

Key differences between the Current and New Portal

As communicated, Fundrock Collective Investments will be migrating investor administration from the current platform to Apex Investor Administration. The final date will be confirmed soonest.

If you have any questions regarding these changes, please contact your business development manager, or our Client Support team:

- Email: sa-clientsupport@fundrock.com
- Call: 021 007 1500 / 021 879 9937/9
- Website: <http://www.fundrock.co.za>

Key Improvements

● Improved

Feature	Current Portal	Apex Portal
Security	🔒 Standard Login	● 🔒 Two-Factor Authentication
CGT / WAC Balances	Standard Reporting	● Real-Time WAC Balances
Multiple Account Access	Separate Views	● Multiple Accounts Under One Login
Future Development	Limited	● New Self-Service & Digital Onboarding Planned

Key Differences

● Process Change

Important notice: Commission will now be paid on BD2 after Month-End.

Feature	Current Portal	Apex Portal
Document Submission	Upload via Portal	● Secure Email Submission
Commission Payments	Around 25th Monthly	● Paid BD2 after Month-End
Consolidated Statements	Available Online	● Available on Request
Instruction Email Address	bci-instruct@fundrock.com	● cis-instructions@fundrock.com
Website address	www.bci-transact.co.za	● www.cis-transact.fundrock.co.za

Temporary shortcomings

● Functionality not yet available

Feature	Current Portal	Apex Portal
Provisional Tax Statements	Self-Service	● Request via Client Services team
Historical IFA Book Value Reports	Available	● Current-Date Reports Only
Regular Withdrawal Instructions	Available Online	● Not Available
Historical Consolidated Statements	Available Online	● Available on Request Only

As with any platform update and migration, some features will work differently. Apex is continuing to develop additional functionality, and you will start seeing new enhancements from mid-2027.

We appreciate your patience and support during this transition and remain committed to making the migration as smooth as possible.

Kind regards,
Fundrock Collective Investments