee Fund Trust. Claims against the JSE Debt Guarantee Fund Trust may only be made in respect of the trading of Notes listed on the Interest Rate Market of the JSE and in accordance with the rules of the JSE Debt Guarantee Fund Trust. Unlisted Notes are not regulated by the JSE.

**4. TITLE**

**4.1. Notes issued in certificated form**

- 4.1.1. Each holder of Notes represented by an Individual Certificate will be named in the Register as the registered holder of such Notes.
- 4.1.2. Title to Notes represented by an Individual Certificate will pass upon registration of transfer in the Register in accordance with Condition 13.2 (*Transfer of Notes represented by Individual Certificates*).
- 4.1.3. The Issuer, the Transfer Agent and the Paying Agent shall recognise a Noteholder as the sole and absolute owner of the Notes registered in that Noteholder's name in the Register (notwithstanding any notice of ownership or writing thereon or notice of any previous loss or theft thereof) and shall not be bound to enter any trust in the Register or to take notice of or to accede to the execution of any trust, express, implied or constructive, to which any Note may be subject.

**4.2. Notes issued in uncertificated form**

The Noteholder(s) will be named in the Register as the registered holder(s) of each Tranche of Notes which is issued in uncertificated form.

**4.3. Beneficial Interests in Notes held in the CSD**

- 4.3.1. While a Tranche of Notes is held in the CSD, the Noteholder will be named in the Register as the holder of the Notes in that Tranche.
- 4.3.2. Beneficial Interests which are held by Participants will be held directly through the CSD, and the CSD will hold such Beneficial Interests, on behalf of such Participants, through the central securities accounts maintained by the CSD for such Participants.
- 4.3.3. Beneficial Interests which are held by clients of Participants will be held indirectly through such Participants, and such Participants will hold such Beneficial Interests, on behalf of such clients, through the securities accounts maintained by such Participants for such clients. The clients of Participants may include the holders of Beneficial Interests or their custodians. The clients of Participants, as the holders of Beneficial Interest or as custodians for such holders, may exercise their rights in respect of the Notes held by them in the CSD only through their Participants.
- 4.3.4. In relation to each Person shown in the records of the CSD or the relevant Participant, as the case may be, as the holder of a Beneficial Interest in a particular Nominal Amount of Notes, a certificate or other document issued by the CSD or the relevant Participant, as the case may be, as to the aggregate Nominal Amount of such Notes standing to the account of such Person shall be *prima facie* proof of such Beneficial Interest. However, the Noteholder as the registered holder of such Notes named in the Register will be treated by the Issuer, the Paying Agent, the Transfer Agent and the CSD as the holder of that aggregate Nominal Amount of such Notes for all purposes.
- 4.3.5. Beneficial Interests in Notes may be transferred only in accordance with the Applicable Procedures. Such transfers will not be recorded in the Register and the Noteholder will continue to be reflected in the Register as the registered holder of such Notes, notwithstanding such transfers.
- 4.3.6. Any reference in the Terms and Conditions to the relevant Participant shall, in respect of a Beneficial Interest, be a reference to the Participant appointed to act as such by the holder

of such Beneficial Interest.

## **5. STATUS AND CHARACTERISTICS OF SUBORDINATED NOTES**

- 5.1. The Notes constitute direct, unconditional, unsecured and subordinated obligations of the Issuer and rank *pari passu* among themselves and at least *pari passu* with all other present and future unsecured and subordinated obligations of the Issuer, save for those which have been accorded preferential rights by law.
- 5.2. Subject to Applicable Laws, in the event of an Issuer Winding-Up, the claims of the Noteholders entitled to payment of amounts due in respect of the Notes, shall be subordinated to all claims of Senior Creditors in respect of any other indebtedness of the Issuer but shall rank (i) at least *pari passu* with all Parity Obligations; and (ii) in priority to all Junior Obligations, to the extent that, in any such event, and provided as aforesaid, no amount shall be eligible for setting-off or shall be payable to any or all of the Noteholders entitled to payment of amounts due in respect of the Notes in respect of the obligations of the Issuer thereunder until all other indebtedness of the Issuer which is admissible in any such dissolution, insolvency, business rescue or winding-up (other than indebtedness in respect of Parity Obligations) has been paid or discharged in full. Accordingly, in the event of an Issuer Winding-Up, the Noteholders will be entitled to be paid all amounts due and payable under and pursuant to the Notes only if all claims of Senior Creditors which are then due and payable have been settled by the Issuer in full.
- 5.3. The Notes will not be subordinated to any categories of share capital of the Issuer.

## **6. SET OFF**

Subject to Applicable Law, no Noteholder may exercise, claim or plead any right of set-off, compensation or retention in respect of any amount owed to it by the Issuer arising under or in connection with the Notes and each Noteholder shall, by virtue of being the holder of any Note be deemed to have waived all such rights of set-off, compensation or retention.

## **7. INTEREST**

### **7.1. Fixed Rate Notes**

- 7.1.1. Each Fixed Rate Note bears interest on its outstanding Nominal Amount (or, if it is a Partly Paid Note, the amount paid up) from (and including) the Interest Commencement Date specified in the Applicable Pricing Supplement at the rate(s) per annum equal to the Fixed Rate of Interest so specified, payable in arrears on the Fixed Interest Payment Dates in each year up to and including the Maturity Date.
- 7.1.2. The first payment of interest will be made on the Fixed Interest Payment Date next following the Interest Commencement Date.
- 7.1.3. Except as provided in the Applicable Pricing Supplement, the amount of interest payable per Note on each Fixed Interest Payment Date in respect of the Fixed Interest Period ending on (but excluding) such date will amount to the Fixed Coupon Amount, provided that:
- 7.1.3.1. if an Initial Broken Amount is specified in the Applicable Pricing Supplement, then the first Interest Amount shall equal the Initial Broken Amount specified in the Applicable Pricing Supplement; and
- 7.1.3.2. if a Final Broken Amount is specified in the Applicable Pricing Supplement, then the final Interest Amount shall equal the Final Broken Amount.
- 7.1.4. If interest is required to be calculated for a period other than a Fixed Interest Period, such interest shall be calculated by applying the Fixed Rate of Interest to each Specified Denomination, multiplying such sum by the applicable Day Count Fraction, as specified in the Applicable Pricing Supplement, and rounding the resultant figure to the nearest Sub-unit of the relevant Specified Currency, half such Sub-unit being rounded upwards or otherwise in accordance with applicable market convention.

### **7.2. Floating Rate Notes and Indexed Interest Notes**

#### **7.2.1. Interest Payment Dates**

Each Floating Rate Note and Indexed Interest Note bears interest on its outstanding Nominal Amount (or, if it is a Partly Paid Note, the amount paid up) from (and including) the Interest Commencement Date specified in the Applicable Pricing Supplement, and such interest will be payable in arrears on the Interest Payment Date(s) in each year specified in the Applicable Pricing Supplement. Such interest will be payable in respect of each Interest Period (which expression shall, in these Terms and Conditions, mean the period from (and including) an Interest Payment Date (or the Interest Commencement Date) to (but excluding) the next (or first) Interest Payment Date).

7.2.2. *Rate of Interest*

The Rate of Interest payable from time to time in respect of the Floating Rate Notes and Indexed Interest Notes will be determined in the manner specified in the Applicable Pricing Supplement.

7.2.3. *Minimum and/or Maximum Rate of Interest*

If the Applicable Pricing Supplement specifies a Minimum Rate of Interest for any Interest Period, then, in the event that the Rate of Interest in respect of any such Interest Period determined in accordance with the above provisions is less than such Minimum Rate of Interest, the Rate of Interest for such Interest Period shall be such Minimum Rate of Interest. If the Applicable Pricing Supplement specifies a Maximum Rate of Interest for any Interest Period, then, in the event that the Rate of Interest in respect of any such Interest Period determined in accordance with the above provisions is greater than such Maximum Rate of Interest, the Rate of Interest for such Interest Period shall be such Maximum Rate of Interest.

7.2.4. *Determination of Rate of Interest and Calculation of Interest Amount*

The Calculation Agent, in the case of Floating Rate Notes and Indexed Interest Notes will at, or as soon as is practicable after, each time at which the Rate of Interest is to be determined, determine the Rate of Interest and calculate the Interest Amount payable in respect of each Floating Rate Note and Indexed Interest Note in respect of each Specified Denomination for the relevant Interest Period, and the Calculation Agent shall notify the Issuer of the Rate of Interest for the relevant Interest Period as soon as is practicable after calculating the same. Each Interest Amount shall be calculated by applying the Rate of Interest to the Specified Denomination, multiplying such sum by the applicable Day Count Fraction and rounding the resultant figure to the nearest Sub-unit of the relevant Specified Currency, half a Sub-unit being rounded upwards or otherwise in accordance with applicable market convention.

7.2.5. *Interest Determination, Screen Rate Determination including Fallback Provisions*

Where ISDA Determination is specified in the Applicable Pricing Supplement as the manner in which the Rate of Interest is to be determined, the Rate of Interest for each Interest Period will be the relevant ISDA Rate plus or minus (as indicated in the Applicable Pricing Supplement) the Margin (if any). For the purposes of this sub-paragraph, **ISDA Rate** for an Interest Period means a rate equal to the Floating Rate (as defined in the ISDA Definitions) that would be determined by such agent as a notional under an interest rate swap transaction if that agent were acting as calculation agent for that swap transaction under the terms of an agreement incorporating the most recent ISDA Definitions and under which:

- (a) the Floating Rate Option is as specified in the Applicable Pricing Supplement;
- (b) the Designated Maturity is the period specified in the Applicable Pricing Supplement; and
- (c) the relevant Reset Date is either (i) if the applicable Floating Rate Option is based on ZAR-JIBAR-SAFEX, the first Day of the applicable Interest Period; or (ii) in any other case, as specified in the Applicable Pricing Supplement.

For the purposes of the above sub-paragraph, Floating Rate, Floating Rate Option, Designated Maturity and Reset Date have the meanings given to those terms in the ISDA Definitions specified in the Applicable Pricing Supplement.

Where Screen Rate Determination is specified in the Applicable Pricing Supplement as the manner in which the Rate of Interest is to be determined, the Rate of Interest for each Interest Period will, subject to the provisions below, be either:

- (a) if the Relevant Screen Page is available,
  - (i) the offered quotation (if only one quotation appears on the Relevant Screen Page); or
  - (ii) the arithmetic mean (rounded if necessary to the fifth decimal place, with 0.000005 being rounded upwards) of the offered quotations,

(expressed as a percentage per annum) for the Reference Rate which appears on the Relevant Screen Page as at 11h00 (or as otherwise specified in the Applicable Pricing Supplement) (Johannesburg time) on the Interest Rate Determination Date in question plus or minus (as indicated in the Applicable Pricing Supplement) the Margin (if any), all as determined by the Calculation Agent. If five or more such offered quotations are available on the Relevant Screen Page, the highest (or, if there is more than one such highest quotation, one only of such quotations) and the lowest (or, if there is more than one such lowest quotation, one only of such quotations) shall be disregarded by the Calculation Agent for the purpose of determining the arithmetic mean (rounded as provided above) of such offered quotations; or

- (b) if the Relevant Screen Page is not available or if, in the case of (a)(i) above, no such offered quotation appears or, in the case of (a)(ii) above, fewer than three such offered quotations appear, in each case as at the time specified in the preceding paragraph, the Calculation Agent shall request the principal Johannesburg office of each of the Reference Banks to provide the Calculation Agent with its offered quotation (expressed as a percentage rate per annum) for the Reference Rate at approximately 11h00 (Johannesburg time) on the Interest Rate Determination Date in question. If two or more of the Reference Banks provide the Calculation Agent with such offered quotations, the Rate of Interest for such Interest Period shall be the arithmetic mean (rounded if necessary to the fifth decimal place with 0.000005 being rounded upwards) of such offered quotations plus or minus (as appropriate) the Margin (if any), all as determined by the Calculation Agent; or
- (c) if the Rate of Interest cannot be determined by applying the provisions of (a) and (b) above, the Rate of Interest for the relevant Interest Period shall be the rate per annum which the Calculation Agent determines as being the arithmetic mean (rounded if necessary to the fifth decimal place, with 0.000005 being rounded upwards) of the rates, as communicated to (and at the request of) the Calculation Agent by the Reference Banks or any two or more of them, at which such banks offered, at approximately 11h00 (Johannesburg time) on the relevant Interest Rate Determination Date, deposits in an amount approximately equal to the nominal amount of the Notes of the relevant Series, for a period equal to that which would have been used for the Reference Rate to prime banks in the Johannesburg inter-bank market plus or minus (as appropriate) the Margin (if any). If fewer than two of the Reference Banks provide the Calculation Agent with such offered rates, the Rate of Interest for the relevant Interest Period will be determined by the Calculation Agent as the arithmetic mean (rounded as provided above) of the rates for deposits in an amount approximately equal to the Nominal Amount of the Notes of the relevant Series, for a period equal to that which would have been used for the Reference Rate, quoted at approximately 11h00 (Johannesburg time) on the relevant Interest Rate Determination Date, by the Reference Banks plus or minus (as appropriate) the Margin (if any). If the Rate of Interest cannot be determined in accordance with the foregoing provisions of this Condition 7.2 (*Floating Rate Notes and Indexed Interest Notes*), the Rate of Interest shall be determined as at the last preceding Interest Determination Date (though substituting, where a different Margin is to be applied to the relevant Interest Period from that which applied to the last preceding Interest Period, the Margin relating to the relevant Interest Period, in place of the Margin relating to that last preceding Interest Period).

If the Reference Rate from time to time in respect of Floating Rate Notes is specified in the Applicable Pricing Supplement as being other than ZAR-JIBAR-SAFEX, the

Rate of Interest in respect of such Notes will be determined as provided in the Applicable Pricing Supplement.

**7.2.6. *Notification of Rate of Interest and Interest Amount***

The Issuer will cause the Rate of Interest and each Interest Amount for each Interest Period and the relevant Interest Payment Date to be announced on SENS and notified to the JSE and the CSD and/or every other relevant exchange or authority as soon as possible after their determination but in any event no later than the 3rd (third) Business Day before the relevant Interest Payment Date. Each Interest Amount, Interest Payment Date or effective Rate of Interest, as the case may be, so notified may subsequently be amended (or appropriate alternative arrangements made by way of adjustment) in the event of an extension or shortening of the Interest Period or a change in the effective Rate of Interest. Any such amendment will be promptly notified to the JSE, the CSD and/or every other relevant exchange or authority and to the Noteholders via SENS in accordance with Condition 17 (Notices) and at least 3 (three) Business Days prior to the relevant Interest Payment Date.

**7.2.7. *Certificates to be Final***

All certificates, communications, opinions, determinations, calculations, quotations and decisions given, expressed, made or obtained for the purposes of the provisions of this Condition 7.2, by the Calculation Agent shall (in the absence of wilful deceit, bad faith or manifest error or proven error) be binding on the Issuer and all Noteholders and in the absence as aforesaid no liability to the Issuer or the Noteholders shall attach to the Calculation Agent in connection with the exercise or non-exercise by it of its powers, duties and discretions pursuant to such provisions.

**7.3. *Dual Currency Interest Notes***

In the case of Dual Currency Interest Notes, the Interest Rate or Interest Amount payable shall be determined in the manner specified in the Applicable Pricing Supplement.

**7.4. *Mixed Rate Notes***

Only unlisted Mixed Rate Notes may be issued under the Programme. The Interest Rate payable from time to time on Mixed Rate Notes shall be the Interest Rate payable in the form of an interest-bearing Note (be it a Fixed Rate Note, Floating Rate Note, Index-Linked Note or Dual Currency Note) specified for each respective period, each as specified in the Applicable Pricing Supplement. During each such applicable period, the Interest Rate on the Mixed Rate Notes shall be determined and fall due for payment on the basis that such Mixed Rate Notes are Fixed Rate Notes, Floating Rate Notes, Index-Linked Notes or Dual Currency Notes, as the case may be.

**7.5. *Accrual of Interest***

Each Note (or in the case of the redemption of part only of a Note, that part only of such Note) will cease to bear interest (if any) from the date of its redemption unless, upon due presentation thereof, payment of principal in respect of such Note is improperly withheld or refused. In such event, interest will continue to accrue at the Default Rate specified in the Applicable Pricing Supplement until the date on which all amounts due in respect of such Note have been paid, or, in respect of uncertificated Notes, the date on which the full amount of the money payable has been received by the CSD and/or the Participants and notice to that effect has been given to Noteholders in accordance with Condition 17 (Notices).

**7.6. *Business Day Convention***

If any Interest Payment Date (or other date), which is specified in the Applicable Pricing Supplement to be subject to adjustment in accordance with a Business Day Convention, would otherwise fall on a Day that is not a Business Day, then, if the Business Day Convention specified is:

- (a) the Floating Rate Business Day Convention, such Interest Payment Date (or other date) shall be postponed to the next Day which is a Business Day unless it would thereby fall into the next calendar month, in which event: (i) such Interest Payment Date (or other date) shall be brought forward to the first preceding Business Day and

- (ii) each subsequent Interest Payment Date (or other date) shall be the last Business Day in the month which falls the number of months, or other period specified as the Interest Period in the Applicable Pricing Supplement, after the preceding applicable Interest Payment Date (or other date) has occurred; or
- (b) the Following Business Day Convention, such Interest Payment Date (or other date) shall be postponed to the next Day which is a Business Day; or
- (c) the Modified Following Business Day Convention, such Interest Payment Date (or other date) shall be postponed to the next Day which is a Business Day unless it would thereby fall into the next calendar month, in which event such Interest Payment Date (or other such date) shall be brought forward to the first preceding Business Day; or
- (d) the Preceding **Business Day Convention**, such Interest Payment Date (or other date) shall be brought forward to the first preceding Business Day.

