

**Information on  
investment timelines**

# Information on investment timelines



## Contributions

All contributions that are received into the Trustee bank account by 3 PM GST will be reconciled and cleared for trading on the following working day.

Our DEWS support team will be in touch with your DEWS plan administrator for unreconciled payments, and the payment will be cleared for trading within 1 working day of all outstanding requirements being cleared.

Please note:

A reconciled payment is one where all of the below-mentioned conditions are met

- the payment amount matches the total expected amount in the contribution file, AND
- the payment is credited to the account number that has been allocated to the specific employer AND
- the payment has been made from a bank account that has been notified (on the DEWS portal) and approved (for Third Party Payors / Payments from non-company accounts) AND
- all regulatory and money-laundering screening activities have been completed

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## Contributions

FUNDS	T - 2	T - 1	T	T + 1	T + 2	T + 3
<b>Mercer funds (Low, Low/Moderate, Moderate, Moderate/High, High, Passive global equity, Global defensive bond)</b>	Contribution received into DEWS Collections account from employer	Contribution cleared for trading by DEWS team	Trade date received for investment of Contribution (based on NAV of fund on this day)	Contract note received by DEWS team from Mercer setting out details of trade placed	Monies remitted by DEWS team to Mercer to settle trade	Your DEWS portal will be updated to reflect this Contribution
<b>Franklin Templeton Investments</b>	Contribution received into DEWS Collections account from employer	Contribution cleared for trading by DEWS team	Trade date received for investment of Contribution (based on NAV of fund on this day)	Contract note received by DEWS team from Franklin setting out details of trade placed	Monies remitted by DEWS team to Franklin to settle trade	Your DEWS portal will be updated to reflect this Contribution
<b>HSBC Global Asset Management</b>	Contribution received into DEWS Collections account from employer	Contribution cleared for trading by DEWS team	Trade date received for investment of Contribution (based on NAV of fund on this day)	Contract note received by DEWS team from HSBC setting out details of trade placed	Monies remitted by DEWS team to HSBC to settle trade	Your DEWS portal will be updated to reflect this Contribution
<b>Emirates NBD Sharia Fund</b>	Contribution received into DEWS collections account from employer	Contribution cleared for trading by DEWS team	Trade date received for investment of Contribution (based on NAV of fund on this day)	Contract note received by DEWS team from Emirates setting out details of trade placed	Your DEWS portal will be updated to reflect this contribution	

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## Switches

Switching between funds can be completed through your online DEWS account which is accessible 24/7 through your plan-specific URL or by visiting [zws.zurich.ae](https://zws.zurich.ae). All switch instructions that are placed on the DEWS platform before 11 PM GST will be cleared for trading on the following working day.

## Trading cycles

Once a transaction is cleared for trading (contributions and switches) the trading instruction will be placed on the next available trading\*\* date.

Please note:

- Trading instructions will be held back until all “in progress” transactions in the account are completed.
- Any failed trading instruction (technical failure) will be reattempted on the next trading date.

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## Switching from Mercer to Mercer

FUNDS	T - 1	T	T + 1	T + 3
<b>Mercer to Mercer</b>	Switch instruction received (by 11 pm GST)	Trade date received for sale and purchase of units (based on NAV of the two funds on this day)	Contract notes received by DEWS team from Mercer setting out details of trades placed	Your DEWS portal will be updated to reflect this contribution

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## Switches to separate funds managers

If electing to switch your DEWS Account between differing fund managers, the disinvestment will begin on the following trade day and once completed the purchase will process following this.

