MARCELLUS CAPITAL GROUP
CLIENT SERVICE CHARTER

FOCUS

We, at Marcellus Capital, pride ourselves on our commitment to bring the best of the best for our clients. Our clients range from families, large corporations and to business proprietors and sovereign funds. We appreciate each opportunity to be a part of your journey to achieve your financial goals.

Leveraging from our deep research foundation, strengthened and ever-expanding network of partners, we deliver bespoke financial solutions tailored to meet and augment your vision.

PROCESS OF ENGAGING WITH MCG

At MCG we respect and honour client confidentiality at the highest level. It is, therefore, important for us that standard procedures are adhered to when we onboard a client so as to ensure that client confidentiality and any regulations under which we fall are compliant and well protected.

The following procedure is to be adopted :

1. Client provides MCG with completed standard KYC (Know Your Client) document. This KYC template may be found on our website under “Documents & Templates”.
2. Client signs the standard MCG mutual Confidentiality and Non-Disclosure Agreement. A sample of this document may be found on our website under “Documents & Templates”.
3. Telephone call between MCG and Client is scheduled and held to discuss the subject matter and for MCG to fully understand the Client’s requirements.
4. If and once agreed to proceed, within 72 hours MCG issues its comprehensive Term Sheet.
5. Telephone call between MCG and Client is scheduled and held within 72 hours of issuance of the MCG Term Sheet to discuss same.
6. Term Sheet is executed by MCG and Client.
7. Execution of Term Sheet commences.

YOUR EXPERIENCE

Each step in your financial strategy needs special attention and an inspired thought process, to ensure the same, we have a broad framework that we follow:

<u>Exploratory phase:</u>

We dive deep into the vision you wish to achieve.
- The goals

- The timelines
- Understand your risk appetite and motivations

At the end of this we chart our way from the current position to where we want to be and how. We create an understanding of how our methods can best benefit you.

Consultation phase:

We create your bespoke plan based on all inputs and considerations. We look at timing each part of the investment plan to synch the overall timeline. We break down your vision into clear objectives and steps.

Implementation phase:

All plans are set in motion after your approval. We take special care in ensuring meticulous paperwork and attention to detail.

Review phase:

We review our financial solutions at agreed milestones and adjust if needed to align with your dynamic situations.

Our emphasis lies on delivering performance on the aspects chosen by you, for you.

OUR PROMISE

We strive to provide you with:

- A bespoke financial solution
- Strategy designed to meet your short-term and long-term goals
- Protection against changing financial scenarios

  - Clear measurable milestones that build up to your objectives
  - Personal attention and industry expertise
  - Professional care that goes above and beyond
  - A communication schedule created to suit you.
  - Have 24/7 access to your personal online account.

Our Commitment

We are extremely proud to have developed strong relationships with our clients, which is reflected by the fact that we meet most of our new clients via personal recommendation. We believe that if we meet or exceed your expectations you will not only become and remain a client but that you might also become an advocate for our business.

To speak to a member of our team, please complete the contact form on our website.