## **8. PAYMENTS**

### **8.1. General**

- 8.1.1. Payments of principal and/or interest on an Individual Certificate shall be made to the registered holder of such Note, as set forth in the Register on the close of business on the Last Day to Register (as specified in the Applicable Pricing Supplement). In addition to the above, in the case of a final redemption payment, the holder of the Individual Certificate shall be required, on or before the Last Day to Register prior to the Maturity Date, to surrender such Individual Certificate at the offices of the Transfer Agent.
- 8.1.2. Payments of principal and/or interest in respect of uncertificated Notes shall be made to the CSD, in the name of, and for the account of, the holder or the Participants, as shown in the Register on the Last Day to Register pursuant to the Applicable Procedures, and the Issuer will be discharged of its payment obligations by proper payment in the name of, and for the account of, the holder or the Participants, in respect of each amount so paid. Each of the Persons shown in the records of the CSD and the Participants, as the case may be, shall look solely to the CSD or the Participant, as the case may be, for his share of each payment so made by the Issuer to the registered holder of such uncertificated Notes.
- 8.1.3. Payment will be subject, in all cases, to any Applicable Law, but without prejudice to the provisions of Condition 10 (*Taxation*).

### **8.2. Method of Payment**

- 8.2.1. Payments will be made in the Specified Currency by credit or transfer, by means of electronic settlement, to the Noteholder.
- 8.2.2. Payments will be subject in all cases to any fiscal or other laws, directives and regulations applicable thereto in the place of payment, but without prejudice to the provisions of Condition 10 (*Taxation*).
- 8.2.3. If the Issuer is prevented or restricted directly or indirectly from making any payment by electronic funds transfer in accordance with the preceding paragraph (whether by reason of strike, lockout, fire, explosion, floods, riot, war, accident, act of God, embargo, legislation, shortage of or breakdown in facilities, civil commotion, unrest or disturbances, cessation of labour, Government interference or control or any other cause or contingency beyond the control of the Issuer), the Issuer shall make such payment by cheque marked "not transferable" (or by such number of cheques as may be required in accordance with applicable banking law and practice to make payment of any such amounts). Such payments by cheque shall be sent by post to the address of the Noteholder as set forth in the Register or, in the case of joint Noteholders, the address set forth in the Register of that one of them who is first named in the Register in respect of that Note.
- 8.2.4. Each such cheque shall be made payable to the relevant Noteholder or, in the case of joint Noteholders, the first one of them named in the Register. Cheques may be posted by ordinary post, provided that neither the Issuer, the Paying Agent, the CSD nor the Participant shall be responsible for any loss in transmission and the postal authorities shall be deemed to be the agent of the Noteholders for the purposes of all cheques posted in

terms of this Condition 8.2.

- 8.2.5. In the case of joint Noteholders with respect to Notes issued in certificated form, payment by electronic funds transfer will be made to the account of the Noteholder first named in the Register. Payment by electronic transfer to the Noteholder first named in the Register shall discharge the Issuer of its relevant payment obligations under the Notes.

### 8.3. **Deferred Payment**

#### 8.3.1. *Deferral of Principal*

- 8.3.1.1. If a Regulatory Deficiency Redemption Deferral Event has occurred in relation to a Tranche of Notes, whereby the Issuer is required to defer the due date for payment of any principal (or portion thereof) payable in respect of such Notes, the Issuer shall, by giving a Deferral Notice to the Noteholders in that Tranche, defer the due date for payment of such principal (or portion thereof) for such period, and, if applicable, subject to such conditions, as may be prescribed by the Regulator .

- 8.3.1.2. The Deferral Notice shall specify the Deferred Payment Amount and (if a defined period is prescribed by the Regulator) the Deferred Payment Date. On the giving of the Deferral Notice specifying a Deferred Payment Date, the due date for payment of the Deferred Payment Amount shall be deferred to the Deferred Payment Date. On giving of a Deferral Notice which does not specify a Deferred Payment Date, the due date for payment of the Deferred Payment Amount shall be deferred to such date in the future on which the Regulator confirms to the Issuer in writing that amounts, the payment of which had previously been deferred pursuant to this Condition 8.3 (*Deferred Payment*), may be paid to the Noteholders. The Issuer shall not be obliged to make payment of the Deferred Payment Amount on the date upon which such Deferred Payment Amount, in the absence of this Condition 8.3 (*Deferred Payment*), would otherwise have become due and payable, and a deferral of payment in terms of this Condition 8.3 (*Deferred Payment*) shall not constitute an Event of Default.

- 8.3.1.3. Interest will continue to accrue on the Deferred Payment Amount, at the fixed rate or floating rate, as the case may be, applicable to the relevant Tranche of Notes on the date upon which such Deferred Payment Amount, in the absence of this Condition 8.3 (*Deferred Payment*), would otherwise have become due and payable, from and including such date to but excluding the Deferred Payment Date.

#### 8.3.2. *Deferral of Interest*

If on any Interest Payment Date a Regulatory Deficiency Interest Deferral Event has occurred or would occur, the payment of interest in respect of the Notes otherwise falling due on such date shall be deferred.

The Issuer shall notify the Noteholders of the existence of a Regulatory Deficiency Interest Deferral Event by delivering a Deferral Notice to the Noteholders in accordance with Condition 17 (*Notices*) and Condition 8.3.1.2 above, not less than 5 (five) Business Days prior to the relevant Regulatory Deficiency Interest Deferral Date. Non-payment of interest pursuant to this Condition 8.3.2 (*Deferral of Interest*) shall not constitute a default of the Issuer or any other breach of its obligations under the Notes or for any other purpose. Interest will continue to accrue on any amount of interest deferred in accordance with this Condition 8.3.2 (*Deferral of Interest*) at the fixed rate or floating rate, as the case may be, applicable to that Tranche of Notes until the date the amount of interest so deferred is paid.

- 8.3.3. Arrears of Interest will only become payable by the Issuer subject to (i) a Regulatory Deficiency Interest Deferral Event no longer applying and (ii) satisfaction of the Regulatory Clearance Condition.

- 8.3.4. All Deferred Payment Amounts which remain unpaid upon an Issuer Winding-Up shall forthwith become due and payable. If more than one Deferred Payment Amount remains unpaid, payment in part thereof shall be made to the relevant Noteholders *pro rata* according to the proportion which each Deferred Payment Amount bears to the aggregate of all of the Deferred Payment Amounts in respect of all Notes Outstanding.

### 8.4. **Payment Day**

- 8.4.1. Notwithstanding anything to the contrary contained in these Terms and Conditions, if the date for payment of any amount payable in respect of any Note is not a Business Day, then:
- 8.4.1.1. if a Business Day Convention is not specified in the Applicable Pricing Supplement, such date for payment shall be the following Business Day; and
- 8.4.1.2. if a Business Day convention is specified in the Applicable Pricing Supplement, such date for payment shall be adjusted according to such Business Day Convention.
- 8.4.2. In respect of Floating Rate Notes, the Interest Period will be each period commencing on (and including) an Interest Payment Date and ending on (but excluding) the following Interest Payment Date; provided that the first Interest Period will commence on (and include) the interest commencement date and end on (but exclude) the date as specified in the Applicable Pricing Supplement, with each Interest Payment Date adjusted in accordance with the applicable Business Day Convention). Interest shall therefore accrue to and be paid on the relevant Interest Payment Date. In respect of Fixed Rate Notes, the holder shall not be entitled to further interest or other payment in respect of such delayed payment

## 8.5. Interpretation of Principal and Interest

Any reference in these Terms and Conditions to principal in respect of the Notes shall be deemed to include, as applicable:

- 8.5.1. any additional amounts which may be payable with respect to principal under Condition 10 (*Taxation*);
- 8.5.2. the Final Redemption Amount of the Notes or the Early Redemption Amount of the Notes, as the case may be;
- 8.5.3. the Optional Redemption Amount(s) (if any), as specified in the Applicable Pricing Supplement, of the Notes;
- 8.5.4. in relation to Instalment Notes, the Instalment Amounts;
- 8.5.5. in relation to Zero Coupon Notes, the Amortised Face Amount (as defined in Condition 9.5.3 (Early Redemption Amounts)); and
- 8.5.6. any premium and any other amounts which may be payable by the Issuer under or in respect of the Notes, but excluding for the avoidance of doubt, interest.

Any reference in these Terms and Conditions to interest in respect of the Notes shall be deemed to include, as applicable, any additional amounts which may be payable with respect to interest under Condition 10 (*Taxation*).

## 9. REDEMPTION AND PURCHASE

### 9.1. Redemption at Maturity

Unless previously redeemed or purchased and cancelled as specified below, each Note will be redeemed by the Issuer in the Specified Currency at its Final Redemption Amount plus interest (if any) specified in, or determined in the manner specified in, the Applicable Pricing Supplement on the Maturity Date, unless a Regulatory Deficiency Redemption Deferral Event has occurred.

### 9.2. Redemption for Tax Reasons

Notes may be redeemed at the option of the Issuer, subject to the prior written approval of the Regulator, at any time (in the case of Notes other than Floating Rate Notes, Indexed Interest Notes or Mixed Rate Notes having an Interest Rate then determined on a floating or indexed basis) or on any Interest Payment Date (in the case of Floating Rate Notes, Indexed Interest Notes or Mixed Rate Notes), on giving not less than 30 (thirty) Days nor more than 60 (sixty) Days' notice to the Noteholders prior to such redemption, in accordance with Condition 17 (*Notices*) (which notice shall be irrevocable, certified by 2 (two) authorised directors of the Issuer and include particulars of the relevant change pursuant to Condition 9.2.1 below), if the Issuer, immediately prior to the giving of such notice, is of the reasonable opinion that:

- 9.2.1. as a result of any change in, or amendment to, the laws or regulations of South Africa or



any political sub-division of, or any authority in, or of, South Africa having power to tax, or any change or amendment which becomes effective after the relevant Issue Date, the Issuer is or would be required to pay additional amounts as provided or referred to in Condition 10 (*Taxation*); and

- 9.2.2. the requirement cannot be avoided by the Issuer taking reasonable measures available to it,

provided that no such notice of redemption shall be given earlier than 90 (ninety) Days prior to the earliest date on which the Issuer would be obliged to pay or may become subject to the payment of such additional amounts were a payment in respect of the Notes then due. Notes may be redeemed by the Issuer in accordance with this Condition 9.2 in whole or in part. A redemption in part may be effected by the Issuer:

- 9.2.2.1. notwithstanding that such partial redemption may not entirely avoid such obligation to pay additional amounts as provided for or referred to in Condition 10 (*Taxation*); and
- 9.2.2.2. *mutatis mutandis* in the manner described in Condition 9.3 (*Redemption at the Option of the Issuer*), provided that the references to the giving of notice therein and to the Minimum Redemption Amount and the Higher Redemption Amount (both as specified in the Applicable Pricing Supplement) therein shall be disregarded for such purposes.

From the date of publication of the notice to Noteholders of the redemption referred to in Condition 9.2 above, the Issuer shall deliver to the Transfer Agent and the Paying Agent at their Specified Offices, for inspection by the relevant Noteholders (i) a certificate signed by two authorised signatories of the Issuer stating that the Issuer is entitled to effect such redemption and setting forth a statement of facts showing that the conditions precedent to the right of the Issuer to effect such redemption have occurred and (ii) a copy of a legal opinion from independent legal advisers of recognised standing to the effect that the Issuer has or will become obliged to pay such additional amounts as a result of such change or amendment.

Notes redeemed for tax reasons pursuant to this Condition 9.2 will be redeemed at their Early Redemption Amount referred to in Condition 9.5 (*Early Redemption Amounts*), together (if appropriate) with interest accrued from (and including) the immediately preceding Interest Payment Date to (but excluding) the date of redemption or as specified in the Applicable Pricing Supplement.

### 9.3. **Redemption at the Option of the Issuer**

- 9.3.1. If the Issuer is specified in the Applicable Pricing Supplement as having an option to redeem, the Issuer may, subject to the prior written approval of the Regulator, having given not less than 30 (thirty) Days nor more than 60 (sixty) Days irrevocable notice to the Noteholders in accordance with Condition 17 (*Notices*) or unless otherwise specified with the Applicable Pricing Supplement, redeem all or some of the Notes (to which such Applicable Pricing Supplement relates) then Outstanding on the Optional Redemption Date(s) and at the Optional Redemption Amount(s) specified in, or determined in the manner specified in, the Applicable Pricing Supplement, together, if appropriate, with interest accrued up to (but excluding) the Optional Redemption Date(s).
- 9.3.2. Any such redemption must be of a Nominal Amount equal to the Minimum Redemption Amount or a Higher Redemption Amount, both as indicated in the Applicable Pricing Supplement.
- 9.3.3. In the case of a partial redemption of Notes, the Notes to be redeemed (**Redeemed Notes**) will be selected individually by lot, in the case of Redeemed Notes represented by Individual Certificates, and in accordance with the Applicable Procedures in the case of Redeemed Notes which are uncertificated, and in each case not more than 30 (thirty) Days prior to the date fixed for redemption (such date of selection being hereinafter called the **Selection Date**).
- 9.3.4. In the case of Redeemed Notes represented by Individual Certificates, a list of the serial numbers of such Redeemed Notes will be published in accordance with Condition 17 (*Notices*) not less than 15 (fifteen) Days prior to the date fixed for redemption. The aggregate Nominal Amount of Redeemed Notes represented by Individual Certificates shall bear the same proportion to the aggregate Nominal Amount of all Redeemed Notes

as the aggregate Nominal Amount of Individual Certificates outstanding bears to the aggregate Nominal Amount of the Notes outstanding, in each case on the Selection Date, provided that such first mentioned Nominal Amount shall, if necessary, be rounded downwards to the nearest integral multiple of the Specified Denomination and the aggregate Nominal Amount of Redeemed Notes which are uncertificated shall be equal to the balance of the Redeemed Notes. No exchange of the relevant uncertificated Notes will be permitted during the period from and including the Selection Date to and including the date fixed for redemption pursuant to this sub-paragraph, and notice to that effect shall be given by the Issuer to the Noteholders in accordance with Condition 17 (*Notices*) at least 10 (ten) Days prior to the Selection Date.

- 9.3.5. Holders of Redeemed Notes shall surrender the Individual Certificates, if any, representing the Notes in accordance with the provisions of the notice given to them by the Issuer as contemplated above. Where only a portion of the Notes represented by such Individual Certificates are redeemed, the Transfer Agent shall deliver new Individual Certificates to the Noteholders, as the case may be, in respect of the balance of the Notes.

**9.4. Early Redemption/Substitution following the occurrence of a Capital Disqualification Event**

**9.4.1. *Redemption/Substitution***

The Issuer may at its option (but subject to the prior written consent of the Regulator), having given not less than 30 (thirty) Days' notice to the Transfer Agent, the Calculation Agent, the Paying Agent and the Noteholders in accordance with Condition 17 (*Notices*),

- (a) redeem all (and not only some) of the Notes in a Tranche of Notes on the Capital Disqualification Event Redemption Date (which Capital Disqualification Event Redemption Date shall be stipulated in such notice), at the Early Redemption Amount, together with interest accrued to (but excluding) the Capital Disqualification Event Redemption Date; or
- (b) substitute all the Notes for, or vary the terms of the Notes so that they become or remain Qualifying Tier 2 Securities, subject to the approval of the Noteholders by Extraordinary Resolution,

if, prior to the giving of such notice, the Auditors have, in accordance with Condition 9.4.2 (Determination of Capital Disqualification Event), determined that a Capital Disqualification Event has occurred and is continuing.

From the date of publication of any notice pursuant to this Condition 9.4.1 (Redemption/Substitution), the Issuer shall make available at its specified office, for inspection by any Noteholder of Notes to be so redeemed or substituted, as the case may be, a certificate signed by or on behalf of the Auditors stating that a Capital Disqualification Event has occurred and is continuing as at the date of the certificate.

**9.4.2. *Determination of Capital Disqualification Event***

If a Capital Disqualification Event has occurred and is continuing and the Issuer wishes to redeem or substitute a Tranche of Notes pursuant to Condition 9.4.1 (*Redemption/Substitution*), the Issuer will forthwith notify the Auditors thereof. Forthwith after receipt of such notice by the Auditors, the Auditors will determine, in accordance with this Condition 9.4.2 (*Determination of Capital Disqualification Event*), whether or not, in the reasonable opinion of the Auditors, a Capital Disqualification Event has occurred and is continuing (the **Determination**). The Issuer will, promptly after demand therefor is made by the Auditors, provide the Auditors with all such information and documents as may reasonably be required by the Auditors to make the Determination.

