national treasury
Department:
National Treasury
REPUBLIC OF SOUTH AFRICA

RSA RETAIL SAVINGS BONDS

National Treasury. Private Bag X115. Pretoria. 0001.
Tel: 012 315 5888. Fax: 012 315 5675
www.rsaretailbonds.gov.za | queries@rsaretailbonds.gov.za

Important Information Circular

Dear RSA Retail Savings Bond Investor

The circular serves to communicate new developments that may impact your investment process in the RSA Retail Savings Bonds in future. You are requested to take note of the following amendments to processes:

1. PROCEDURES TO BE FOLLOWED WHEN PROCESSING THE UPDATE OF PERSONAL DETAILS.

The below supporting documents are required upon a change request:

1.1. Certified ID copy and proof of address not older than 3 months.
1.2. Supporting documents must be in one of the following formats: pdf, gif, jpg, jpeg, bmp and png
1.3. The documents should not be password protected or encrypted.
1.4. Update of personal details form must be completed for all personal details requests.
1.5. The request and supporting documents will be validated before processing.

2. PROCEDURES TO BE FOLLOWED WHEN PROCESSING CHANGE OF BANKING DETAILS

The below supporting documents are required upon a bank change request:

2.1. Certified ID copy, stamped proof of bank account or bank statement and a proof of address, the date on these documents must not be older than 3 months.
2.2. Supporting documents must be in one of the following formats: pdf, gif, jpg, jpeg, bmp and png
2.3. The documents should not be password protected or encrypted.
2.4. Update of personal details form must be completed for all change of banking details requests.
2.5. The request and supporting documents will be validated before processing.

3. PROCEDURES TO BE FOLLOWED WHEN PROCESSING EARLY WITHDRAWALS

The below supporting documents are required upon a withdrawal request:

3.1. Certified ID copy, stamped proof of bank account or bank statement and a proof of address, the date on these documents must not be older than 3 months.
3.2. Supporting documents must be in one of the following formats: pdf, gif, jpg, jpeg, bmp and png
3.3. The documents should not be password protected or encrypted.
3.4. Early withdrawal form request must be completed for all early withdrawal requests.
3.5. Early withdrawal for investments older than a year will be processed within 10 working days and early withdrawal for investment younger than a year will be processed within 3 working weeks.

RSA Retail Savings Bonds are managed by

national treasury
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REPUBLIC OF SOUTH AFRICA

For any information regarding your investment, contact our Helpline
- Helpline number : 012 315 5888
- Fax number : 012 315 5675/5314
- Email : queries@rsaretailbonds.gov.za
- Web: www.rsaretailbonds.gov.za

"RSA Retail Savings Bonds is the smart way to save."

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3.6. The request and supporting documents will be validated before processing.

4. DISCONTINUATION OF POST LETTERS

4.1. Posting of letters will be discontinued from 01 July 2024 to protect investor‘s information. Investors are required to update their correspondence method to email and provide an email address by completing the update of personal details form.

In accordance with the guidelines outlined by the Financial Intelligence Centre (FIC), we kindly request all investors in RSA Retail Savings Bonds to ensure the update of their FICA documents. Please take a moment to fill out and return the enclosed KYC/FICA form along with the necessary supporting documentation. The duly completed form and supporting documents should be emailed to queries@rsaretailbonds.gov.za or faxed to 012 315 5675.

The Asset and Liability Management (ALM) Division of the National Treasury appreciates your continued support through investing in RSA Retail Savings Bonds.

Yours faithfully

RSA RETAIL SAVINGS BOND