FUNDS	T - 1	T	T + 1	T + 4	T + 5	T + 7
<b>Mercer to Franklin</b>	Switch instruction received (by 11 pm GST)	Trade date received for sale of units (based on NAV of the fund on this day)	Contract note(s) received by DEWS team from fund setting out details of trade(s) placed	Once we have received confirmation of your sale, we will trigger the purchase of your new elected investment(s) on the following trading day. Sales from Mercer will trigger a purchase on T+4	Contract notes received by DEWS team from fund(s) manager setting out details of the purchase placed	Your DEWS portal will be updated to reflect the switch has been completed
<b>Mercer to Emirates</b>	Switch instruction received (by 11 pm GST)	Trade date received for sale of units (based on NAV of the fund on this day)	Contract note(s) received by DEWS team from fund setting out details of trade(s) placed	Once we have received confirmation of your sale, we will trigger the purchase of your newly elected investment(s) on the following trading day. Sales from Mercer will trigger a purchase on T+4.	Contract notes received by DEWS team from fund(s) manager setting out details of the purchase placed	Your DEWS portal will be updated to reflect the switch has been completed
<b>Mercer to HSBC</b>	Switch instruction received (by 11 pm GST)	Trade date received for sale of units (based on NAV of the fund on this day)	Contract note(s) received by DEWS team from fund setting out details of trade(s) placed	Once we have received confirmation of your sale, we will trigger the purchase of your newly elected investment(s) on the following trading day. Sales from Mercer will trigger a purchase on T+4.	Contract notes received by DEWS team from fund(s) manager setting out details of the purchase placed	Your DEWS portal will be updated to reflect the switch has been completed

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## Switches to separate funds managers

FUNDS	T - 1	T	T + 1	T + 5	T + 6	T + 7
<b>HSBC to Mercer</b>	Switch instruction received (by 11 pm GST)	Trade date received for sale of units (based on NAV of the fund on this day)	Contract note(s) received by DEWS team from fund setting out details of trade(s) placed	Once we have received confirmation of your sale, we will trigger the purchase of your new elected investment(s) on the following trading day. System will trigger a purchase on T+5.	Contract notes received by DEWS team from fund(s) manager setting out details of the purchase Placed.	Your DEWS portal will be updated to reflect the switch has been completed.
<b>HSBC to Emirates</b>	Switch instruction received (by 11 pm GST)	Trade date received for sale of units (based on NAV of the fund on this day)	Contract note(s) received by DEWS team from fund setting out details of trade(s) placed	Once we have received confirmation of your sale, we will trigger the purchase of your new elected investment(s) on the following trading day. System will trigger a purchase on T+5.	Contract notes received by DEWS team from fund(s) manager setting out details of the purchase placed.	Your DEWS portal will be updated to reflect the switch has been completed.

FUNDS	T - 1	T	T + 1	T + 5	T + 6	T + 8
<b>HSBC to Franklin</b>	Switch instruction received (by 11 pm GST)	Trade date received for sale of units (based on NAV of the fund on this day)	Contract note(s) received by DEWS team from fund setting out details of trade(s) placed	Once we have received confirmation of your sale, we will trigger the purchase of your newly elected investment(s) on the following trading day. System will trigger a purchase on T+5.	Contract notes received by DEWS team from fund(s) manager setting out details of the purchase placed.	Your DEWS portal will be updated to reflect the switch has been completed.

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## Switches to separate funds managers

FUNDS	T - 1	T	T + 1	T + 4	T + 5	T + 7
<b>Emirates to Mercer</b>	Switch instruction received (by 11pm GST)	Trade date received for sale of units (based on NAV of the fund on this day)	Contract note(s) received by DEWS team from fund setting out details of trade(s) placed	Once we have received confirmation of your sale, we will trigger the purchase of your new elected investment(s) on the following trading day. System will trigger a purchase on T+2.	Contract notes received by DEWS team from fund(s) manager setting out details of the purchase Placed.	Your DEWS portal will be updated to reflect the switch has been completed.
<b>Emirates to Franklin</b>	Switch instruction received (by 11 pm GST)	Trade date received for sale of units (based on NAV of the fund on this day)	Contract note(s) received by DEWS team from fund setting out details of trade(s) placed	Once we have received confirmation of your sale, we will trigger the purchase of your new elected investment(s) on the following trading day. System will trigger a purchase on T+2.	Contract notes received by DEWS team from fund(s) manager setting out details of the purchase placed.	Your DEWS portal will be updated to reflect the switch has been completed.
<b>Emirates to HSBC</b>	Switch instruction received (by 11 pm GST)	Trade date received for sale of units (based on NAV of the fund on this day)	Contract note(s) received by DEWS team from fund setting out details of trade(s) placed	Once we have received confirmation of your sale, we will trigger the purchase of your newly elected investment(s) on the following trading day. The System will trigger a purchase on T+2.	Contract notes received by DEWS team from fund(s) manager setting out details of the purchase placed.	Your DEWS portal will be updated to reflect the switch has completed.