For the purposes of making the Determination, the Auditors may without independent investigation:

- 9.4.2.1. assume that any representation made or information provided by any Person (other than the Auditors) in connection with any Relevant Rule, the Issuer, the Santam Group, the Notes and this Programme Memorandum is true and accurate as at the date of such representation or information, unless the Auditors have actual knowledge to the contrary or do not believe, in good faith, that such representation or information is true

and accurate;

9.4.2.2. assume that any document presented to the Auditors which the Auditors believe in good faith to be genuine is what it purports to be, is valid and was duly authorised and executed, unless the Auditors have actual knowledge to the contrary or do not believe, in good faith, that such document is genuine, valid and duly authorised and executed; and

9.4.2.3. rely as to any matters of fact which can reasonably be expected to be within the knowledge of any Person referred to in Condition 9.4.2.1 or of the author (or ostensible author) of any document referred to in Condition 9.4.2.2,

and the Auditors will incur no liability of whatsoever nature to any Person in making any assumption pursuant to Condition 9.4.2.1 and/or Condition 9.4.2.2 and/or in relying on any matters of fact pursuant to Condition 9.4.2.3.

The Auditors will, as soon as practicable after having made the Determination, notify the Issuer of the Determination. The Determination (with the exception, in the making of the Determination, of manifest error, allegations of dishonesty, gross negligence, wilful breach of trust or breach of contract by the Auditors) shall be conclusive and shall bind the Auditors, the Issuer and the Noteholders.

#### 9.5. **Early Redemption Amounts**

For the purpose of Conditions 9.2 (*Redemption for Tax Reasons*), Condition 9.3 (*Redemption at the Option of the Issuer*), Condition 9.4 (*Early Redemption following the occurrence of a Capital Disqualification Event*) and/or Condition 15 (*Events of Default*), the Notes will be redeemed at the Early Redemption Amount calculated as follows:

9.5.1. in the case of Notes with a Final Redemption Amount equal to the Issue Price, at the Final Redemption Amount thereof; or

9.5.2. in the case of Notes (other than Zero Coupon Notes) with a Final Redemption Amount which is or may be less or greater than the Issue Price, at the amount specified in, or determined in the manner specified in, the Applicable Pricing Supplement or, if no such amount or manner is so specified in the Applicable Pricing Supplement, at their Nominal Amount; or

9.5.3. in the case of Zero Coupon Notes, at an amount (the Amortised Face Amount) equal to the sum of: (i) the Reference Price; and (ii) the product of the Implied Yield (compounded annually) being applied to the Reference Price from (and including) the Issue Date to (but excluding) the date fixed for redemption or (as the case may be) the date upon which such Note becomes due and repayable; or

9.5.4. such other amount or method of calculation of the amount payable as is provided in the Applicable Pricing Supplement.

Where such calculation is to be made for a period which is not a whole number of years, it shall be calculated on the basis of actual Days elapsed divided by 365 (three hundred and sixty five), or such other calculation basis as may be specified in the Applicable Pricing Supplement.

#### 9.6. **Instalment Notes**

Instalment Notes will be redeemed at the Instalment Amounts and on the Instalment Dates. In the case of early redemption in accordance with Condition 9.2 (*Redemption for Tax Reasons*), Condition 9.3 (*Redemption at the Option of the Issuer*), Condition 9.4 (*Early Redemption following the occurrence of a Capital Disqualification Event*) and/or Condition 15 (*Events of Default*), the Early Redemption Amount will be determined pursuant to Condition 9.5 (*Early Redemption Amounts*).

#### 9.7. **Partly Paid Notes**

If the Notes are Partly Paid Notes, they will be redeemed, whether at maturity, early redemption or otherwise, in accordance with the provisions of this Condition 9 (*Redemption and Purchase*) and the Applicable Pricing Supplement. In the case of early redemption in accordance with Condition 9.2 (*Redemption for Tax Reasons*), Condition 9.3 (*Redemption at*

the Option of the Issuer), Condition 9.4 (*Early Redemption following the occurrence of a Capital Disqualification Event*) and/or Condition 15 (*Events of Default*), the Early Redemption Amount will be determined pursuant to Condition 9.5 (*Early Redemption Amounts*).

**9.8. Exchangeable Notes**

If the Notes are Exchangeable Notes, they will be redeemed, whether at maturity, early redemption or otherwise, in the manner indicated in the Applicable Pricing Supplement. Exchangeable Notes in respect of which Mandatory Exchange is indicated in the Applicable Pricing Supplement as applying, or upon the exercise by the Noteholder of the Noteholder's Exchange Right (if applicable), will be redeemed by the Issuer (subject to the prior approval of the Regulator) delivering to each Noteholder as many of the Exchange Securities as are required in accordance with the Exchange Price. The delivery by the Issuer of the Exchange Securities in the manner set out in the Applicable Pricing Supplement shall constitute the *in specie* redemption in full of such Notes.

**9.9. Purchases**

9.9.1. The Issuer or any of its Subsidiaries may (subject to the prior written consent of the Regulator, if required) at any time purchase Notes (in the open market or in privately negotiated transactions with any Noteholders) at any price in the open market or otherwise. Such Notes may, subject to Applicable Law, be held, resold, or, at the option of the Issuer and/or the relevant Subsidiary, as the case may be, be surrendered to the Transfer Agent for cancellation.

9.9.2. Where the Issuer or any Subsidiary purchases Notes and such purchase results in the Issuer or Subsidiary, as the case may be, holding in aggregate more than 35% (thirty five percent) of the Nominal Amount of Notes issued in a particular Tranche, the Issuer undertakes to immediately notify all remaining Noteholders of such purchase in accordance with Condition 17 (*Notices*).

**9.10. Cancellation**

All Notes which have been redeemed will forthwith be cancelled. All Notes so cancelled shall be forwarded to the Issuer and cannot be re-issued or resold. Where only a portion of Notes represented by an Individual Certificate are cancelled, the Transfer Agent shall deliver an Individual Certificate to such Noteholder in respect of the balance of the Notes.

**9.11. Late Payment on Zero Coupon Notes**

If the amount payable in respect of any Zero Coupon Note upon redemption of such Zero Coupon Note pursuant to Condition 9 (*Redemption and Purchase*) or upon its becoming due and repayable as provided in Condition 15 (*Events of Default*) is improperly withheld or refused, the amount due and repayable in respect of such Zero Coupon Note shall be the amount calculated as provided in Condition 9.5.3 as though the references therein to the date fixed for the redemption or the date upon which such Zero Coupon Note becomes due and payable were replaced by references to the date which is the earlier of: (i) the date on which all amounts due in respect of such Zero Coupon Note have been paid; and (ii) 5 (five) Days after the date on which the full amount of the monies payable has been received by the CSD, and notice to that effect has been given to the Noteholder in accordance with Condition 17 (*Notices*).

**9.12. Applicable Procedures**

The redemption and partial redemption of Beneficial Interests shall take place in accordance with the Applicable Procedures and the Financial Markets Act.

**10. TAXATION**

All payments of principal and interest in respect of the Notes by the Issuer will be made without withholding or deduction for or on account of any present or future taxes or duties, assessments or governmental charges of whatever nature imposed or levied by or on behalf of South Africa or any political subdivision or any authority thereof or therein having power to tax, unless such withholding or deduction is required by law.

In such event, the Issuer will pay such additional amounts as shall be necessary in order that the net amounts received by the holders of the Notes after such withholding or deduction shall equal

the respective amounts of principal and interest which would otherwise have been receivable in respect of the Notes, as the case may be, in the absence of such withholding or deduction, except that no such additional amounts shall be payable with respect to any Note:

- 10.1. held by or on behalf of a Noteholder who is liable for such taxes or duties in respect of such Note by reason of his having some connection with South Africa other than the mere holding of such Note or the receipt of principal or interest in respect thereof; or
- 10.2. presented for payment by or on behalf of, or held by, a Noteholder who could lawfully avoid (but has not so avoided) such withholding or deduction by complying with any statutory requirements in force at the present time or in the future by making a declaration of non-residence or other similar claim or filing for exemption to which it is entitled to by the relevant tax authority or the Paying Agent (the effect of which is not to require the disclosure of the identity of the relevant Noteholder); or
- 10.3. where such withholding or deduction is in respect of taxes levied or imposed on interest or principal payments only by virtue of the inclusion of such payments in the taxable income (as defined in section 1 of the Income Tax Act) or taxable capital gain (as defined in paragraph 1 of Schedule 8 to the Income Tax Act) of any Noteholder; or
- 10.4. where (in the case of payment of principal and/or interest which is conditional on surrender and/or presentation of the relevant Individual Certificate in accordance with the Terms and Conditions) the relevant Individual Certificate is surrendered and/or presented more than 30 (thirty) Days after the Relevant Date, except to the extent that the Noteholder thereof would have been entitled to an additional amount on presenting the same for payment on such 30<sup>th</sup> (thirtieth) Day; or
- 10.5. if such withholding or deduction arises through the exercise by revenue authorities of special powers in respect of tax defaulters or;
- 10.6. if such withholding or deduction arises in terms of the US Foreign Account Tax Compliance Act (FATCA), any regulations or agreements thereunder, official interpretations thereof, any intergovernmental approach thereto, or implementing legislation adopted by another jurisdiction in connection with FATCA.

Any reference in these Terms and Conditions to any amounts in respect of the Notes shall be deemed also to refer to any additional amounts which may be payable under these Terms and Conditions or under any undertakings given in addition to, or in substitution for, these Terms and Conditions.

## **11. EXCHANGE OF BENEFICIAL INTERESTS AND REPLACEMENT OF INDIVIDUAL CERTIFICATES**

### **11.1. Exchange of Beneficial Interests**

- 11.1.1. The holder of a Beneficial Interest in Notes may, in terms of the Applicable Procedures and subject to section 42 of the Financial Markets Act, by written notice to the holder's nominated Participant (or, if such holder is a Participant, the CSD), request that such Beneficial Interest be exchanged for Notes in definitive form represented by an Individual Certificate (the Exchange Notice). The Exchange Notice shall specify (i) the name, address and bank account details of the holder of the Beneficial Interest and (ii) the Day on which such Beneficial Interest is to be exchanged for an Individual Certificate; provided that such Day shall be a Business Day and shall fall not less than 30 (thirty) Days after the Day on which such Exchange Notice is given.
- 11.1.2. The holder's nominated Participant will, following receipt of the Exchange Notice, through the CSD, notify the Transfer Agent that it is required to exchange such Beneficial Interest for Notes represented by an Individual Certificate. The Transfer Agent will, as soon as is practicable but within 14 (fourteen) Days after receiving such notice, in accordance with the Applicable Procedures, procure that an Individual Certificate is prepared, authenticated and made available for delivery, on a Business Day falling within the aforementioned 14 (fourteen) Day period, to the holder of the Beneficial Interest at the Specified Office of the Transfer Agent; provided that joint holders of a Beneficial Interest shall be entitled to receive only one Individual Certificate in respect of that joint holding, and the delivery to one of those joint holders shall be delivery to all of them.
- 11.1.3. In the case of the exchange of a Beneficial Interest in Notes issued in uncertificated form:

- 11.1.3.1. the CSD will surrender (through the CSD system) such uncertificated Notes to the Transfer Agent at its Specified Office; and
- 11.1.3.2. the Transfer Agent will obtain the release of such uncertificated Notes from the CSD in accordance with the Applicable Procedures.
- 11.1.4. An Individual Certificate shall, in relation to a Beneficial Interest in any number of Notes issued in uncertificated form of a particular aggregate Nominal Amount standing to the account of the holder thereof, represent that number of Notes of that aggregate Nominal Amount, and shall otherwise be in such form as may be agreed between the Issuer and the Transfer Agent; provided that if such aggregate Nominal Amount is equivalent to a fraction of the Specified Denomination or a fraction of any multiple thereof, such Individual Certificate shall be issued in accordance with, and be governed by, the Applicable Procedures.

**11.2. Replacement**

If any Individual Certificate is worn out, mutilated, defaced, stolen, destroyed or lost it may be replaced at the Specified Office of the Transfer Agent, on payment by the claimant of such costs and expenses as may be incurred in connection therewith and the provision of such indemnity as the Issuer and the Transfer Agent may reasonably require. Worn out, mutilated or defaced Individual Certificates must be surrendered at the Specified Office of the Transfer Agent before replacements will be issued.

**11.3. Death and sequestration or liquidation of Noteholder**

Any Person becoming entitled to Notes as a consequence of the death, sequestration or liquidation of the holder of such Notes may, upon producing evidence to the satisfaction of the Issuer that he holds the position in respect of which he proposes to act under this Condition 11.3, or of his title as the Issuer and the Transfer Agent shall require, be registered himself as the holder of such Notes or, subject to the Applicable Procedures, this Condition 11.3 and Condition 13.2 (*Transfer of Notes represented by Individual Certificates*), may transfer such Notes. The Issuer and (if applicable) the CSD and the relevant Participant shall be entitled to retain any amount payable upon the Notes to which any Person is so entitled until such Person shall be registered as aforesaid or until such time as such Notes are duly transferred.

**11.4. Costs**

The costs and expenses of the printing, issue and delivery of each Individual Certificate and all taxes and governmental charges that may be imposed in relation to such Individual Certificate and/or the printing, issue and delivery of such Individual Certificate shall be borne by the holder of the Notes represented by that Individual Certificate. Separate costs and expenses relating to the provision of Individual Certificates and/or the transfer of Notes may be levied by other Persons, such as a Participant, under the Applicable Procedures, and such costs and expenses shall not be borne by the Issuer. The costs and expenses of the delivery of Individual Certificates and all taxes or governmental charges or insurance charges that may be imposed in relation to such mode of delivery shall be borne by the Noteholder.

**12. REGISTER**

**12.1. The Register of Noteholders in respect of Notes in certificated form:**

- 12.1.1. shall be kept at the Specified Office of the Transfer Agent and a copy thereof shall be made available for inspection by the registered certificated Noteholders at the Specified Offices of the Issuer or such other Person as may be appointed for the time being by the Issuer to maintain the Register;
- 12.1.2. shall contain the names, addresses and bank account numbers of the registered Noteholders;
- 12.1.3. shall show the total Nominal Amount of the Notes held by Noteholders;
- 12.1.4. shall show the dates upon which each of the Noteholders was registered as such;
- 12.1.5. shall show the serial numbers of the Individual Certificates and the dates of issue thereof;
- 12.1.6. shall be open for inspection at all reasonable times during business hours on Business Days by any Noteholder or any Person authorised in writing by a Noteholder; and

- 12.1.7. shall be closed during the Books Closed Period.
- 12.2. The Transfer Agent shall alter the Register in respect of any change of name, address or account number of any of the Noteholders of which it is notified.
- 12.3. Except as provided for in these Terms and Conditions or as required by law, in respect of Notes, the Issuer will only recognise a Noteholder as the owner of the Notes registered in that Noteholder's name as per the Register.
- 12.4. Except as provided for in these Terms and Conditions or as required by law, the Issuer shall not be bound to enter any trust in the Register or to take notice of or to accede to the execution of any trust (express, implied or constructive) to which any Individual Certificate may be subject.
- 12.5. The Register maintained by the CSD in respect of Notes in uncertificated form in accordance with Applicable Laws and the Applicable Procedures will form part of the Register.
- 13. **TRANSFER OF NOTES**  
Subject to the Applicable Laws, title to Notes will be freely transferable and will pass upon registration of transfer in accordance with provisions set out below.
  - 13.1.1. **Transfer of Beneficial Interests in Notes held in the CSD**
  - 13.1.2. Beneficial Interests may be transferred only in accordance with the Applicable Procedures through the CSD.
  - 13.1.3. Transfers of Beneficial Interests to and from clients of Participants occur by way of electronic book entry in the securities accounts maintained by the Participants for their clients, in accordance with the Applicable Procedures.
  - 13.1.4. Transfers of Beneficial Interests among Participants occur through electronic book entry in the central securities accounts maintained by the CSD for the Participants, in accordance with the Applicable Procedures.
  - 13.1.5. Transfers of Beneficial Interests in Notes will not be recorded in the Register and the CSD will continue to be reflected in the Register as the Noteholder of such Notes notwithstanding such transfers.
  - 13.2. **Transfer of Notes represented by Individual Certificates**
    - 13.2.1. In order for any transfer of Notes represented by an Individual Certificate to be recorded in the Register, and for such transfer to be recognised by the Issuer:
      - 13.2.1.1. the transfer of such Notes must be embodied in a Transfer Form;
      - 13.2.1.2. the Transfer Form must be signed by the registered Noteholder of such Notes and the transferee, or any Representatives of that registered Noteholder or transferee; and
      - 13.2.1.3. the Transfer Form must be delivered to the Transfer Agent at its Specified Office together with the Individual Certificate representing such Notes for cancellation.
    - 13.2.2. Notes represented by an Individual Certificate may only be transferred, in whole or in part, in amounts of not less than the Specified Denomination (or any multiple thereof).
    - 13.2.3. Subject to this Condition 13.2, the Transfer Agent will, within 3 (three) Business Days of receipt by it of a valid Transfer Form (or such longer period as may be required to comply with any Applicable Laws and/or Applicable Procedures), record the transfer of Notes represented by an Individual Certificate (or the relevant portion of such Notes) in the Register, and authenticate and deliver to the transferee at the Transfer Agent's Specified Office or, at the risk of the transferee, send by mail to such address as the transferee may request, a new Individual Certificate in respect of the Notes transferred reflecting the outstanding Nominal Amount of the Notes transferred.
    - 13.2.4. Where a Noteholder has transferred a portion only of Notes represented by an Individual Certificate, the Transfer Agent will authenticate and deliver to such Noteholder at the Transfer Agent's Specified Office or, at the risk of such Noteholder, send by mail to such address as such Noteholder may request, at the risk of such Noteholder, a new Individual Certificate representing the balance of the Notes held by such Noteholder.

