

INVESTGOLD 24/7 - FREQUENTLY ASKED QUESTIONS

(FAQs - Updated 231112)

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GENERAL

Who is INVESTGOLD & INVESTGOLD 24/7?

INVESTGOLD (Pty) Ltd (converted from Closed Corporation to Private Company in 2014) has successfully been trading in different commodities (coins, medallions & bars) since September 2000 under the same Leadership and Shareholding as BULLIONVAULT (Pty) Ltd, a company incorporated in the Republic of South Africa (registration number 2014/135648/07). In this document, wherever INVESTGOLD 24/7 is mentioned, it will refer to and mean BULLIONVAULT (Pty) Ltd registered in South Africa. Note that the South African company BULLIONVAULT (Pty) Ltd referred to in this document, its platform and any documents issued by its/this platform, has (i) no affiliation with - and (ii) is completely independent from the European company and platform/App named BullionVault.

'The time has come to spread our wings, and so the 1st of its kind 'Digital Online Trading Platform with Mobile App' in South Africa is launched under INVESTGOLD 24/7!', says Gerrit Schwartz.

What do we offer?

INVESTGOLD 24/7 provides a digital platform for individuals to purchase any fraction of physical gold & silver bullion or deposit gold & silver onto the platform. INVESTGOLD 24/7's monetisation tools in its platform and INVESTGOLD 24/7 Mastercard allow clients to access instant liquidity of their gold & silver holdings 24/7.

What does the concept 'Live Free. Live in Gold' mean?

We usually save our money in fiat currency-denominated bank accounts and use these accounts to transact in our daily finances. The problem is that fiat money loses value continuously by way of inflation. Also, once you deposit money with a bank, you simply become a creditor to the bank.

To 'live in gold & silver' means to save wealth in physical gold & silver held outside the banking system and then to still enjoy access to banking services on your stored gold & silver value for use in daily finances.

ACCOUNTS

What is a INVESTGOLD 24/7 account?

You can think of a INVESTGOLD 24/7 account as your physical gold & silver account:

- A physical gold & silver account where you can buy any denomination (from as little as R10) in physical gold & silver in the form of Krugerrands, coins, medallions, bars & silver granules;
- Free gold & silver insurance and vault storage of your gold & silver with our third-party vaulting providers. (Fees may be introduced at a later stage, but INVESTGOLD 24/7 will attempt to cover such costs for as long as possible)
- Instant liquidity 24/7 of your gold & silver holdings worldwide via your INVESTGOLD 24/7 Mastercard.
- The opportunity to deposit and withdraw physical gold & silver bullion products to or from your INVESTGOLD 24/7 account at will.

How do I sign up for a INVESTGOLD 24/7 account?

Download the INVESTGOLD 24/7 app by clicking the iOS or Play Store download button on the homepage of the INVESTGOLD 24/7 and INVESTGOLD website, or search for INVESTGOLD 24/7 on the respective Apple App or Google Play stores on your mobile phone.

Open the app and create your INVESTGOLD 24/7 account in-app by following the easy registration and verification prompts. (Have your physical ID card available during registration process).

What are the verification requirements to open an account?

Once you've downloaded the app and opted to create an account by registering with the in-app prompts, you are requested to submit the following for FICA verification:

- **Selfie**
SA Identity document or card (for SA residents), or Permit (for temporary residents)

Are there any administration fees related to a INVESTGOLD 24/7 account?

At the moment there are no monthly administration fees levied.

Any fees mentioned in this document may be amended from time to time, and all users will be notified accordingly.

Interest on outstanding fees

Interest calculated at the prime rate of SARB +2% is levied against any outstanding fees levied by INVESTGOLD 24/7.

Is use of the INVESTGOLD 24/7 platform restricted to the citizens of specific countries?

The INVESTGOLD 24/7 platform is a regional platform as a result of requisite licensing and regulatory environments. INVESTGOLD 24/7 is currently available to residents of South Africa only, with international expansion planned for the near future.

How do I close my INVESTGOLD 24/7 account?

