

PHUTHUMA NATHI

SHARE THE FUTURE

UNCLAIMED DIVIDENDS

Phuthuma Nathi is MultiChoice South Africa's BBBEE share scheme. It owns 25% of MultiChoice SA. It's one of the most successful empowerment schemes in South Africa, with more than 80 000 black shareholders from all walks of life.

About unclaimed dividends

Since the start of the scheme in 2006, Phuthuma Nathi has been paying dividends (cash payouts) every year. Some shareholders have not claimed their dividends.

Some of the reasons why dividends are unclaimed include:

- The banking details are invalid or incorrect
- The BBBEE certificate has expired
- The shareholder's account has been suspended: the account can't be verified or there is suspected fraud on the account
- The shareholder is deceased

Who qualifies to claim?

Shareholders who owned Phuthuma Nathi between 2006 and 2021, and have not received dividends. It could be anyone you know including a family member who is deceased.

How do I claim these dividends if I qualify

Shareholders can claim their dividends by;

- Contacting the Phuthuma Nathi call centre on 086 011 6226. You will need an identity number of the shareholder.

OR

- Login to the EESE website at <https://www.eese.co.za/home> and follow the steps below.

1. Enter your login details if you remember them
2. Go to the "My Account" tab and select dividends
3. Click the "cash" tab and select Singular dividends

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How do I claim these dividends if I qualify (Continued)

4. The outstanding dividend due to you will reflect.
5. If all details are correct and up to date the dividend will be automatically paid out to the investor within 3-5 working days
6. If the details are incorrect , go to the “My account” tab and select “My details “ to do the necessary updates and send supporting documents to the call centre for processing.
7. Once details are up to date and changes have been authorised, the unclaimed dividend will be automatically paid to the investor’s bank account on record.

If you don’t remember your login details

8. Click reset password
9. Enter your ID number and cell number
10. Once your password has been reset and you are logged in successfully, you will be required to change your password to something easier to remember.
11. Once you have updated and saved your password, go to the “My Account “ tab and select dividends
12. Click the “cash” tab and select Singular dividends
13. The outstanding dividend due to you will reflect.
14. If all details are correct and up to date the dividend will be automatically paid out to the investor within 3-5 working days
15. If the details are incorrect , go to the “My account” tab and select “My details “ to do the necessary updates and send supporting documents to the call centre for processing.
16. Once details are up to date and changes have been authorised, the unclaimed dividend will be automatically paid to the investor’s bank account on record.

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Frequently Asked Questions (FAQ)

1. What documents or information is required from the shareholder when claiming through the call centre?

Identification documents, proof of bank account and other supporting documents may be required should your profile be out of date. This is part of a FICA verification process.

2. What documents or information is required from a family member who claim on behalf of a deceased shareholder when claiming through the call centre?

Once the family member has informed the consultant of the deceased shareholder, they will receive a deceased estate verification pack with a checklist of the supporting documents. Once all documents have been completed and sent back to the Phuthuma Nathi call centre for processing, the executor of the estate will be assisted to either transfer the shares or sell the shares and pay out to the beneficiaries of the estate.

3. What documents or information is required from the shareholder when claiming through the website?

Identification documents, proof of bank account and other supporting documents may be required should your profile be out of date. This is part of a FICA verification process.

4. What documents or information is required from a family member who is claiming on behalf of a deceased shareholder when going through the website?

It is recommended that family members contact the Phuthuma Nathi call centre for any deceased estate matters as these will not be handled through the website.

5. How much will each of the shareholders receive?

This will be worked out as follows: The number of shares held when dividends were declared multiply by outstanding dividends declared, less the dividend withholding tax. (Number of shares X Outstanding dividends – dividend withholding tax).

6. Will I be paid dividends for all the years that I have not received dividends?

Yes.

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7. How long will it take to make payment?

This will depend on how quickly you can provide documents. Once updates have been completed and your bank account authorised, you will receive your unclaimed dividends within 3 to 5 working days.

8. I bought shares as part of a stokvel, how do I know whether we received our dividends?

You will need to contact the authorised person of your stokvel and get them to contact the call centre for assistance. This information can only be disclosed to your selected authorised representative of your stokvel.