- 13.2.5. The transferor of any Notes represented by an Individual Certificate will be deemed to remain the owner thereof until the transferee is registered in the Register as the holder thereof.
- 13.2.6. Before any transfer of Notes represented by an Individual Certificate is registered in the Register, all relevant transfer taxes (if any) must have been paid by the transferor and/or the transferee and such evidence must be furnished as the Issuer and the Transfer Agent may reasonably require as to the identity and title of the transferor and the transferee.
- 13.2.7. No transfer of any Notes represented by an Individual Certificate will be registered whilst the Register is closed as contemplated in Condition 12 (Register).
- 13.2.8. If a transfer of any Notes represented by an Individual Certificate is registered in the Register, the Transfer Form and cancelled Individual Certificate will be retained by the Transfer Agent.
- 13.2.9. In the event of a partial redemption of Notes under Condition 9.3 (*Redemption at the Option of the Issuer*), the Transfer Agent shall not be required in terms of Condition 9.3 (*Redemption at the Option of the Issuer*), to register the transfer of any Notes during the period beginning on the tenth Day before the date of the partial redemption and ending on the date of the partial redemption (both inclusive).

#### **14. PRESCRIPTION**

The Notes will become void unless presented for payment of principal within a period of three years after their redemption date.

#### **15. EVENTS OF DEFAULT**

- 15.1. Unless otherwise set out in the Applicable Pricing Supplement, if, for any particular Series of Notes, one or more of the following events (an Event of Default(s)) shall have occurred and be continuing:

- 15.1.1. *Non-Payment*

subject to Condition 8.3 (*Deferred Payment*), the Issuer fails to pay any Nominal Amount due under the Notes on its due date for payment thereof or the Issuer fails to pay any interest due under the Notes on its due date for payment thereof and any such failure continues for a period of five Business Days, after receiving written notice from any Noteholder demanding such payment; or

- 15.1.2. *Insolvency etc.*

an Issuer Winding-Up occurs,

then any Noteholder may, by written notice to the Issuer (and the Regulator) at the registered office of the Issuer, effective upon the date of receipt thereof by the Issuer, declare the Note held by the Noteholder to be forthwith due and payable whereupon, subject to the prior written consent of the Regulator, the same shall become forthwith due and payable at the Early Redemption Amount (as described in Condition 9.5 (*Early Redemption Amounts*), together with accrued interest (if any) to the date of repayment, or as specified in the Applicable Pricing Supplement, save that, in the case of Condition 15.1.2 (*Insolvency etc.*) above, Noteholders may only receive payment once all other Senior Creditors of the Issuer have been paid in full, provided that, notwithstanding the taking of such action, although an amount will be due, it may not be payable if the Issuer withholds or refuses to make such payment in order to comply with any law or regulation of South Africa or to comply with any order of a court of competent jurisdiction.

- 15.2. **Notification of Event of Default**

If the Issuer becomes aware of the occurrence of any Event of Default, the Issuer shall forthwith notify all Noteholders in accordance with Condition 17 (*Notices*), the Regulator, the Dealer(s) and the JSE in writing.

#### **16. CALCULATION AGENT, TRANSFER AGENT, PAYING AGENT AND ISSUER AGENT**

Any third party appointed by the Issuer as Calculation Agent, Transfer Agent, Paying Agent and Issuer Agent or otherwise shall act solely as the agents of the Issuer and does not assume any



obligation towards or relationship of agency or trust for or with any Noteholders. The Issuer is entitled to vary or terminate the appointment of such agents and/or appoint additional or other agents and/or approve any change in the Specified Office through which any agent acts.

## **17. NOTICES**

- 17.1. All notices to the holders of Notes represented by Individual Certificates shall be in writing and shall be sent by registered mail to the respective addresses of those Noteholders appearing in the Register or delivered by hand to the respective addresses of those Noteholders appearing in the Register. Each such notice shall be deemed to have been received by the relevant Noteholder on the seventh (7th) day following the date on which the notice was posted as received by a post office (if such notice is sent by registered mail) or the date of delivery (if such notice is delivered by hand).
- 17.2. For so long as all of the Notes in a Tranche are held in their entirety in the CSD, they may be substituted for the notice contemplated in Condition 17.1 by the delivery of the relevant notice to the CSD, the relevant Participant and the Financial Exchange for communication by them to the holders of Beneficial Interest in such Notes in accordance with the Applicable Procedures. Each such notice will be deemed to have been received by the holders of Beneficial Interests on the Date of delivery of such notice to the relevant Participant.
- 17.3. Notwithstanding the provisions of Condition 17.2, and in respect of listed Notes only, notices relating to the dissemination of information by the Issuer (save for any notices relating to the amendment of any Condition in terms of Condition 18 (*Amendment of these Conditions*)) may be announced via SENS.
- 17.4. Any notice to the Issuer shall be deemed to have been received by the Issuer, if delivered to the registered office of the Issuer, on the date of delivery, and if sent by registered mail, on the seventh Day after the Day on which it is sent. The Issuer may change its registered office upon prior written notice to Noteholders specifying such new registered office.
- 17.5. For so long as any of the Notes are uncertificated, notice may be given by any holder of an uncertificated Note to the Issuer via the relevant Settlement Agent in accordance with the Applicable Procedures, in such manner as the Issuer and the relevant Participants may approve for this purpose.

## **18. AMENDMENT OF THESE TERMS AND CONDITIONS**

- 18.1. These Terms and Conditions set out all the rights and obligations relating to the Notes and, subject to the further provisions of this Condition 18 (*Amendment of these Terms and Conditions*), no addition, variation or consensual cancellation of these Terms and Conditions shall be of any force or effect unless the Regulator has provided prior written consent, the JSE has been notified and the amendments have been reduced to writing and signed by or on behalf of the Issuer and the Noteholders.
- 18.2. The Issuer may effect, without the consent of the Noteholders or the relevant Class of Noteholders, as the case may be, any modification of the Terms and Conditions and/or the Applicable Pricing Supplement(s) which is of a technical nature (including any increase in the Programme Amount) or is made to correct a manifest error or to comply with mandatory provisions of any Applicable Laws, provided that the JSE or such other Financial Exchange, as the case may be, is provided with the amended documents immediately after the Noteholders have been notified of such modification or amendment. Any such modification shall be binding on the Noteholders or the relevant Class of Noteholders, as the case may be, and any such modification shall be communicated to the Noteholders or the relevant Class of Noteholders, as the case may be, in accordance with Condition 17 (Notices) as soon as is practicable thereafter.
- 18.3. Subject to the prior conditional formal approval of the JSE, or such other Financial Exchange, as the case may be, the Issuer may, with the prior sanction of an Extraordinary Resolution of Noteholders or the relevant Class of Noteholders, as the case may be, amend these Terms and Conditions and/or the Applicable Pricing Supplement(s), provided that no such amendment shall be of any force or effect unless notice of the intention to make such amendment shall have been given to all Noteholders or the relevant Class of Noteholders, as the case may be, in terms of Condition 17 (Notices).

## **19. MEETINGS OF NOTEHOLDERS/CONSENT PROCESS**

### **19.1. Convening of meetings**

- 19.1.1. The Issuer may at any time convene a meeting of Noteholders (a meeting or the meeting).
- 19.1.2. The Issuer shall convene a meeting upon the requisition in writing of the holders of at least 10% (ten percent) of the aggregate Nominal Amount Outstanding of the Notes (**requisition notice**).
- 19.1.3. Whenever the Issuer wishes or is required to convene a meeting, it shall forthwith give notice in writing to the Noteholders as specified in Condition 19.3 (Consent Notices).
- 19.1.4. All meetings of Noteholders shall be held in Johannesburg or Cape Town (unless otherwise provided in the Issuer's constitutive documents).
- 19.1.5. Any director or duly authorised representative of the Issuer and/or any other Santam Group company, and any other Person authorised in writing by the Issuer and/or any other Santam Group company, may attend and speak at a meeting of Noteholders, but shall not be entitled to vote, other than as a proxy (as defined below) or duly authorised representative of a Noteholder.
- 19.1.6. A requisition notice shall state the nature of the business for which the meeting is to be held and shall be deposited at the registered office of the Issuer.
- 19.1.7. A requisition notice may consist of several documents in like form, each signed by one or more requisitionists.

### **19.2. Convening of meetings by requisitionists**

If the Issuer does not proceed to cause a meeting to be held within a reasonable period of time after the deposit with the company secretary of the Issuer of a requisition notice, requisitionists who together hold not less than 10% (ten percent) of the aggregate Nominal Amount Outstanding of the Notes for the time being (unless a lower percentage is specified in the Issuer's constitutive documents), may themselves convene the meeting, provided that such meeting so convened shall be held within 60 (sixty) Days from the date of delivery of the requisition notice and shall be convened as nearly as possible in the same manner as that in which meetings may be convened by the Issuer. Notice of the meeting shall be required to be given to the Issuer.

### **19.3. Consent Notices**

- 19.3.1. Unless all Noteholders or all the holders of a relevant Class of Noteholders are present at the meeting and vote to waive the minimum notice period, a minimum of at least 15 (fifteen) Business Days written notice (unless otherwise provided in the Issuer's constitutive documents) specifying the place, Day, time and record date of the proposed meeting and the nature of the business to be transacted thereat shall be given by the Issuer to Noteholders. The notice shall also specify the percentage of voting rights that will be required for the proposed resolution to be adopted and the form of the proposed resolution, and shall include a statement to the effect that Noteholders may appoint proxies (who need not also be Noteholders) and that the participants at the meeting need to provide satisfactory identification. Such notice is required to be given in accordance with Condition 17 (*Notices*).
- 19.3.2. In the case of a written resolution, the notice to Noteholders or a Class of Noteholders, as the case may be, must include the proposed resolutions to be passed, the record date, any restrictions on voting as provided for in these Terms and Conditions, the last date on which a Noteholder or a Class of Noteholders, as the case may be, may submit its written vote (provided that such date shall be no later than the date falling 20 Business Days after the notice is distributed) as well as the address where the vote must be submitted.

### **19.4. Quorum**

- 19.4.1. At any meeting, one or more Noteholders or relevant Class of Noteholders, as the case may be, present in person or by proxy and holding in aggregate not less than 25% (twenty five percent) of the voting rights that are entitled to be exercised in respect of at least one matter to be decided at the meeting (unless otherwise provided in the Issuer's constitutive

documents) shall form a quorum for the transaction of business. If there are more than two Noteholders, then the meeting may not begin until at least three Noteholders are present at the meeting.

19.4.2. No business shall be transacted at a meeting of the Noteholders or any Class of Noteholders unless a quorum is present at the time when the meeting proceeds to business.

19.4.3. Unless otherwise provided in the Issuer's constitutive documents, if, within one hour from the time fixed for the meeting, a quorum is not present, (i) for the meeting to take place, then the meeting shall stand adjourned for one week, or (ii) for the matter to be considered, then the meeting shall be postponed to a later time in the meeting unless there is no other business on the agenda for the meeting, in which case the meeting shall stand adjourned for one week.

19.4.4. The chairman may extend the one hour limit for a reasonable period on the grounds that (a) exceptional circumstances affecting weather or transportation have generally impeded or are generally impeding the ability of the Noteholders to be present at the meeting or (b) one or more particular Noteholders, having been delayed, have communicated an intention to attend the meeting, and those Noteholders, together with others in attendance, would satisfy the quorum requirements for the meeting or the matter to be considered. The Issuer is not required to give further notice of a meeting that has been postponed or adjourned unless the location of the meeting has changed. If at the time appointed for a postponed meeting to begin or an adjourned meeting to resume, the requirements for a quorum have not been satisfied, the Noteholders present in person or by proxy will be deemed to constitute a quorum.

#### 19.5. **Chairman**

The chairman of the meeting shall be appointed by the Issuer.

#### 19.6. **Adjournment**

19.6.1. A meeting, or the consideration of any matter at the meeting, may be adjourned from time to time without further notice, on a motion supported by Persons entitled to exercise, in aggregate, the majority of the voting rights held by all of the Persons who are present at the meeting at the time and that are entitled to be exercised on at least one matter remaining on the agenda of the meeting or on the matter under consideration. Such adjournment may be to a fixed time and place or until further notice (in such case, the notice must then be provided to the Noteholders timeously).

19.6.2. A meeting may not be adjourned beyond the earlier of (i) the date falling 120 Business Days after the record date or (ii) the date falling 60 (sixty) Business Days after the date on which the adjournment occurred (unless otherwise provided in the Issuer's constitutive documents).

19.6.3. No business shall be transacted at any adjourned meeting other than the business left unfinished at the meeting from which the adjournment took place.

#### 19.7. **How questions are decided**

19.7.1. At a meeting, a resolution put to the vote shall be decided by a poll unless, before or on the declaration that such meeting will be conducted by poll, a vote by show of hands, is demanded by the chairman or by any one of the Noteholders present in person or by proxy.

19.7.2. Unless a vote by show of hands is demanded, a declaration by the chairman that on a poll a resolution has been carried, or carried by a particular majority, or lost, shall be conclusive evidence of that fact, without proof of the number or proportion of the votes cast in favour of or against such resolution.

19.7.3. A polled vote must be held on a particular matter to be voted on at a meeting if a demand for a vote is made by (i) at least five persons having the right to vote on the matter either in person or as proxy of the Noteholder or (ii) a person who is, or persons who together are, entitled to exercise at least 10% (ten percent) of the voting rights entitled to be voted on that matter.

19.7.4. In the case of an equality of votes, whether on a poll or a show of hands, the chairman

shall not be entitled to a casting vote in addition to the vote, if any, to which he or she is entitled.

#### 19.8. **Votes**

- 19.8.1. On a show of hands every Noteholder present in person shall have one vote. On a poll every Noteholder, present in person or by proxy, shall have one vote for each ZAR1,000,000 (One Million Rand) of the Nominal Amount Outstanding of the Notes held by the Noteholder. The joint holders of Notes shall have only one vote on a show of hands and one vote on a poll for each ZAR1,000,000 (One Million Rand) of the Nominal Amount Outstanding of the Notes of which they are the registered holder and the vote may be exercised only by that holder present whose name appears first on the Register in the event that more than one of such joint holders is present in person or by proxy at the meeting. The Noteholder in respect of uncertificated Notes shall vote at any such meeting on behalf of the holders of Beneficial Interests in such Notes in accordance with the instructions to the CSD from the holders of Beneficial Interests conveyed through the Settlement Agents in accordance with the Applicable Procedures.
- 19.8.2. Notwithstanding anything to the contrary contained herein, any Noteholder that is the Issuer or any of its Subsidiaries shall not be entitled to vote.

#### 19.9. **Proxies and representatives**

- 19.9.1. Noteholders may:
- 19.9.1.1. present in person; or
- 19.9.1.2. through any appointed Person (a **proxy**), by an instrument in writing (a **form of proxy**) in the form annexed to the notice convening the meeting, signed by the holder or, in the case of a corporation, executed under its common seal or signed on its behalf by an attorney of a duly authorised officer or a duly authorised officer of the corporation, vote on a poll.
- 19.9.2. A Person appointed to act as proxy need not be a Noteholder.
- 19.9.3. The form of proxy shall be deposited at the registered office of the Issuer or at the office where the Register is kept or at such other office as the Issuer may determine not less than 24 (twenty four) hours before the time appointed for holding the meeting or adjourned meeting at which the Person named in such form of proxy proposes to vote, or the chairman decides otherwise and in default, the proxy shall be invalid.
- 19.9.4. No form of proxy shall be valid after the expiration of 12 (twelve) months from the date named in it as the date of its execution.
- 19.9.5. A proxy shall have the right to demand or join in demanding a poll.
- 19.9.6. Notwithstanding Condition 19.9.4 the form of proxy shall be valid for any adjourned meeting, unless the contrary is stated thereon.
- 19.9.7. A vote given in accordance with the terms of a proxy shall be valid notwithstanding the previous death or incapacity of the principal or revocation of the proxy or of the authority under which the form of proxy was executed or the transfer of Notes in respect of which the proxy was given, provided that no intimation in writing of such death, incapacity or revocation shall have been received by the Issuer at the office of the Transfer Agent more than, and that the transfer has been given effect to less than, 12 (twelve) hours before the commencement of the meeting or adjourned meeting at which the proxy is to be used.
- 19.9.8. Any Noteholder which is a corporation may by resolution of its directors or other governing body authorise any Person to act as its representative in connection with any meeting or proposed meeting of Noteholders. Any reference in this Condition 19 (*Meetings of Noteholders/Consent Process*) to a Noteholder present in person includes such a duly authorised representative of a Noteholder.
- #### 19.10. **Minutes**
- 19.10.1. The Issuer shall cause minutes of all resolutions and proceedings of meetings to be duly entered in the minute books of the Issuer.

