



8th Floor ZB Life Towers
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INDIVIDUAL ACCOUNT MANDATE

Surname: _____

First Name(s): _____

Email address _____

Title: Mr. Mrs. Ms Dr Other

Address-Postal _____

Physical: _____

Positive Identification:

Date of Birth: _____

Metal I.D. Number _____

Metal Drivers License _____ Passport No. _____

Bank _____ Branch _____ Name _____

Branch Code _____ Acc. No. _____

Client's Signature: _____

Telephone(w) _____ (h) _____ (cell) _____ (fax) _____

Occupation _____ Employer _____

Contact person if client unavailable : Name _____

The client acknowledges that it has read the contents of this Mandate and loading form, agrees to the provisions hereof and agrees that the Rules will be binding upon the client.

INDIVIDUAL ACCOUNT MANDATE

I/We the undersigned _____ ('the client'), hereby request Fincent Securities upon the specific instructions received from the client from time to time to purchase and / or sell securities and financial instruments (collectively, "securities") on behalf of, and for the account of the client and to take steps incidental thereto and generally, to act on the client's behalf as Fincent Securities deems to be in the client's best interests but subject at all times to the Rules and Directives of the ZSE and applicable legislation in force from time to time (collectively, "the Rules") and the terms of this mandate. To this end Fincent Securities is hereby instructed and authorized to open and operate in the name of the client an account as envisaged and governed by the Rules and terms of this mandate. Words and phrases used in this mandate shall have the meanings assigned to them in the Rules. This mandate shall commence upon signature hereof and shall endure indefinitely until terminated upon 30 days written notice to that effect subject to all accrued rights and obligations.

Fincent Securities is authorized to deposit for the account of, and in the name of, the client with Fincent Securities money market division all monies received by Fincent Securities arising from the operation of the client's account and this mandate which are not due to be paid over to the client. Fincent Securities is authorized to withdraw from the client's account with Fincent Securities;- such monies as required from time to time to pay for securities purchased on the client's behalf; to effect such payments as are necessary in the performance of this mandate and to discharge all debts due to Fincent Securities. Fincent Securities is authorized to realize any securities held in terms of this mandate should the client fail to make timeous payments or have insufficient money on deposit with Fincent Securities to liquidate debts due to Fincent Securities.

The client is entitled upon written request to require payment of any monies standing to the client's credit with Fincent Securities or delivery of any securities held by Fincent Securities. The client is entitled to arrange to collect from Fincent Securities any cheques, and documents. Accordingly should any cheques, securities or documents be sent to the client by post, then the postal authorities shall be deemed to be the agent of the client for the dispatch and delivery thereof to the client or its order.

The client warrants that all securities received from the client or its agent shall be free of any pledge or other encumbrance and be accompanied by documentation required for good delivery. Such securities and all other securities received by Fincent Securities arising from the performance of this mandate shall be held in accordance with the Rules in safe custody with a custodian or participation of a central depository, as the case may be, of Fincent Securities choice and in the name of Fincent Securities' nominee approved by the ZSE. The client authorizes Fincent Securities to withdraw its securities from safe custody for the purposes of dealing with them as required by the terms of this mandate or the Rules or delivering the securities to the client. The client agrees that Fincent Securities and its nominee may hold any of the client's securities in safe custody combined or bulked with the securities of other clients but subject at all times to the Rules. Unless timeously advised by the client in writing, Fincent Securities is hereby authorized to exercise, as Fincent Securities in its discretion deems fit, the client's rights and/or options arising from all corporate actions and incidental accruals in respect of securities held in safe custody in terms of this mandate and, if applicable, all such incidental accruals, including cash and scrip dividends, shall be credited to the client's account with Fincent Securities or placed in safe custody, as the case may be.

Fincent Securities shall not be liable in any manner should the client be declared a dealer in securities by the Revenue authorities. The client hereby consents to the recording of all telephone conversations between the client and representatives of Fincent Securities and that the content and substance of such recordings may be used in the resolution of any dispute between the client and Fincent Securities which shall be referred to and determined in accordance with the Rules by the ZSE acting as expert, which determination shall be final and binding on the parties.

Fincent Securities shall be entitled to have an interest as principal and for its own account in any securities bought or sold for the client's account provided that the client's prior approval has been obtained. As consideration for the services provided in terms hereof, the client shall apply to Fincent Securities such brokerage commissions, management fees and other charges including those for safe custody as are usually charged by Fincent Securities from time to time alternatively, as agreed, which payments shall be made timeously and in accordance with such advice and other notes and statements rendered by Fincent Securities from time to time pursuant to transactions for the client's account. Fincent Securities shall be entitled to charge interest on all monies owing but unpaid at the legal rate of interest and all accrued interest shall be capitalized monthly in arrears.

The client hereby acknowledges that it knows and understands its material obligations and right arising from the Rules and the performance of this mandate. In particular the client must pay or deliver shares, as the case may be, no later than the seventh (7th) day after the trade. The client shall advise Fincent Securities in writing of any change to the client's address, bank account details, contact numbers and any other relevant information, failing which Fincent Securities shall not be liable for any loss occasioned directly or indirectly from such failure.

In the event that ZSE and/or Fincent Securities requires trading or similar margins to be paid in respect of open transactions undertaken by Fincent Securities on the client's behalf, then upon notice from Fincent Securities, the client will timeously deposit with Fincent Securities for the administered in accordance with the Rules and this mandate.

Whilst Fincent Securities shall use its best endeavours at all material times, the client shall have no claim for any loss resulting from the client's investment objectives, if any, not being satisfied or from the client relying and/or acting upon advice, information or options furnished by Fincent Securities or its employees. The client agrees and warrants that all persons who give instructions to Fincent Securities on behalf of the client shall be deemed to have all consents and authorities of the client to do so.

Client's Signature: _____

Date: _____

OFFICIAL USE ONLY : Referred by _____

Client's identity verified

Yes

No

If not, what steps will be taken? _____

☐☐

Remarks: _____

Signature _____ Date _____