To close your account, firstly sell all your holdings and withdraw the funds in Rands to an alternative bank account. Once the above transaction has been completed, please complete an account closure request in the Settings of the app to formally close your account.

What is the Credit Facility Wallet?

The Credit Facility wallet is backed by a unique bank cheque account in your name and houses your currency facility funds. In South Africa, the bank accounts are issued by our issuing bank partner, Access Bank.

You can also link your Credit Facility wallet to an accompanying INVESTGOLD 24/7 Mastercard for point-of-sale transactional capabilities.

GOLD WALLET

What is the Gold & Silver Wallet?

The Gold & Silver wallet acts like a bank savings account, but is backed by physical gold & silver that is securely vaulted and fully insured on your behalf. The wallet allows you to effortlessly own, and trade, physical gold & silver bullion in any fractions (portions) thereof.

The wallet represents your physical gold & silver holdings you own, which are stored in the secure vaulting facility. The wallet is denominated in ounces and is the result of your buying, selling or upload of gold & silver on the INVESTGOLD 24/7 platform.

INVESTGOLD 24/7's gold & silver digitalisation technology enables customers to buy and sell any currency denomination worth of gold & silver for both full ownership or fractional co-ownership.

How is it possible for me to Buy/Sell any currency amount worth of gold & silver?

The INVESTGOLD 24/7 technology enables fractional ownership of physical, vaulted gold & silver through the digitisation of physically stored gold & silver coins, medallions, bars and silver granules.

Each product has a unique identity number, providing customers with allocated legal ownership of specific products.

Even if you purchase less than a full product, you are allocated as a co-owner of that specific product. This co-ownership model is similar to the concept of undivided shares in a property's title deed.

Administration of the INVESTGOLD 24/7 ownership register is managed by INVESTGOLD 24/7's proprietary technology. A client receives an ownership certificate, detailing the ownership percentage and specific products in which ownership vests.

What proof do I have that I own the amount of gold & silver products indicated in my Gold & Silver Wallet?

Whenever you buy or sells gold or silver on the INVESTGOLD 24/7 platform, an Ownership Certificate is generated and sent via e-mail.

The Ownership Certificate indicates the amount of gold & silver owned.

'DIGITAL GOLD' & 'DIGITAL SILVER'

What is Digital Gold?

Digital Gold is fractions/portions of 1 Oz Gold Krugerrands.

What is Digital Silver?

Digital Silver is fractions/portions of 1 Kg Silver Bars calculated in ounces. Each Silver Bar consists of 32.15 Oz of Silver.

How do I withdraw funds from my wallet on the INVESTGOLD 24/7 platform?

You can use your INVESTGOLD 24/7 Mastercard to spend your available funds, or alternatively you can withdraw funds from your wallet on the platform directly to your bank account:

1. Open your INVESTGOLD 24/7 app and Login.
2. Tap in 'Transact', and then on 'Withdraw Funds'.
3. Type in the amount of ZAR you wish to withdraw from the wallet and tap 'Next'.

Your funds will be electronically transferred via EFT to the bank account stipulated in your User Profile (under Details in Settings > Banking).

How long does it take to withdraw funds?

Depending on your external banking institution, funds take on average 2-3 business days to reflect in your external account.

Are there costs associated with withdrawing funds from my wallet?

No withdraw fees at present.

CARD (coming soon)

What is a INVESTGOLD 24/7 bullion-backed Mastercard?

The INVESTGOLD 24/7 bullion-backed Mastercard is a Debit Mastercard issued to you after your Card application. The card is linked to a real, unique South African bank cheque account in your name that houses your funds.

Inside the INVESTGOLD 24/7 Mobile app, the card is linked to your wallet –comprising of your available funds as well as any other deposits you may have made into the account.

The card allows you to access instant liquidity of your gold & silver holdings.

The Mastercard is powered and issued by our sponsoring bank, Access Bank.

Who is Access Bank?

Access Bank SA is a retail bank in South Africa and is a subsidiary of the Pan African bank, Access Bank Plc. Access Bank operates across 10 African countries with over 40 million customers.

How do I order my INVESTGOLD 24/7 Mastercard?

Detail to follow shortly.