19.10.2. Any such minutes as aforesaid, if purporting to be signed by the chairman of the meeting at which such resolutions were passed or proceedings held or by the chairman of the next succeeding meeting, shall be receivable in evidence without any further proof, and until the contrary is proved, a meeting of Noteholders in respect of the proceedings of which minutes have been so made shall be deemed to have been duly held and convened and all resolutions passed thereat, or proceedings held, to have been duly passed and held.

19.11. **Mutatis mutandis application**

The provisions of this Condition 19 (*Meetings of Noteholders/Consent Process*) shall apply *mutatis mutandis* to the calling and conduct of meetings on an individual Tranche, Series or Class of Noteholders, as the case may be.

20. **FURTHER ISSUES**

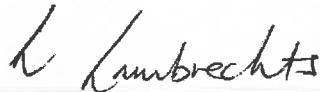
The Issuer shall be at liberty from time to time without the consent of the Noteholders to create and issue further Notes having terms and conditions the same as any of the other Notes issued under the Programme or the same in all respects save for the amount and date of the first payment of interest thereon, the Issue Price and the Issue Date, so that the further Notes shall be consolidated to form a single Series with the Outstanding Notes.

21. **GOVERNING LAW**

These Terms and Conditions and all rights and obligations to the Notes are governed by, and shall be construed in accordance with, the laws of South Africa in force from time to time. The parties to these Terms and Conditions hereby irrevocably and unconditionally consent to the exclusive jurisdiction of the High Court of South Africa, Western Cape Division, Cape Town, South Africa (or any successor to that division) in regard to all matters arising in respect thereof.

SIGNED at SANDTON on this 13 day of DECEMBER 2018

For and on behalf of  
**SANTAM LIMITED**



Name: L LAMBRECHTS  
Capacity: Director  
Who warrants his authority hereto



Name: HONEL  
Capacity: Director  
Who warrants his authority hereto

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## USE OF PROCEEDS

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*Capitalised terms used in this section headed "Use of Proceeds" shall bear the same meanings as used in the Terms and Conditions, except to the extent that they are separately defined in this section or this is clearly inappropriate from the context.*

For purposes of the Commercial Paper Regulations it is recorded that the "*Ultimate Borrower*", as defined in the Commercial Paper Regulations, of the net proceeds from each Tranche of Notes will be the Issuer, unless otherwise indicated in the Applicable Pricing Supplement.

The proceeds from each issue of Notes will be applied by the Issuer for its general corporate purposes, or as may otherwise be described in the Applicable Pricing Supplement.

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## DESCRIPTION OF SANTAM LIMITED

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*Capitalised terms used in this section headed "Description of Santam Limited" shall bear the same meanings as used in the Terms and Conditions, except to the extent that they are separately defined in this section or this is clearly inappropriate from the context.*

### 1. INTRODUCTION

The Issuer is a general insurer in South Africa and is listed on the JSE Limited (**JSE**) under the insurance (non-life) sector. The Santam Group is a multinational general insurance group that writes insurance business in South Africa, Africa, India, Asia and other emerging markets. The Santam Group provides a diversified range of general insurance products and services through a network of more than 4 800 intermediaries and direct channels. The Santam Group has more than one million policyholders that range from individuals to commercial and specialist business owners and institutions in South Africa.

### 2. BACKGROUND AND HISTORY

The South African National Trust and Assurance Company Limited (**Santam**) was established in Cape Town on 1 May 1918. A month later a second company, the South African National Life Assurance Company Limited (**Sanlam**), was established with a specific focus on life assurance. In 1953 a special Act of Parliament cancelled Sanlam's share capital and further converted Sanlam from a company to a mutual insurer. The Issuer was incorporated as a public company with registration number 1918/001680/06 and on 23 March 1964 the Issuer's shares were listed on the JSE.

In 1990, Santam Namibia Limited, a wholly-owned subsidiary of the Issuer, was established to look after all insurance activities in Namibia.

In 1999, the Issuer acquired Guardian National Insurance Company Limited for R1.58 billion. The merger secured a 25% share of the local short-term insurance industry for the Issuer at the time.

In 2003, Santam International was established. The Santam Group's current international diversification strategy is driven through its partnership with Sanlam Emerging Markets (Pty) Ltd (**SEM**) in a series of general insurance businesses in emerging markets as well as the international operations of Santam re and Santam Specialist Business.

In 2008, the Issuer extended and diversified its operations through a joint partnership with Sanlam and Shriram General Insurance Co Ltd in India, giving Sanlam a 26% shareholding in Shriram Life Insurance Co Ltd at the time.

During November 2015, agreements were concluded whereby SEM and the Issuer jointly acquired an effective 30% interest in Saham Finances, the insurance arm of the Saham Group (the **Saham Finances First Acquisition**). The Saham Finances First Acquisition was structured through a special purpose vehicle (**SAN JV**) held jointly by SEM (75%) and the Issuer (25%), for a total cash consideration, including transaction costs, of US\$400 million. The Issuer's exposure of US\$100 million was funded from internal capital resources. Saham Finances is an insurance group with operations in 26 countries across North, West and East Africa, and the Middle East. The Saham Finances First Acquisition was finalised during the first quarter of 2016.

Effective 10 May 2017, SEM and the Issuer, through SAN JV, acquired a further 16.6% interest in Saham Finances for US\$351 million (the **Saham Finances Second Acquisition**). The Issuer's share of the purchase price, including transaction costs, was US\$11 million. The Issuer's ability to participate in the Saham Finances Second Acquisition was limited due to the size of the investment already held by the Issuer in SAN JV. The Issuer's interest in SAN JV was therefore diluted from 25% to 15%. The investment in SAN JV comprised 19.5% of the Issuer's shareholder funds at 31 December 2017, making it the largest strategic investment held by the Issuer.

On 8 March 2018, Sanlam and the Issuer announced the conclusion of agreements in terms of which SEM will increase its stake in Saham Finances to 100% (directly and indirectly) (the **Saham Finances Third Acquisition**) by acquiring all the issued shares of Saham S.A., which holds the remaining 53.37% of the shares in Saham Finances not already owned by SEM. The total consideration paid in terms of the Saham Finances Third Acquisition was approximately US\$1050 million. On 30 August 2018, the Issuer announced that it will participate in the Saham Finances Third Acquisition to the extent of approximately R864 million (based on Sanlam's

average hedged exchange rate of \$1/R13.24), plus its share of transaction costs. As a result, the Issuer's effective interest in Saham Finances, held indirectly through SAN JV, increased from 7% to 10%. The effective date of the Saham Finances Third Acquisition was 9 October 2018.

### 3. OWNERSHIP AND CONTROL

The Issuer is listed on the JSE and had a market capitalisation (net of treasury shares) of about R29 billion as at 31 December 2017. The Issuer is a subsidiary of Sanlam Life Insurance Ltd (**Sanlam Life**), a member of the South African financial services group, Sanlam. Sanlam Life holds 61.5% of the Issuer's shares, the balance of which are substantially held by institutional shareholders.

### 4. DESCRIPTION OF BUSINESS

The Santam Group consists of (a) the Santam-branded business units such as Santam Commercial and Personal, Santam Specialist Business and Santam re; and (b) wholly-owned subsidiaries such as MiWay Insurance (Pty) Ltd (**MiWay**) (direct insurer), Centriq Insurance Company Ltd (**Centriq**) (cell captive insurer), Brolink (Pty) Ltd (**Brolink**) (an independently managed insurance administration business) and Santam Structured Insurance Ltd (**SSI**). A number of specialist underwriting managers are included within Santam Specialist Business.

The Santam Group derives revenue from insurance activities and investments. Insurance activities include:

- conventional insurance business written on insurance licences controlled by the Santam Group, consisting of Santam Commercial and Personal, Santam Specialist Business (niche business and agriculture), Santam re, MiWay and credit insurance written by SSI;
- Alternative Risk Transfer (**ART**) insurance business written on insurance licences controlled by the Santam Group; and
- the Issuer's share of the insurance results of the SEM general insurance businesses (including Saham Finances).

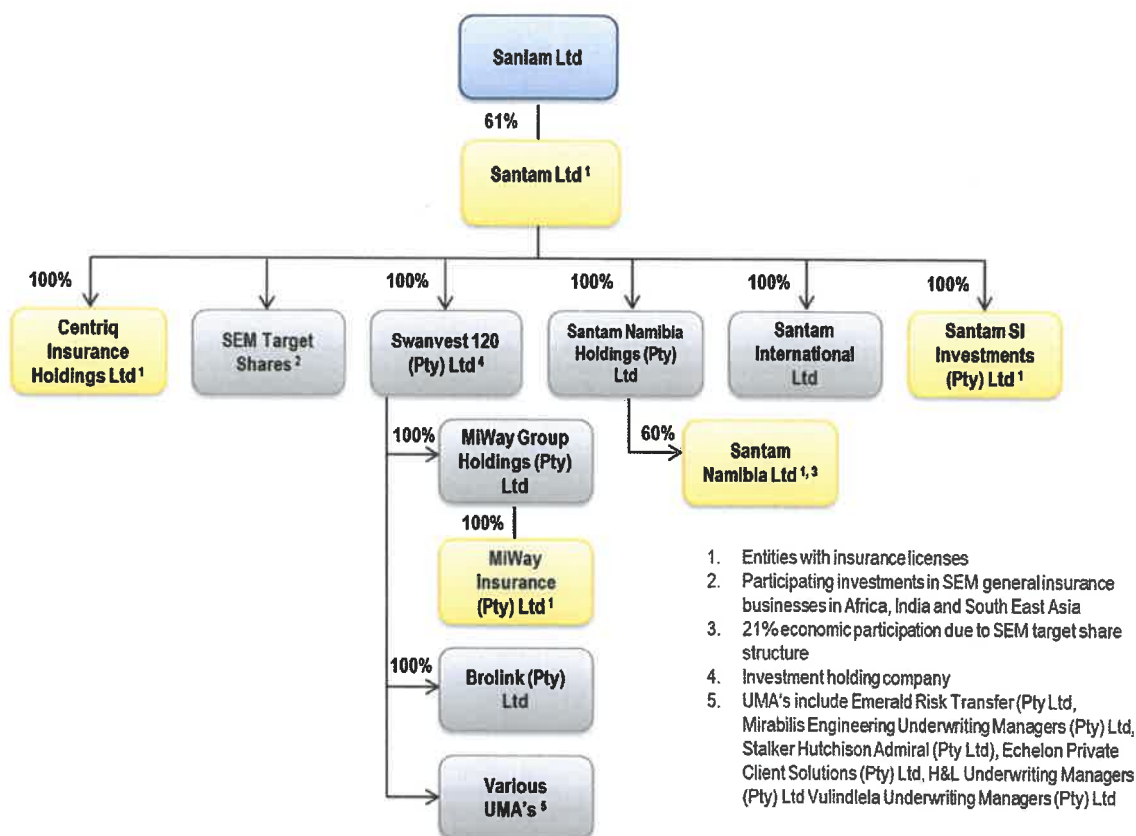
The performance of insurance activities is based on gross written premium as a measure of growth, with net insurance result as a measure of profitability. The Santam Group also participates in investments and partnerships in emerging markets in Africa, India, Asia and other emerging markets through collaboration with SEM.

As at the Programme Date, the diagram below is a schematic overview of the Santam Group's business portfolio:



As at the Programme Date, the diagram below provides an overview of the Santam Group's main subsidiaries:





#### 4.1 SANTAM COMMERCIAL AND PERSONAL

The Santam Group offers a business portfolio in South Africa and Namibia that serves small to large enterprises by providing commercial insurance solutions that suit the needs of entrepreneurs and businesses. For personal insurance, Santam Group offers a multiproduct and multichannel distribution portfolio that provides clients with comprehensive cover through a wide range of products. Policies target each segment's needs profile and can be tailored through flexible excess structures and policy benefits.

Santam Commercial and Personal also offers an independent administration capability through Brolink.

Santam Commercial and Personal Lines distribution channels include:

- (a) national and independent intermediaries;
- (b) direct contact centre;
- (c) outsourced portfolio administrators;
- (d) referral business;
- (e) affinity business; and
- (f) Sanlam's agency network.

#### 4.2 SANTAM SPECIALIST

The Santam Specialist Business focuses on the insurance of large and complex risks in niche market segments. Underwriting these classes of insurance requires skilled resources to assess and quantify the risk and exposure as provided by the unit's underwriting managers and niche business units. Products are client-driven and supported by specialist underwriting, which demonstrates an understanding of this unique claims environment to meet and exceed client expectations.

The Santam Specialist Business unit includes underwriting managers and niche business units, Centriq and SSI.

#### 4.3 **MIWAY**

MiWay is a direct insurer that underwrites predominantly personal lines general insurance business through direct acquisition. This is supported by a smaller intermediated personal lines business. MiWay also offers a suite of direct business insurance products. MiWay supports the Santam Group's strategy of growth through diversification, which enables it to coexist with and complement the intermediary business model within the Santam Group.

#### 4.4 **SANTAM RE**

Santam re is a wholesale reinsurance service provider for the Santam and Sanlam Groups' general insurance businesses and independent general insurers in South Africa, Africa, the Middle East, India and Asia (including China and South Korea). Santam re operates under the Issuer's general insurance licence, which enables the Santam Group to optimise the size, quality and diversity of its overall risk pool relative to its capital resources and risk appetite.

#### 4.5 **SANTAM EMERGING MARKETS INVESTMENTS**

Through its partnership with SEM, the Issuer had economic participation in 12 countries in Africa, India, Asia and other emerging markets. The Issuer and SEM's shareholding in Saham Finances, held through SAN JV, has expanded this to North, East and West Africa and the Middle East, as Saham Finances operates in 26 countries. The Issuer acts as the general insurance technical partner for SEM. The international diversification strategy is enabled by Santam re and Santam Specialist Business. This forms part of the Santam Group's multichannel and multi-territory strategy through different business units.

### 5. **INVESTMENT CASE**

In South Africa, the Issuer continues to defend its market share, to develop new market offers and to target new segments. A tightening economic environment and socio-political stressors require the Issuer to be agile with efficiencies so as to remain competitive, and to invest in social capital development to maintain its reputation and licence to operate. The Issuer is in a strong position to leverage general insurance opportunities outside of South Africa, although these will take time to develop.

The Santam Group's advantages and opportunities include the following aspects:

#### 5.1 **MARKET POSITION AND SCALE**

The Santam Group's geographical footprint, scale, brand strength, business diversity and its distribution networks put the Santam Group in a competitive position in South Africa where it has a market share in excess of 22%. It also benefits from the diversity of the product offering and multiple channel capabilities (including a growing direct channel market share). This has contributed to sustained underwriting surpluses despite challenging operating conditions. The Santam Group currently insures 85 of the top 100 companies listed on the JSE and has a network of more than 4800 intermediaries.

Through its partnership with SEM, the Issuer offers intermediaries access to insurance licences across India, Asia and other emerging markets.

#### 5.2 **PROVEN CONSISTENCY FOR 100 YEARS**

The Santam Group has been able to achieve consistent underwriting profits since 1918, while adapting its business model to the prevailing market conditions and risks. It has diversified its portfolio by focusing on profitability rather than increasing market share alone. The Santam Group has enjoyed the benefit of a strong, stable and strategically aligned core shareholder in Sanlam.

The Issuer continues to be recognised in the market: it was again voted the short-term insurer of the year for 2017 for corporate and personal lines by the intermediary community at the Financial Intermediaries Association of Southern Africa. Consumers have recognised the brand as a leader through the South African Customer Satisfaction Index (SAcsi) and the Sunday Times Top Brands Survey. The Issuer also received Top Employer certification for 2018.

### 5.3 LEADING SKILLS AND COMPETENCE

The Santam Group has world-class scientific underwriting capability supported by a strong and experienced management team. Its store of specialist insurance skills and knowledge is evident in the success of the specialist business, which offers a complex range of insurance covers. The Santam Group is also able to deal proactively with and benefit from regulatory changes, which can constitute high barriers of entry into the industry for new players.

The Santam Group's competence includes its ability to integrate systems and processes. It is also able to maintain and grow a large and complex network of intermediaries, suppliers and business partners.

The Santam Group has a stringent capital management framework underpinned by an internally developed, risk-based capital model. It also has an embedded enterprise risk management (ERM) framework, which is integrated into strategic decision-making and capital allocation.

### 5.4 DIVERSE GROWTH OPPORTUNITIES

The Santam Group has strong international diversification capabilities through its partnership with SEM, which includes Saham Finances, Santam re and Santam Specialist. A wealth of technical expertise creates the ability to grow business flows from outside South Africa.

MiWay attracts new as well as previously uninsured clients through its online personal, life and business insurance offerings in South Africa. Acquisitive growth opportunities in the local market are limited due to the Issuer's dominant position. However, organic growth remains a focus area and is driven by a well-established intermediary network, integration opportunities with Sanlam's distribution network and the development of the Santam direct distribution channel.

### 5.5 STRONG AND CONSISTENT RETURNS

Efficient capital management and a stable dividend policy have enabled the Issuer to deliver consistent returns. The business is highly cash generative and its investment performance has a solid track record.

An average return on capital of 24.3% has been achieved over the last 10 years and 23.3% over the last five years. Ordinary dividend per share compound growth of 9.2% has been achieved over the last 10 years and 3 special dividends have been paid.

At maturation in 2015, the Issuer's Broad-Based Black Economic Empowerment scheme and the three Emthunzini Black Economic Empowerment Trusts created a combined value of R1.1 billion for participants, which included employees, communities and business partners. As shareholders, the trusts continue to benefit from good returns, which enable the creation of social value through responsible giving.

