Introduction

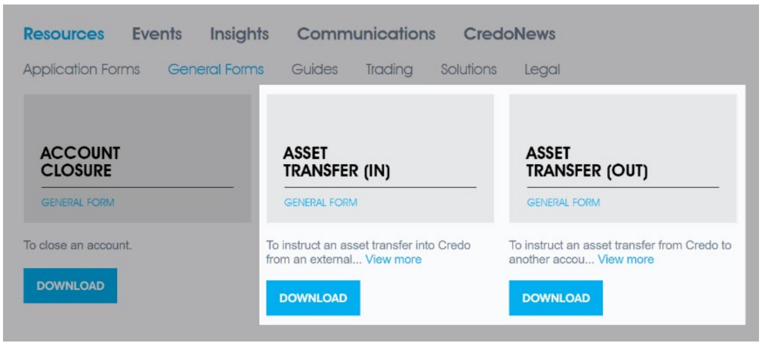
Previously, Credo requested all Asset Transfer instructions to be sent to the Client Service team.

Going forward, we now have a seperate team who will handle all Asset Transfers.

Operational Process

All Asset Transfer instructions are to be sent to assetinstruct@credogroup.com.

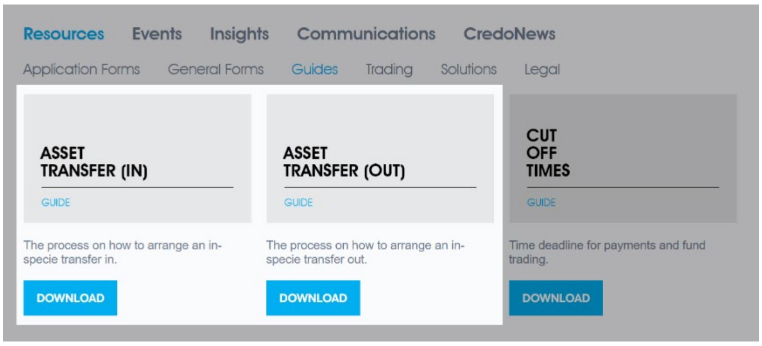
Note there are two Forms to be used when issuing an Asset Transfer instruction, namely: Asset Transfer (In) and Asset Transfer (Out).



Please use the updated Forms now available in the InfoHub for all future Asset Transfer instructions.

Guides

If you require detailed assistance in how the Asset Transfer is completed, please refer to the two guides within InfoHub.



Transfer Updated

As a reminder, if you want to obtain an update to an Asset Transfer currently being processed, then please send an email to transfers@credogroup.com - please include in your email the name of the Investor, the portfolio and account number associated to the Investor.

If you have any questions regarding the information, please do not hesitate to contact us.

Credo Client Services
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