How long does it take for my card to arrive?

Detail to follow shortly.

How do I activate my INVESTGOLD 24/7 Mastercard?

Detail to follow shortly

What are the fees associated with a INVESTGOLD 24/7 Mastercard?

A once of R115 + Vat, and a monthly fee of R45 + Vat. These fees can be changed and/or waived – more detail to follow once Card Program has been implemented.

BUY/SELL GOLD

What types of physical gold & silver do INVESTGOLD 24/7 deal in?

INVESTGOLD 24/7 offers a variety of different gold & silver products (coins, medallions, bars & silver granules) as the investment medium on the INVESTGOLD 24/7 platform.

What is a 1oz Gold Krugerrand?

A 1oz Gold Krugerrand is the premier gold bullion coin available to South Africans as the most cost-effective physical gold investment asset. The Gold Krugerrand coin enjoys legal tender status within South Africa and is zero-rated from VAT. This bullion gold coin is produced by Rand Refinery.

What do I own when I purchase gold & silver using the INVESTGOLD 24/7 platform?

When you purchase gold & silver with your INVESTGOLD 24/7 account, you enjoy direct legal ownership of the exact amount of the physical gold & silver that you have purchased in specific coins, medallions, bars, silver granules or portions thereof.

Your gold & silver holdings are fully allocated, meaning specific products with unique ID numbers before being securely stored and fully insured in a high-security Precious Metals Vault.

Administration of the INVESTGOLD 24/7 ownership register is managed by INVESTGOLD 24/7's proprietary technology. Your ownership certificates are available on your platform portal indicating your ownership and in which specific products your ownership vest.

How do I buy and sell gold & silver with my INVESTGOLD 24/7 account?

1. Open your INVESTGOLD 24/7 app and Login
2. Tap the 'Transact' button on the home page screen within the app and select your transaction:
 - Buy Digital Bullion
 - Buy Physical Bullion
 - Sell Digital Bullion
 - Sell Physical Bullion

Is there a maximum or minimum quantity of gold & silver I can buy or sell per transaction?

There is no maximum or minimum on how much you can purchase or sell.

During what times can I buy or sell gold & silver?

You can transact (buy or sell) your gold and silver products anywhere anytime 24/7 using the INVESTGOLD 24/7 mobile app. INVESTGOLD 24/7 provides continuous live pricing in-app.

At what price do I buy and sell gold & silver?

You can buy and sell at the prevailing price displayed in the INVESTGOLD 24/7 mobile app, which is linked to the global spot price of commodities.

How often does the buy/sell price change?

The displayed prices are linked to live commodity spot prices in the market, and update in-app when your app refreshes.

What is the gold & silver spot prices?

The spot price for a precious metal is the current market price for that precious metal traded in the wholesale market for immediate delivery. Spot prices are price quotations for trading large standard quantities of a precious metal in the wholesale market, not individual bullion granules, medallions, bars or coins like the Krugerrand.

The spot price is usually quoted in US dollars per troy ounce and refers to a quotation for a standard large quantity. The spot price is also known as the international 'paper price'.

Physical products (i.e coins, medallions & bars) are priced using the (a) spot price as a benchmark, (b) manufacturing costs & (c) supply and demand at the time of that particular product.

Because precious metals are traded 24 hours a day around the world during the week, there will always be a live and changing spot price that feeds in from around the world wherever trading activity is live.

What are my transaction fees when buying/selling Digital or Physical Gold and/or Silver?

INVESTGOLD 24/7 offers a live per ounce buy price and sell price (a buy-sell spread) for each product displayed in the INVESTGOLD 24/7 mobile app when tapping Buy or Sell.

STORING GOLD & SILVER PRODUCTS

Where is my gold & silver stored?

All physical products are stored in secure state-of-the-art vaulting facilities.

What happens to my holdings if INVESTGOLD 24/7 is liquidated?

INVESTGOLD 24/7 simply acts as bailee for your holdings, as evidenced by your Gold & Silver Ownership Certificates issued to you per e-mail after a transaction.