### 5.6 THE SANTAM BRAND

The Santam Group has a tradition of conducting business in a fair and ethical manner. This has enhanced the Santam Group's credibility and bolstered its reputation, thereby making it both profitable and sustainable. The Issuer is associated with brands such as MiWay, Centriq, other specialist underwriting managers' brands and several niche business unit brands. These businesses are well regarded and acknowledge the importance of being associated with the Santam brand, especially when doing business in other parts of Africa. The Issuer's brand remains the most recognised and awarded among the Santam Group brands, all of which embrace the ethos around the Issuer's brand positioning – centred on **Insurance good and proper** – which emphasises responsible and ethical insurance.

### 5.7 SUSTAINABLE AND RESPONSIBLE BUSINESS PRACTICES

The Santam Group's integrated approach to managing long-term sustainability and community resilience through the nine-year Programme for Risk and Resilience (P4RR) initiative ensures alignment with the strategic drivers of the business. The Issuer plays a leading role among global insurance players by setting the tone in South Africa and selected emerging markets through participation in ClimateWise and the United Nations Environment Programme (UNEP) Principles for Sustainable Insurance (PSI) initiatives. The Issuer's sustainability journey focuses on:

- (a) reaching the insured and uninsured markets;
- (b) resilience through shared value partnerships;
- (c) responsible investment and solvency; and
- (d) developing sustainable business efficiencies (internal and external).

## 6. MANAGEMENT STRATEGY

The five focus areas of the Santam Group strategy remain relevant to all group entities and territories:



### 6.1 INSURANCE GOOD AND PROPER

The Issuer's intent is to design, market and deliver products and services in a way that is fair, respects others and adds to the well-being of clients and broader stakeholder groups. However, ***Insurance good and proper*** goes beyond products and services to include the Issuer's commitment to:

- (a) building a successful and sustainable business in Africa, India, Asia and other emerging markets;
- (b) actively contributing to transformation and economic development in South Africa and Africa through successful community partnerships, investments and sustainable business initiatives; and
- (c) progressively improving the social and economic well-being of stakeholders and clients by reducing risk when it comes to insuring the needs of its clients.

### 6.2 GROWTH THROUGH INNOVATION AND DIVERSIFICATION

The Issuer is the largest South African general insurer and the most diversified among its peers. The Santam Group currently generates 17.4% of its premiums from outside South Africa and has a strategic goal to grow this contribution significantly through the Issuer's Emerging Markets Investments, Santam re and Santam Specialist business units.

### 6.3 MANAGE THE RISK POOL

By managing its risk pool, the Issuer ensures proactive sustainable risk management while it diversifies. Risk pooling is integral to the efficient functioning of markets, economies and society. The risk landscape is constantly evolving as it spawns new and complex risks. The

Issuer monitors these trends and changes that can materially impact risk profiles and claims patterns.

Claims often arise as maintenance and safety standards are compromised during tough economic times. This challenge is receiving strategic attention through expanded capacity in the areas of risk management and surveying, implementation of premium rate increases, reduced exposure to certain types of risks and increased levels of risk-sharing and risk management collaboration with the Issuer's clients.

#### **6.4 CONTINUOUSLY INCREASING EFFICIENCY**

The Issuer maintains high standards of operational efficiency, ultimately so as to create more robust and sustainable stakeholder outcomes. The Issuer's willingness to invest in large, long-term projects to provide data capabilities and agility for future business contexts is delivering the anticipated benefits. The individual businesses continuously embark on strategic projects to increase efficiency.

#### **6.5 THE RIGHT PEOPLE**

The Santam Group's people have contributed to the sustainable performance and competitiveness that the Santam Group has enjoyed over the past 100 years. The strategic focus on "the right people" ensures that the Issuer has the ideal people in the best positions to deliver on its chosen strategies.

The Issuer operates in a competitive market where there is limited availability of critical skills and serious competition for those skills. However, through its committed and capable people, and the value they bring to the Santam Group, the group is well positioned to continue creating value for its stakeholders. The Santam Group's approach to ensuring that it has the capability required currently, and in the future, is multipronged and includes:

- (a) targeted external talent acquisition through various recruitment strategies,
- (b) deployment of internal talent through promotions and assignments and secondments to SEM, and
- (c) internal capacity-building through various development programmes to grow the talent pipeline in the short, medium and long term.

### **7. RISK AND CAPITAL MANAGEMENT**

#### **7.1 OBJECTIVE AND FRAMEWORK**

As an insurance group, the Issuer and its subsidiaries are exposed to various insurance and financial risks. These risks cause uncertainty and therefore the challenge for management is to determine what level of uncertainty is acceptable for each business unit as it strives to enhance stakeholder value.

The Issuer has adopted an enterprise risk management (**ERM**) approach and framework that enables management to effectively deal with uncertainty and thus enhance the capacity to build value by efficiently and effectively deploying resources in pursuit of achieving the Santam Group's objectives. The ERM process adopted is considered appropriate to the nature, scale and complexity of the Santam Group and Issuer's business and risks. The Issuer's approach is aligned with the principles of the King IV Report on Corporate Governance for South Africa 2016 (**King IV**), ISO 31000, as well as the requirements of the Issuer's majority shareholder, Sanlam.

The Issuer's ERM framework and process is designed to assist the Issuer's board of directors (the **Board**) in ensuring that management continually monitors risk and reports back to the risk committee on the status of these risks. ISO 31000 was adopted to ensure that a structured and practical approach to risk management is implemented throughout the business. The Issuer believes that its ERM process is well defined and businesses are responsible and accountable for integrating ERM in the operations. ERM adds value by being aligned to the business strategy and objectives.

## 7.2 RISK ASSESSMENT PROCESS

A key component of the ERM framework is the risk assessment process. The Issuer's risk assessment process aims to identify, analyse, evaluate and manage those risks that are relevant to the Issuer and Santam Group's strategic objectives. Risks are identified from a top-down (strategic) and bottom-up (operational) perspective to create and maintain an integrated view of material risk exposures. The top-down approach is undertaken at an executive and senior management level and considers strategic risks affecting the Issuer in the medium to long term. In parallel, the bottom-up approach is undertaken by enterprise, risk and compliance management (**ERCM**) at a business unit or specialist unit level to assess all categories of risks from their perspectives with specific focus on underwriting, reinsurance and financial risks.

The risk identification process is used to build an aggregated view of all significant risks faced by the organisation. This, together with the risk categories and knowledge base is translated into the Issuer's risk universe. The risk universe is a summary of the most common risk themes across all categories of risk within the Issuer and Santam Group and assists management in understanding and effectively managing the relevant risks.

Risk analysis provides an input to risk evaluation and informs decisions on how the risks need to be treated. Risk analysis involves consideration of the causes and sources of risk, their positive and negative consequences and the likelihood that those consequences may occur.

The Issuer analyses quantifiable risks by using an internally developed economic capital model. The model covers the following risk categories:

- (a) underwriting risk;
- (b) reinsurance risk;
- (c) credit risk;
- (d) market risk; and
- (e) operational risk.

A number of risks faced by the Issuer are not modelled in the internal model, namely: strategic, liquidity, conduct, reputational, political, regulatory, compliance, sovereign downgrade, legal and outsourcing risks. These risks are analysed individually by management and appropriate measures are implemented to monitor and mitigate these risks.

Once the relevant risks are better understood, the risk appetite framework governs how the risks should be managed within the Santam Group. The Issuer has formulated a risk appetite policy which aims to quantify the amount of capital the Issuer and Santam Group is willing to put at risk in the pursuit of value creation. It is within this risk appetite framework that the Issuer has selected its asset allocation and reinsurance programme which are among the most important determinants of risk and hence capital requirements within the organisation. The internal model allows for the measurement of the Issuer's expected performance relative to the risk appetite assessment criteria agreed to by the Board. The risk appetite process also includes the assessment of non-financial measures in determining the overall capital requirements. These assessments are presented to the risk and investment committees as well as the Board on a quarterly basis for consideration.

## 7.3 SOLVENCY AND CAPITAL MANAGEMENT

Capital adequacy risk is the risk that the Issuer and the Santam Group are holding insufficient reserves to cover the variations in actual future experience that is worse than what has been assumed in the setting of the general insurance technical provisions as well as in the financial soundness valuation of its long-term insurance business.

The Issuer and Santam Group must maintain a capital balance that will be at least sufficient to meet obligations in the event of substantial deviations, such as a 1-in-200-year event, from the main risk assumptions affecting the Santam Group and Issuer's business.

The overall capital management objectives of the Santam Group and the Issuer are:

- (a) to comply with the requirements set by the regulators of the insurance markets where the Santam Group and the Issuer operate;
- (b) to protect policyholders against adverse results that may affect the solvency of the Santam Group and the Issuer and therefore their ability to meet their financial obligations;
- (c) to retain sufficient capital to fund the strategic objectives of the Santam Group and the Issuer; and
- (d) to provide an adequate return for shareholders and benefits for other stakeholders.

The Issuer's capital management philosophy is to maximise the return on shareholders' capital within an appropriate risk appetite framework. The aim is to increase shareholder wealth by actively managing the following:

- (a) the amount and sources of capital in the business;
- (b) the allocation of capital to business units or new business ventures/acquisitions;
- (c) the amount and type of risk the Issuer is willing to assume in the pursuit of value creation; and
- (d) the reinsurance programme and asset allocation to optimise economic capital requirements.

The Board targets an economic capital coverage ratio of between 130% and 170%. In addition, the regulatory capital coverage ratio must exceed predefined threshold levels. The Santam Group economic capital requirement at 31 December 2017, based on the internal model, amounted to R6 billion, or an economic capital coverage ratio of 158%. Excess capital is maintained for the following reasons:

- (a) to make an allowance for model risk based on the complexity of the underlying business;
- (b) to maintain a margin over the current regulatory capital requirements;
- (c) to maintain the Issuer's insurer financial strength credit ratings; and
- (d) to fund business growth and allow for any corporate actions.

The Issuer remains committed to efficient capital management.

#### **7.4 REGULATORY AND COMPLIANCE RISK MANAGEMENT**

Regulatory and compliance risk is the risk that the Issuer will be negatively impacted by a change in regulations or will fall foul of regulations or non-compliance with internal policies which are already in place resulting in either penalties or fines and significantly impacting the Issuer's reputation.

Over the past few years there have been several changes in the Santam Group's regulatory and compliance business landscape. These changes are primarily driven by larger regulatory projects, which will continue to impact the Santam Group in the foreseeable future. It is expected that the Santam Group's solvency requirements, system requirements, financial reporting and the way it conducts its business will be impacted by the implementation of these projects.

The Santam Group board of directors and management are actively monitoring the changes. The possible implications in the business plans and governance structures going forward are analysed on a continuous basis and the necessary changes are implemented where deemed reasonable. The Santam Group and its subsidiaries seek constructive engagement with their various regulators and policymakers. This is done through appropriate participation in industry forums.

#### **8. BOARD OF DIRECTORS**

The names and particulars of the Issuer's Board members are set out on the Santam website at: <http://www.santam.co.za/about-us/who-we-are/executives-and-board/>. Should there be any change to the website path where this information may be found, an announcement will be released on SENS in this regard.

As at the Programme Date, the board of directors of the Issuer comprises:

VP Khanyile	Independent non-executive director Appointed 23 April 2018 Appointed as chairman on 1 July 2018
B Campbell	Independent non-executive director Appointed 4 October 2010
BTPKM Gamedze	Non-executive director Appointed 16 October 2006
IM Kirk	Non-executive director Appointed 14 June 2007
L Lambrechts	Chief executive officer Appointed 1 January 2015
MLD Marole	Independent non-executive director Appointed 13 December 2011
NV Mtetwa	Independent non-executive director Appointed 8 February 2017
HD Nel	Chief financial officer, executive director Appointed 17 September 2012
JJ Ngulube	Non-executive director Appointed 23 April 2018
MJ Reyneke	Independent non-executive director Appointed 26 August 2003
PE Speckmann	Independent non-executive director Appointed 8 February 2017
HC Werth	Non-executive director Appointed 13 September 2016

9. **COMPANY SECRETARY**

**M ALLIE (42)**

*Company secretary*

*Appointed as company secretary on 1 February 2011*

**Business Address:**

1 Sportica Crescent  
Tyger Valley  
Bellville 7530  
PO Box 3881, Tyger Valley 7536  
Tel: 021 915 7000  
Fax: 021 914 0700  
Email: info@santam.co.za

10. **CORPORATE GOVERNANCE AND REGULATORY FRAMEWORK**

The Board provides ethical and effective leadership through high standards of ethical values and business integrity, while recognising the Issuer's responsibility to conduct its affairs with responsibility and fairness, safeguarding the interests of all stakeholders. The Board views



corporate governance as being concerned with structure and process, and also with ethical consciousness and conduct. The Board is accountable to stakeholders and is ultimately responsible for the implementation of sound corporate governance practices throughout the Santam Group. The Issuer regularly reviews its governance structures and processes to reflect best practice and to facilitate effective leadership, corporate citizenship and sustainability, thereby supporting the Santam Group's business strategy.

The Issuer endorses the principles contained in King IV and welcomes the shift towards integrated thinking and an outcome-based approach. The Board is satisfied that the Issuer has applied the requisite King IV principles. The Santam Group's corporate governance practices are reviewed on an ongoing basis to ensure alignment with internal developments and ongoing adherence to regulation and principles of good governance.

Details of the Issuer's application of the King IV principles are available on its website, accessible through the following link: <http://www.santam.co.za/media/2683718/king-iv-register-feb-2018.pdf>

The Issuer's commitment to good governance is formalised in its charters, policies and operating procedures. Governance processes are regularly reviewed to take the evolving regulatory environment and best practice into account. The Board's committees fulfil key roles in the application of good corporate governance at the Issuer.

The Issuer is responsible for conducting its affairs with prudence and safeguarding the interests of all its stakeholders. The Board considers the legitimate and reasonable needs, interests and expectations of all material stakeholders in the execution of its duties in the best interests of the Issuer over the longer term. The Board assumes responsibility for the governance of stakeholder relationships, formalised through a policy that was approved in February 2018, articulating the direction these relationships should take. The policy further assists in monitoring the effectiveness of the Issuer's stakeholder management.

The responsibility for the implementation and execution of effective stakeholder relationship management has been delegated to management, and the Board exercises ongoing oversight.

The Issuer's response to increasing levels of insurance crime is entrenched in its enterprise risk management (ERM) and is aligned to King IV requirements. The Santam Group's approach is further formalised in its business integrity policy. The Santam Group has expanded its efforts to curb the problem by engaging with stakeholders and creating appropriate structures and forums to help govern the management of ethics and fraud by establishing an Ethics Management Committee, approving policies on Anti-Bribery and Corruption and Facilitation Payments.

The Issuer advocates a zero-tolerance policy towards fraud and corruption. Employees are apprised of the latest trends in fraud and crime, locally and internationally, through the Issuer's Integrity publication. This helps entrench the Issuer values of integrity, passion, humanity, innovation and excellence.

The Issuer's code of ethics prescribes strict compliance by all employees with relevant legal requirements and regulations that apply to their areas of work. The code of ethics also regulates conflicts of interest and key ethical risks in the Issuer. To raise awareness and further enhance understanding of the ethical culture the Issuer aims to create, an ethics culture survey and an ethics risk and opportunity assessment were conducted during the latter half of 2017. The Santam Group's leadership is committed to entrenching an ethical culture and is in the process of addressing the recommendations of the surveys, which included the further refinement of competencies, the inclusion of the identified ethical risks in the enterprise risk management process and the establishment of an ethical management programme.

## **11. BOARD COMMITTEES**

The Board is responsible for directing, administering and controlling the affairs of the Issuer in a transparent, fair and responsible manner. The Board recognises its responsibility to shareholders, employees and the community to uphold high standards in managing economic, social, environmental and ethical matters and ensuring the Issuer conducts its activities according to best practice.

The Board is accountable for, inter alia:

- (a) determining the Issuer's overall objectives, approving strategic plans to achieve the objectives, steering the direction for the realisation of the Santam Group's core purposes

through its strategy, monitoring operational performance, ensuring effective risk management and internal controls, and monitoring legislative, regulatory and governance requirements;

- (b) allocating major roles and responsibilities according to the Issuer's delegation of authority framework;
- (c) ensuring there are clear and formal procedures in key areas so that regulators and auditors can readily review decisions and actions, both internally and externally;
- (d) overseeing issuance of reports to comply with legal requirements and to meet the legitimate and reasonable information needs of material stakeholders; and
- (e) conducting business in accordance with the Issuer's code of ethics.

The Board has delegated specific functions to committees to assist it in meeting its oversight responsibilities. This ensures that the activities of the Issuer are managed in a manner consistent with the ethical leadership and values of the Issuer. The roles and responsibilities of each board committee are set out in terms of reference that are reviewed annually by the Board.

#### **11.1. RISK COMMITTEE**

The risk committee assists the Board in fulfilling its governance from a risk and control perspective and in executing its compliance and risk management responsibilities. The committee is responsible for identifying, evaluating and effectively managing all significant risks and for providing adequate oversight of the Issuer's own risk and solvency assessment and internal model processes. Compliance with relevant laws and regulations is integral to the Issuer's risk management process and is monitored on a continuous basis. The committee operates in terms of a formal charter approved by the Board.

