



Empowering the Financial Services Industry.

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26 March 2020

Astute FSE to remain OPEN for Transacting through COVID-19 Lockdown Period

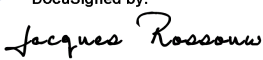
The next few weeks will be a first for our generation as we get confined to our homes as part of the fight to slow the spreading of the Coronavirus. Over the period 27 March to 16 April 2020 only essential financial services core to keeping the economy going will be allowed to operate. Astute will remain fully operational during this period as we continue to exchange core data between parties for the industry.

- Consolidated Client Portfolio (CCP):** We will continue to provide the data through Astute Online (AOL) and through the FNA tools you use. The Executive at Astute also considered the impact the next 3 weeks will have on servicing your clients and we encourage you to check-in with your clients using video call tools available. We have also made the decision that starting today and ending 25 June 2020 we will NOT charge any excess transaction over and above your current subscription allowance. If you are subscribed to 100 transactions per month and need to get more done in May and June, doing i.e. 150 transaction per month, we will not bill for the excess. We trust that in this way we can help you to ramp up your business once we get through the lockdown period. Furthermore, you can obtain client consent digitally through Astute's digital consent and various FNA's, thus allowing you to gain client consent without seeing the client. Please inform the support centre should you need assistance.
- Risk Mitigation Services (RMS):** Our biggest demand right now comes from the insurers and banks urgently in need for us to enhance their risk mitigation solutions. Feedback from industry and data analysis show that the fraudsters and criminals alike are starting to up their activities to defraud these businesses. Astute is working around the clock to integrate and supply data to our clients.
- Verification of Personal Details (VoPD):** Our link with The Department of Home Affairs remain fully operational and we have commitment from The Department with standby resources. The verification of personal details will thus remain available for individual and bulk calls as per normal. We acknowledge the increase in demand, due to factors mentioned in point 2, and endeavour to assist our clients through fraud mitigation and data driven decisions.
- Support @ Astute:** Our support team is deployed to their relevant homes and working remotely and will continue to support you through all the normal channels during 'normal business hours'.

Finally I would like to thank all our loyal clients and other stakeholders for their support. The Astute employees have been absolute **#Rockstars** in the way they embraced the challenges and I'm proud of the team that empowers this industry. Our technology allows every single employee to work remotely or in teams.

I wish you all good health as we stand together as a nation. **#StrongerTogether**.

Regards,

DocuSigned by:

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Jacques Rossouw
Managing Director & Group CEO

COMPLIANCE SERVICES

DATA SERVICES

INTERMEDIARY SERVICES

RISK SERVICES

The Financial Services Exchange (Pty) Ltd | Reg No. 1999/025503/07. **Directors** BW Matthew (Chairperson), JP Rossouw (Executive Managing Director & Group CEO), **B Eliot, *J van Zyl, *L Budhram, *K Chetty, • J Rose, • T Mantshimuli ** Non-Executive Independent Director, *Non-Executive Director • Alternative Director

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