This means that you are the legal owner of the products you buy on the INVESTGOLD 24/7 platform and we simply store and manage your holdings on your behalf. Legally, you enjoy full, direct ownership of your products – it's your property and does not form part of INVESTGOLD 24/7's balance sheet assets.

Therefore, if anything were to happen to INVESTGOLD 24/7, you will retain full ownership of your product holdings as it is your property.

An appointed liquidator will be tasked to redeem or liquidate the precious metals according to the INVESTGOLD 24/7 ownership register, which provides the relevant user metal holdings and links the client to his specific product IDs.

What is the cost of storing my products with INVESTGOLD 24/7?

It is INVESTGOLD 24/7's aim to absorb all storage and insurance costs for as long as possible. Any changes to these fees will be communicated with customers well in advance before storage & insurance fees are implemented in the future.

WITHDRAWING GOLD & SILVER

Can I physically get my gold & silver holdings?

You can redeem your holdings any time you wish. In the INVESTGOLD 24/7 Mobile app, Simply tap 'Transact', then 'Collect/Deliver' and follow the on-screen instructions to schedule the needed collection or delivery.

Our team will be in contact with you to verify your particulars and make the necessary arrangements for delivery or collection.

What are the courier fees to deliver products to me?

Fixed fee of R250 (excl Vat) for every 2 Kgs, + 1.2% Insurance fee (excl Vat) on the total value depending on the location for delivery (South Africa only). Collection fees at our Retail outlet stores may apply and you'll be notified accordingly.

WITHDRAWING FUNDS

How do I withdraw funds from my INVESTGOLD 24/7 account?

You can withdraw funds from your INVESTGOLD 24/7 account at any time by making a withdrawal from your wallet within your app:

1. Open your INVESTGOLD 24/7 app and Login.
2. Tap 'Transact' and 'Withdraw Funds'.
3. Insert the amount you wish to withdraw and follow the prompts to submit a cash withdrawal.

What is the cost of withdrawing funds from my INVESTGOLD 24/7 Account?

No withdraw fees at present.

TECHNICAL

How do I access the INVESTGOLD 24/7 app?

INVESTGOLD 24/7 is available on both the Android and iOS platforms. You can either click on the specific store button in the page footer below, or search for the app in the respective store as follows:

For iOS:

1. Open the App Store.
2. Search INVESTGOLD 24/7.
3. Tap get.

For Android:

1. Open the Google Play Store.
2. Search INVESTGOLD 24/7.
3. Tap install.

Are there any operating system requirements to download the INVESTGOLD 24/7 mobile app?

INVESTGOLD 24/7 is available on both Android and iOS platforms.

For iOS:

Any iOS device running on iOS 10.0 or later with a minimum 150MB of storage, is required.

For Android:

Any Android device running on Android 5.0 or later with a minimum 150MB of storage, is required.

Are there any secure requirements for your phone, in order to use the INVESTGOLD 24/7 app?

Due to new secure upgrades in the app, the below needs to be in order for the app to function properly:

- Your lock screen or some other biometrics need to be enabled.
- All permissions need to be given to INVESTGOLD 24/7.
- The clock on your device's time needs to be set to internet/automatic, and can never be off by more than 5 minutes.

What happens if I experience technical difficulties with the INVESTGOLD 24/7 mobile app?

Please contact our support team via the live chat Help function in the app menu, or email us on 247@investgold.co.za .

What do I do if my mobile phone has been lost/stolen, or my number has changed?

Please contact our support team via the live chat Help function in the app menu, or email us on 247@investgold.co.za .

LEGAL

What agreements do I have with INVESTGOLD 24/7 when I open an account?

When you open a INVESTGOLD 24/7 account and use the INVESTGOLD 24/7 platform, you are agreeing to our Privacy Policy, User Agreement & FAQs (Frequently Asked Questions). When ordering a INVESTGOLD 24/7 Mastercard, you're agreeing to the Cardholder Agreement.

How is INVESTGOLD 24/7 regulated?

In South Africa, INVESTGOLD 24/7 is a registered Krugerrand Dealer with the South African Financial Intelligence Centre (FIC) of the South African Reserve Bank (SARB).