#### **11.2. AUDIT COMMITTEE**

The audit committee is constituted as a statutory committee of the Issuer with respect to its duties in terms of the Companies Act and a committee of the Board with respect to all other duties assigned to it by the Board. The committee is responsible for inter alia, the Issuer's sound financial standing and effective internal financial controls and processes. The committee reviews the overall quality and integrity of financial and integrated reporting disclosures.

#### **11.3. HUMAN RESOURCES AND REMUNERATION COMMITTEE**

The human resources and remuneration committee comprises only non-executive directors, the majority of whom are independent. The chief executive officer and certain members of management attend committee meetings by invitation, but excuse themselves at the appropriate times.

The committee is responsible for, inter alia, the determining the Issuer's general remuneration policy, developing the remuneration strategy for executive directors and members of the executive committee, developing short-term and long-term incentive schemes and succession planning.

#### **11.4. NOMINATIONS COMMITTEE**

The nominations committee considers Board succession and recommends candidates for Board vacancies based on skill, experience and the need to ensure diversity and balance in the composition of the Board. The committee comprises only non-executive directors. The chief executive officer attends committee meetings by invitation. The committee shall consider and apply the policy on Board race and gender diversity in the nomination of new directors to the Board. As part of the process of reviewing the composition of the Board, the committee considered the benefits of all aspects of diversity.

#### **11.5. SOCIAL, ETHICS AND SUSTAINABILITY COMMITTEE**

The Santam Group's social, ethics and sustainability committee is constituted in terms of the Companies Act and has an independent role. The committee assists the Board in monitoring the Santam Group's activities in terms of legislation, regulation and codes of best practices relating to ethics, empowerment and stakeholder engagement. The committee also assists

the Board in effectively integrating the sustainability strategy and objectives into the business. In line with King IV, the role of the committee was expanded to include oversight and reporting on organisational ethics, responsible corporate citizenship, sustainable development and stakeholder relations. The committee, in addition to performing the function for the Issuer, accepted the role of the social and ethics committee for all of the Issuer's South African subsidiaries that have the requisite public interest score.

**11.6. INVESTMENT COMMITTEE**

The investment committee meets to evaluate and monitor the investment portfolio, excluding strategic investments, as well as the performance of investment managers. These meetings comprise quarterly feedback sessions with investment analysts and four formal investment committee meetings a year. The investment committee guides the Board on the mandates of investment managers, and makes recommendations regarding the Issuer's investment philosophy. The investment committee charter was revised to adequately reflect the Issuer's intention regarding responsible investment.

The committee assists the Board to practise responsible investment that promotes good governance and the creation of value by the companies in which the Issuer invests. The investment committee sets the direction for responsible investing. The outsourced service providers are required to report on their application of the responsible investment principles incorporated in the Santam Group Investment Policy, and the committee is tasked with reviewing these reports.

**11.7. AD HOC SUBCOMMITTEES**

The Board has the right to appoint and authorise special ad hoc Board committees to perform specific tasks from time to time. The relevant Board members make up these committees.

**11.8. EXECUTIVE COMMITTEE**

The Issuer's executive management and the Board work closely together to determine the strategic objectives of the Santam Group. The Board delegates authority to the chief executive officer and the Santam Group executive committee for the implementation of the strategy and the ongoing management of the business. The chief executive officer, assisted by the executive committee, is mandated by the Board, through the Issuer's delegation of authority, to deal with the day-to-day running of the Issuer's affairs. The chief executive officer chairs the committee, which comprises the executive management of all the significant business units of the Issuer. It meets and deals with all matters relating to:

- (a) the implementation of agreed strategy;
- (b) the monitoring of performance; and
- (c) the consideration of the Issuer's policies.

The Board regularly reviews the levels of authority delegated to the chief executive officer.

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## **SETTLEMENT, CLEARING AND TRANSFER OF NOTES**

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*Capitalised terms used in this section headed "Settlement, Clearing and Transfer of Notes" shall bear the same meanings as used in the Terms and Conditions, except to the extent that they are separately defined in this section or this is clearly inappropriate from the context.*

### **Notes listed on the Interest Rate Market of the JSE and/or held in the CSD**

Each Tranche of Notes which is listed on the Interest Rate Market of the JSE in uncertificated form will be held in the CSD. A Tranche of unlisted Notes may also be held in the CSD.

### **Clearing systems**

Each Tranche of Notes listed on the Interest Rate Market of the JSE will be issued, cleared and settled in accordance with the Applicable Procedures for the time being of the JSE and the CSD through the electronic settlement system of the CSD. Such Notes will be cleared by Participants who will follow the electronic settlement procedures prescribed by the JSE and the CSD.

The CSD has, as the operator of an electronic clearing system, been appointed by the JSE to match, clear and facilitate the settlement of transactions concluded on the JSE. Subject as aforesaid, each Tranche of Notes which is listed on the Interest Rate Market of the JSE will be issued, cleared and transferred in accordance with the Applicable Procedures and the Terms and Conditions, and will be settled through Participants who will comply with the electronic settlement procedures prescribed by the JSE and the CSD. The Notes may be accepted for clearance through any additional clearing system as may be agreed between the JSE, the Issuer and the Dealer(s).

### **Participants**

The CSD maintains accounts only for Participants. As at the Programme Date, the Participants which are approved by the CSD, in terms of the Rules of the CSD, as Settlement Agents to perform electronic settlement of funds and scrip are Citibank N.A. South Africa Branch, FirstRand Bank Limited, Nedbank Limited, The Standard Bank of South Africa Limited, Standard Chartered Bank, Johannesburg Branch, Société Générale, Johannesburg Branch and the South African Reserve Bank. Euroclear, as operator of the Euroclear System, and Clearstream will settle off-shore transfers in the Notes through their Participants.

### **Settlement and clearing**

Participants will be responsible for the settlement of scrip and payment transfers through the CSD, the JSE and the South African Reserve Bank.

While a Tranche of Notes is held in the CSD, the Noteholder will be named in the Register as the holder of the Notes in that Tranche in accordance with the Applicable Procedures. All amounts to be paid in respect of Notes held in the CSD will be paid to the relevant Participants on behalf of the relevant Noteholder pursuant to the Applicable Procedures. All rights to be exercised in respect of Notes held in the CSD will be exercised by the relevant Noteholder.

In relation to each Person shown in the records of the CSD or the relevant Participant, as the case may be, as the holder of a Beneficial Interest in a particular Nominal Amount of Notes, a certificate or other document issued by the CSD or the relevant Participant, as the case may be, as to the Nominal Amount of such Notes standing to the account of such Person shall be *prima facie* proof of such Beneficial Interest. However, the Noteholder as the registered holder of such Notes named in the Register will be treated by the Issuer, the Paying Agent, the Transfer Agent and the CSD as the holder of that aggregate Nominal Amount of such Notes for all purposes.

Payments of all amounts in respect of a Tranche of Notes which is listed on the Interest Rate Market of the JSE and/or held in uncertificated form will be made to the CSD, which in turn will transfer such funds, via the Participants, to the holders of Beneficial Interests. Each of the Persons reflected in the records of the CSD as the holders of Beneficial Interests in Notes shall look solely to the CSD or the relevant Participant, as the case may be, for such Person's share of each payment so made by (or on behalf of) the Issuer to, or for the order of, the CSD.

Payments of all amounts in respect of a Tranche of Notes which is listed on the Interest Rate Market of the JSE and/or held in uncertificated form will be recorded by the CSD, distinguishing between interest and principal, and such record of payments by the CSD, shall be *prima facie* proof of such payments.

### ***Transfers and exchanges***

Subject to the Applicable Laws and the Applicable Procedures, title to Beneficial Interest held by Noteholders through the CSD will be freely transferable and will pass on transfer thereof by electronic book entry in the securities accounts maintained by the CSD or relevant Participants for such Noteholders.

Beneficial Interests may be exchanged for Notes represented by Individual Certificates in accordance with Condition 13.2 (*Transfer of Notes represented by Individual Certificates*).

### ***Records of payments, trust and voting***

Neither the Issuer nor the Paying Agent will have any responsibility or liability for any aspect of the records relating to, or payments made on account of, Beneficial Interests, or for maintaining, supervising or reviewing any records relating to Beneficial Interests. Neither the Issuer nor the Paying Agent nor the Transfer Agent will be bound to record any trust in the Register or to take notice of or to accede to the execution of any trust (express, implied or constructive) to which any Note may be subject. Holders of Beneficial Interests vote in accordance with the Applicable Procedures.

### ***JSE Debt Guarantee Fund Trust***

The holders of Notes that are not listed on the Interest Rate Market of the JSE will have no recourse against the JSE or the JSE Debt Guarantee Fund Trust. Claims against the JSE Debt Guarantee Fund Trust may only be made in respect of the trading of the Notes listed on the Interest Rate Market of the JSE and in accordance with the rules of the JSE Debt Guarantee Fund Trust.

### ***Notes listed on any Financial Exchange other than (or in addition to) the Interest Rate Market of the JSE***

Each Tranche of Notes which is listed on any Financial Exchange other than (or in addition to) the Interest Rate Market of the JSE will be issued, cleared and settled in accordance with the rules and settlement procedures for the time being of that Financial Exchange. The settlement and redemption procedures for a Tranche of Notes which is listed on any Financial Exchange (other than or in addition to the JSE) will be specified in the Applicable Pricing Supplement.

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## SUBSCRIPTION AND SALE

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*Capitalised terms used in this section headed "Subscription and Sale" shall bear the same meanings as used in the Terms and Conditions, except to the extent that they are separately defined in this section or clearly inappropriate from the context.*

The Dealer(s) have in terms of the amended and restated programme agreement dated on or about 13 2018, as may be amended, supplemented or restated from time to time (the **Programme Agreement**), agreed with the Issuer a basis upon which it may from time to time agree to subscribe for Notes or procure the subscription of the Notes.

### **Selling restrictions**

#### **South Africa**

Each Dealer has (or will have) represented, warranted and agreed that it (i) will not offer Notes for subscription, (ii) will not solicit any offers for subscription for or sale of the Notes, and (iii) will itself not sell or offer the Notes in South Africa in contravention of the Companies Act, Banks Act, Exchange Control Regulations and/or any other Applicable Laws and regulations of South Africa in force from time to time.

Prior to the issue of any Tranche of Notes under the Programme, each Dealer who has (or will have) agreed to place that Tranche of Notes will be required to represent and agree that it will not make an "offer to the public" (as such expression is defined in the Companies Act, and which expression includes any section of the public) of Notes (whether for subscription, purchase or sale) in South Africa. This Programme Memorandum does not, nor is it intended to, constitute a prospectus prepared and registered under the Companies Act.

*Offers not deemed to be offers to the public*

Offers for subscription for, or sale of, Notes are not deemed to be offers to the public if:

- (a) made only to certain investors contemplated in section 96(1)(a) of the Companies Act; or
- (b) the total contemplated acquisition cost of Notes, for any single addressee acting as principal, is equal to or greater than ZAR1,000,000, or such higher amount as may be promulgated by notice in the Government Gazette of South Africa pursuant to section 96(2)(a) of the Companies Act.

Information made available in this Programme Memorandum should not be considered as "advice" as defined in the Financial Advisory and Intermediary Services Act, 2002.

#### **United States**

The Notes have not been and will not be registered under the United States Securities Act of 1933, as amended (the **Securities Act**) and may not be offered or sold within the United States or to, or for the account or benefit of, U.S. Persons except in certain transactions exempt from the registration requirements of the Securities Act. Terms used in this paragraph have the meanings given to them by Regulation S under the Securities Act.

Prior to the issue of any Tranche of Notes under the Programme, each Dealer who has (or will have) agreed to place that Tranche of Notes will be required to represent and agree that:

- (a) the Notes in that Tranche have not been and will not be registered under the Securities Act and may not be offered or sold within the United States or to, or for the account or benefit of, U.S. Persons except in certain transactions exempt from the registration requirements of the Securities Act;
- (b) it has not offered, sold or delivered any Notes in that Tranche and will not offer, sell or deliver any Notes in that Tranche (i) as part of their distribution at any time or (ii) otherwise until 40 (forty) Days after completion of the distribution, as determined and certified by the Dealer(s) or, in the case of an issue of such Notes on a syndicated basis, the relevant Lead Manager, of all Notes of the Series of which that Tranche of Notes is a part, within the United States or to, or for the account or benefit of, U.S. Persons;
- (c) it will send to each dealer to which it sells any Notes in that Tranche during the distribution compliance period a confirmation or other notice setting forth the restrictions on offers and sales of such Notes within the United States or to, or for the account or benefit of, U.S. Persons; and

- (d) it, its Affiliates and any Persons acting on its or any of its Affiliates behalf have not engaged and will not engage in any directed selling efforts in the United States (as defined in Regulation S under the Securities Act) with respect to the Notes in that Tranche and it, its Affiliates and any Persons acting on its or any of its Affiliates' behalf have complied and will comply with the offering restrictions requirements of Regulation S.

Until 40 (forty) Days after the commencement of the offering of a Series of Notes, an offer or sale of such Notes within the United States by any dealer (whether or not participating in the offering) may violate the registration requirements of the Securities Act if such offer or sale is made otherwise than in accordance with an exemption from registration under the Securities Act.

### **European Economic Area**

Prior to the issue of any Tranche of Notes under the Programme, each Dealer who has (or will have) agreed to place that Tranche of Notes will be required to represent and agree that, in relation to each Member State of the European Economic Area which has implemented the Prospectus Directive (each a **Relevant Member State**), with effect from and including the date on which the Prospectus Directive is implemented in that Relevant Member State (the **Relevant Implementation Date**) it has not made and will not make an offer of any of such Notes to the public in that Relevant Member State except that it may, with effect from and including the Relevant Implementation Date, make an offer of any of such Notes to the public in that Relevant Member State:

- (a) at any time to any legal entity which is a qualified investor as defined in the Prospectus Directive; or
- (b) at any time to fewer than 100 (one hundred) or, if the relevant Member State has implemented the relevant provision of the 2010 PD Amending Directive, 150 (one hundred and fifty), natural or legal persons (other than qualified investors as defined in the Prospectus Directive) subject to obtaining the prior consent of the relevant Dealer or Dealers nominated by the Issuer for any such offer; or
- (c) at any time in any other circumstances which do not require the publication by the Issuer of a prospectus pursuant to Article 3 of the Prospectus Directive.

Provided that no such offer referred to in (a) to (c) above shall require the Issuer or any Dealer to publish a prospectus pursuant to Article 3 of the Prospectus Directive or supplement a prospectus pursuant to Article 16 of the Prospectus Directive.

For the purposes of this provision, the expression an "*offer of Notes to the public*" in relation to any Notes in any Relevant Member State means the communication in any form and by any means of sufficient information on the terms of the offer and the Notes to be offered so as to enable an investor to decide to purchase or subscribe for the Notes, as the same may be varied in that Member State by any measure implementing the Prospectus Directive in that Member State and the expression "*Prospectus Directive*" means Directive 2003/71/EC (and amendments thereto including the 2010 PD Amending Directive, to the extent implemented in the Relevant Member State) and includes any relevant implementing measure in each Relevant Member State and the expression "*2010 PD Amending Directive*" means Directive 2010/73/EU.

Each Dealer has (or will have) represented and agreed, and each further Dealer appointed under the Programme will be required to represent and agree, that any commission, fee or non-monetary benefit received from the Issuer complies with the applicable rules set out in the Markets in Financial Instrument Directive 2014/65/EU, as may be amended or replaced from time to time (**MiFID II**).

### **United Kingdom**

Prior to the issue of any Tranche of Notes under the Programme, each Dealer who has (or will have) agreed to place that Tranche of Notes will be required to represent and agree that:

- (a) in relation to any of the Notes in that Tranche which have a maturity of less than one year, (i) it is a Person whose ordinary activities involve it in acquiring, holding, managing or disposing of investments (as principal or agent) for the purposes of its business and (ii) it has not offered or sold and will not offer or sell any of such Notes other than to Persons whose ordinary activities involve them in acquiring, holding, managing or disposing of investments (as principal or agent) for the purposes of their businesses or who it is reasonable to expect will acquire, hold, manage or dispose of investments (as principal or agent) for the purposes of their businesses where the

issue of such Notes would otherwise constitute a contravention of section 19 of the Financial Services and Markets Act, 2000 (the **FSMA**) by the Issuer;

- (b) it has only communicated or caused to be communicated and will only communicate or cause to be communicated an invitation or inducement to engage in investment activity (within the meaning of section 21 of the FSMA) received by it in connection with the issue or sale of any of the Notes in that Tranche under circumstances in which section 21(1) of the FSMA does not apply to the Issuer; and
- (c) it has complied and will comply with all applicable provisions of the FSMA with respect to anything done by it in relation to any of the Notes in that Tranche in, from or otherwise involving the United Kingdom.

#### **General**

Prior to the issue of any Tranche of Notes under the Programme, each Dealer who has (or will have) agreed to place that Tranche of Notes will be required to agree that:

- (a) it will (to the best of its knowledge and belief) comply with all applicable securities laws and regulations in force in each jurisdiction in which it purchases, subscribes or procures the subscription for, offers or sells Notes in that Tranche or has in its possession or distributes the Programme Memorandum and will obtain any consent, approval or permission required by it for the purchase, subscription, offer or sale by it of Notes in that Tranche under the laws and regulations in force in any jurisdiction to which it is subject or in which it makes such purchases, subscription, offers or sales; and
- (b) it will comply with such other or additional restrictions as the Issuer and such Dealer agree and as are set out in the Applicable Pricing Supplement.

Neither the Issuer nor any of the Dealer(s) represent that Notes may at any time lawfully be subscribed for or sold in compliance with any applicable registration or other requirements in any jurisdiction or pursuant to any exemption available thereunder nor assumes any responsibility for facilitating such subscription or sale.



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## **SOUTH AFRICAN TAXATION**

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*Capitalised terms used in this section headed "South African Taxation" shall bear the same meanings as used in the Terms and Conditions, except to the extent that they are separately defined in this section or clearly inappropriate from the context.*

***The comments below are intended as a general guide to the relevant tax laws of South Africa as at the Programme Date. The contents of this section headed "South African Taxation" do not constitute tax advice and do not purport to describe all of the considerations that may be relevant to a prospective subscriber for or purchaser of any Notes. Prospective subscribers for or purchasers of any Notes should consult their professional advisers in this regard.***

### **Securities Transfer Tax**

The issue, transfer and redemption of the Notes will not attract securities transfer tax under the Securities Transfer Tax Act, 2007 (the **STT Act**) because the Notes do not constitute "*securities*" as defined in the STT Act. Any future transfer duties and/or taxes that may be introduced in respect of (or applicable to) the transfer of Notes will be for the account of holders of the Notes.

### **Value-Added Tax**

No value-added tax (**VAT**) is payable on the issue or transfer of the Notes. The issue, sale or transfer of the Notes constitute "*financial services*" as defined in section 2 of the Value-Added Tax Act, 1991 (the **VAT Act**). In terms of section 2 of the VAT Act, the issue, allotment, drawing, acceptance, endorsement or transfer of ownership of a debt security as well as the buying and selling of derivatives constitute a financial service, which is exempt from VAT in terms of section 12(a) of the VAT Act.

However, commissions, fees or similar charges raised for the facilitation of the issue, allotment, drawing, acceptance, endorsement or transfer of ownership of Notes that constitute "*debt securities*" as defined in section 2(2)(iii) of the VAT Act will be subject to VAT at the standard rate (currently 15 percent), except where the recipient is a non-resident as contemplated below.

Services (including exempt financial services) rendered to non-residents who are not in South Africa when the services are rendered, are subject to VAT at the zero rate in terms of section 11(2)(l) of the VAT Act.

### **Income Tax**

Under current taxation law effective in South Africa, a "*resident*" (as defined in section 1 of the Income Tax Act) is subject to income tax on his/her worldwide income. Accordingly, all Noteholders who are "*residents*" of South Africa will generally be liable to pay income tax, subject to available deductions, allowances and exemptions, on any income (including income in the form of interest) earned in respect of the Notes. Non-residents of South Africa are subject to income tax on all income derived from a South African source (subject to domestic exemptions or relief in terms of an applicable double taxation treaty).

Interest income is derived from a South African source if that amount:

- (a) is incurred by a person that is a South African tax resident, unless the interest is attributable to a foreign permanent establishment of that resident; or
- (b) is derived from the utilisation or application in South Africa by any person of any funds or credit obtained in terms of any form of "*interest-bearing arrangement*".

The Notes will constitute an "*interest-bearing arrangement*". The Issuer is tax resident in South Africa as at the Programme Date. Accordingly, unless the Notes are attributable to a permanent establishment of the Issuer outside of South Africa, the interest paid to the Noteholders will be from a South African source and subject to South African income tax unless such income is exempt under section 10(1)(h) of the Income Tax Act (see below).

Under section 10(1)(h) of the Income Tax Act, any amount of interest that is received or accrued by or to a Noteholder who, or which, is not a resident of South Africa during any year of assessment is exempt from income tax, unless:

- (a) that person is a natural person who was physically present in South Africa for a period exceeding 183 days in aggregate during the twelve month period preceding the date on which the interest is received by, or accrues to, that person; or

- (b) the debt from which the interest arises is effectively connected to a permanent establishment of that person in South Africa.

If a Noteholder does not qualify for the exemption under section 10(1)(h) of the Income Tax Act, an exemption from, or reduction of any South African income tax liability may be available under an applicable double taxation treaty.

Furthermore, certain entities may be exempt from income tax. Purchasers are advised to consult their own professional advisers as to whether the interest income earned on the Notes will be exempt under section 10(1)(h) of the Income Tax Act or under an applicable double taxation treaty.

Under section 24J of the Income Tax Act, broadly speaking, any discount or premium to the principal amount of a Note is treated as part of the interest income on the Note. Interest income which accrues (or is deemed to accrue) to a Noteholder is deemed, in accordance with section 24J of the Income Tax Act, to accrue on a day-to-day basis until that Noteholder disposes of the Note or until maturity unless an election has been made by the Noteholder, which is a company, if the Noteholder is entitled under section 24J(9) of the Income Tax Act to make such election, to treat its Notes as trading stock on a mark-to-market basis. This day-to-day basis accrual is determined by calculating the yield to maturity (as defined in section 24J of the Income Tax Act) and applying this rate to the capital involved for the relevant tax period. The premium or discount is treated as interest for the purposes of the exemption under section 10(1)(h) of the Income Tax Act.

Section 24JB deals with the fair value taxation of financial instruments for certain types of taxpayers (**covered persons**). Noteholders should seek advice as to whether these provisions may apply to them.

The tax treatment of subordinated notes where the issuer has no obligation to make interest and/or capital payments, the proceeds of which qualify as primary share capital may differ from the section 24J treatment noted above.

To the extent the disposal of the Note gives rise to a gain or a loss, the normal principles are to be applied in determining whether such gain or loss should be subject to income tax in terms of the Income Tax Act.

### **Capital Gains Tax**

Capital gains and losses of residents of South Africa on the disposal of Notes are subject to capital gains tax unless the Notes are purchased for re-sale in the short term as part of a scheme of profit making, in which case the proceeds will be subject to income tax. Any discount or premium on acquisition which has already been treated as interest for income tax purposes under section 24J of the Income Tax Act will not be taken into account when determining any capital gain or loss. If the Notes are disposed of or redeemed prior to or on maturity, a gain or loss must be calculated. The gain or loss is deemed to have been incurred or to have accrued in the year of assessment in which the transfer or redemption occurred. The calculation of the gain or loss will take into account the interest which has already accrued or been incurred during the period in which the transfer or redemption occurs. In terms of section 24J(4A) of the Income Tax Act, where an adjusted loss on transfer or redemption includes interest which has been included in the income of the holder, that amount qualifies as a deduction from the income of the holder during the year of assessment in which the transfer or redemption takes place.

Capital gains tax under the Eighth Schedule to the Income Tax Act will not be levied in relation to Notes disposed of by a Person who is not a resident of South Africa unless the Notes disposed of are attributable to a permanent establishment of that Person through which a trade is carried on in South Africa during the relevant year of assessment.

Purchasers are advised to consult their own professional advisers as to whether a disposal of Notes will result in a liability to capital gains tax.

### **Withholding Tax**

A final withholding tax on interest is levied at the rate of 15%, and applies to interest payments made from a South African source to foreign persons (i.e. non-residents) subject to certain exemptions (see below). South Africa is also a party to double taxation treaties that may provide full or partial relief from the withholding tax on interest, provided that certain requirements are met.

The available exemptions apply in respect of the instrument giving rise to the interest, to the foreign person receiving the interest, or to the person liable for the interest (i.e. the Issuer).

Regarding the exemptions applicable in respect of the instrument, an amount of interest is exempt if it

is paid to a foreign person in terms of "*listed debt*", being debt listed on a "*recognised exchange*", as defined in terms of paragraph 1 of the Eighth Schedule to the Income Tax Act. The Notes may be listed on a recognised exchange. Thus, to the extent that the Notes remain listed on that exchange (and to the extent that that exchange remains a recognised exchange), any interest paid to a foreign person in respect of the Notes will be exempt from the withholding tax on interest. If the Notes are not listed on a recognised exchange, then the interest paid to a foreign person will not be exempt from the withholding tax on interest unless another exemption is applicable.

Regarding the exemptions applicable in respect of the foreign person receiving the interest, an amount of interest is exempt if–

- (a) that foreign person is a natural person who was physically present in South Africa for a period exceeding 183 days in aggregate during the twelve month period preceding the date on which the interest is paid;
- (b) the debt claim in respect of which that interest is paid is effectively connected with a permanent establishment of that foreign person in South Africa, if that foreign person is registered as a taxpayer in terms of Chapter 3 of the Tax Administration Act, 2011; and
- (c) The foreign person submits a declaration confirming their exemption to the person liable for the payment of the interest before payment of the interest is made.

If a foreign person does not qualify for the above exemption, then any interest paid to that foreign person will not be exempt from the withholding tax on interest unless another exemption is applicable.

Regarding the exemptions applicable in respect of the person liable for the interest, none of these will be applicable in respect of the Issuer. Thus, if the exemptions in respect of listed debt and foreign persons above are not applicable, then any interest paid to a foreign person will not be exempt from the withholding tax.

#### **Definition of Interest**

The references to "*interest*" above means "*interest*" as understood in South African tax law. The statements above do not take account of any different definitions of "*interest*" or "*principal*" which may prevail under any other law or which may be created by the Terms and Conditions or any related documentation.

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## **SOUTH AFRICAN EXCHANGE CONTROL**

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*Capitalised terms used in this section headed "South African Exchange Control" shall bear the same meanings as used in the Terms and Conditions, except to the extent that they are separately defined in this section or this is clearly inappropriate from the context.*

*The information below is intended as a general guide to the position under the Exchange Control Regulations as at the Programme Date. The Exchange Control Regulations are subject to change at any time without notice. The contents of this section headed "South African Exchange Control" do not constitute exchange control advice and do not purport to describe all of the considerations that may be relevant to a prospective subscriber for or purchaser of any Notes. Prospective subscribers for or purchasers of any Notes should consult their professional advisers in this regard.*

*For purposes of this section, **Common Monetary Area** means South Africa, Lesotho, Namibia, and Swaziland.*

### **Non-South African resident Noteholders and emigrants from the Common Monetary Area**

Dealings in the Notes and the performance by the Issuer of its obligations under the Notes and the Terms and Conditions may be subject to the Exchange Control Regulations.

#### **Blocked Rands**

Blocked Rands may be used for the subscription for or purchase of Notes. Any amounts payable by the Issuer in respect of the Notes subscribed for or purchased with Blocked Rands may not, in terms of the Exchange Control Regulations, be remitted out of South Africa or paid into any non-South African bank account.

#### **Emigrants from the Common Monetary Area**

Any Individual Certificates issued to Noteholders who are emigrants from the Common Monetary Area will be endorsed "*non-resident*". Such restrictively endorsed Individual Certificates shall be deposited with an authorised foreign exchange dealer controlling such emigrant's blocked assets.

In the event that a Beneficial Interest in Notes is held by an emigrant from the Common Monetary Area through the CSD, the securities account maintained for such emigrant by the relevant Participant will be designated as an "*non-resident*" account.

Any payments of interest and/or principal due to a Noteholder who is an emigrant from the Common Monetary Area will be deposited into such emigrant Noteholder's Blocked Rand account, as maintained by an authorised foreign exchange dealer. The amounts are not freely transferable from the Common Monetary Area and may only be dealt with in terms of the Exchange Control Regulations.

#### **Non-residents of the Common Monetary Area**

Any Individual Certificates issued to Noteholders who are not resident in the Common Monetary Area will be endorsed "*non-resident*". In the event that a Beneficial Interest in Notes is held by a non-resident of the Common Monetary Area through the CSD, the securities account maintained for such Noteholder by the relevant Participant will be designated as a "*non-resident*" account.

It will be incumbent on any such non-resident Noteholder to instruct the non-resident's nominated or authorised dealer in foreign exchange as to how any funds due to such non-resident in respect of Notes are to be dealt with. Such funds may, in terms of the Exchange Control Regulations, be remitted abroad only if the relevant Notes are acquired with foreign currency introduced into South Africa and provided that the relevant Individual Certificate has been endorsed "*non-resident*" or the relevant securities account has been designated as a "*non-resident*" account, as the case may be.

The Issuer is domiciled and incorporated in South Africa and as such is not required to obtain exchange control approval.

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## GENERAL INFORMATION

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*Capitalised terms used in this section headed "General Information" shall bear the same meanings as used in the Terms and Conditions, except to the extent that they are separately defined in this section or this is clearly inappropriate from the context.*

### Authorisation

All consents, approvals, authorisations or other orders of all regulatory authorities required by the Issuer under the laws of South Africa as at the Programme Date have been given for the update of the Programme and the issue of Notes and for the Issuer to undertake and perform its obligations under the Programme Memorandum and the Notes.

### Listing and Approval

Application will be made to the Regulator, in terms of the Insurance Act, for the Notes to be issued under the Programme. The Programme Memorandum has been registered by the JSE on or about 13 December 2018. Notes to be issued under the Programme will be listed on the Interest Rate Market of the JSE or any other Financial Exchange. Unlisted Notes may also be issued under the Programme Memorandum.

### Documents Available

For so long as this Programme Memorandum is registered with the JSE, copies of the documents incorporated under the section headed "*Documents Incorporated by Reference*" will, when published, be available at the registered office of the Issuer as set out at the end of this Programme Memorandum. This Programme Memorandum, any supplements and/or amendments hereto, the Applicable Pricing Supplements relating to any issue of listed Notes will be available on the Issuer's website at <https://www.santam.co.za/financial/subordinated-debt-programme/> and the published audited annual financial statements of the Issuer will also be available on the Issuer's website at <https://www.santam.co.za/financial/investor-relations/financial-results-and-reports/financial-results-and-reports/>. In addition, this Programme Memorandum, together with any supplement and/or amendment thereto and the Applicable Pricing Supplements relating to any issue of listed Notes will be filed with the JSE which will publish such documents on its website at <http://www.jse.co.za>.

### Material Change

As at the Programme Date, and after due and careful inquiry, there has been no material change in the financial or trading position of the Issuer since the date of the Issuer's last published reviewed interim financial statements, save for the Saham Finances Third Acquisition as disclosed on pages 74 to 75 above. As at the Programme Date, there has been no involvement by PricewaterhouseCoopers Inc. in making the aforementioned statement.

### Litigation

Save as disclosed herein, the Issuer is not and has not been involved in any legal or arbitration proceedings (including any such proceedings which are pending or threatened of which the Issuer is aware) which may have or have had a material effect on the financial position of the Issuer or its Subsidiaries in the previous 12 months.

### Auditors

PricewaterhouseCoopers Inc. have acted as the auditors of the financial statements of the Issuer for the financial years ended 31 December 2015, 2016 and 2017, in respect of those years, have issued unqualified audit reports.

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**CORPORATE INFORMATION**

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**ISSUER****SANTAM LIMITED**

(registration number: 1918/001680/06)

Santam Head Office

1 Sportica Crescent

Tyger Valley

Cape Town, 7536

South Africa

P O Box 3881

Tyger Valley, 7536

Cape Town

South Africa

Contact: Ms H Louw

(021) 915 7536

**ARRANGER AND DEALER****FirstRand Bank Limited**

(acting through its Rand Merchant Bank division)

(registration number: 1929/001225/06)

1 Merchant Place

Cnr Fredman Drive and Rivonia Road

Sandton

Johannesburg, 2196

South Africa

P O Box 786273

Sandton, 2146

South Africa

Contact: Debt Capital Markets Transactors

(011) 282 8000

**JSE DEBT SPONSOR****FirstRand Bank Limited**

(acting through its Rand Merchant Bank division)

(registration number: 1929/001225/06)

1 Merchant Place

Cnr Fredman Drive and Rivonia Road

Sandton

Johannesburg, 2196

South Africa

P O Box 786273

Sandton, 2146

South Africa

Contact: Debt Sponsor Team

(011) 282 8000

**CALCULATION AGENT, PAYING AGENT, TRANSFER AGENT AND ISSUER AGENT**

**FirstRand Bank Limited**  
**(acting through its Rand Merchant Bank division)**  
(registration number: 1929/001225/06)  
1 Merchant Place  
Cnr Fredman Drive and Rivonia Road  
Sandton  
Johannesburg, 2196  
South Africa  
P O Box 786273  
Sandton, 2146  
South Africa  
Contact: Head: Deal Management  
(011) 282 8000

**LEGAL ADVISERS TO THE ISSUER, ARRANGER AND DEALER(S)**

**Bowman Gilfillan Inc.**  
(registration number 1998/021409/21)  
11 Alice Lane  
Sandhurst  
Sandton, 2196  
Johannesburg  
South Africa  
P O Box 785812  
Sandton, 2146  
South Africa  
Contact: Mr C van Heerden  
(011) 669 9354

**AUDITORS TO THE ISSUER**

**PricewaterhouseCoopers Inc.**  
(registration number: 1998/012055/21)  
5 Silo Square  
V&A Waterfront  
Cape Town, 8012  
South Africa  
P O Box 2799  
Cape Town, 8000  
South Africa  
Contact: Lead Audit Partner – Santam Limited  
(021) 529 2000