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## Switches to separate funds managers

FUNDS	T - 1	T	T + 1	T + 5	T + 6	T + 7
<b>Franklin to Emirates</b>	Switch instruction received (by 11 pm GST)	Trade date received for sale of units (based on NAV of the fund on this day)	Contract note(s) received by DEWS team from fund setting out details of trade(s) placed	Once we have received confirmation of your sale, we will trigger the purchase of your newly elected investment(s) on the following trading day. System will trigger a purchase on T+5.	Contract notes received by DEWS team from fund(s) manager setting out details of the purchase Placed.	Your DEWS portal will be updated to reflect the switch has been completed.
<b>Franklin to Mercer</b>	Switch instruction received (by 11 pm GST)	Trade date received for sale of units (based on NAV of the fund on this day)	Contract note(s) received by DEWS team from fund setting out details of trade(s) placed	Once we have received confirmation of your sale, we will trigger the purchase of your new elected investment(s) on the following trading day. System will trigger a purchase on T+5.	Contract notes received by DEWS team from fund(s) manager setting out details of the purchase placed.	Your DEWS portal will be updated to reflect the switch has been completed.

FUNDS	T - 1	T	T + 1	T + 5	T + 6	T + 8
<b>Franklin to HSBC</b>	Switch instruction received (by 11 pm GST)	Trade date received for sale of units (based on NAV of the fund on this day)	Contract note(s) received by DEWS team from fund setting out details of trade(s) placed	Once we have received confirmation of your sale, we will trigger the purchase of your new elected investment(s) on the following trading day. System will trigger a purchase on T+5.	Contract notes received by DEWS team from fund(s) manager setting out details of the purchase placed.	Your DEWS portal will be updated to reflect the switch has completed.

## Withdrawal

- All withdrawal requests received by 3 PM GST will be reviewed and vetted on the next working\* day and any requests received after 3 PM GST will be reviewed on the second working day. Our DEWS support team will be in touch with the employee or beneficiary if any issues are identified or further clarification is required in relation to the request. Once our review has been completed successfully the request will be cleared and disinvestment will begin on the next working day. Where we have had to request additional information or clarification, once all outstanding items have been received the timeline of our review will be the same as though this were a new withdrawal request (as outlined above).
- Withdrawal requests cannot be processed until the employee's termination date, confirmed by the employer, has passed. If the employee's final contribution is being paid into DEWS after the employee's termination date, we will schedule the employee's withdrawal to take place after the final contribution has been settled.
- The withdrawal payment must be made to a bank account in the employee / beneficiaries name. Regulatory and anti-money laundering screening activities are required and may result in additional processing time.

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## Withdrawal

FUNDS	T - 2	T - 1	T	T + 1	T + 2	T + 3	T + 5
<b>Mercer funds (Low, Low/Moderate, Moderate, Moderate/High, High, Passive global equity, Global defensive bond)</b>	Withdrawal request received	Withdrawal cleared for trading by DEWS team	Trade date received for disinvestment of your DEWS account (based on NAV of fund on this day)	Contract note received by DEWS team from Mercer setting out details of trade place	Monies remitted from Mercer to DEWS team to settle trade	Your DEWS portal will be updated to reflect this withdrawal	DEWS receives your account value and submits payment request to your chosen bank account

FUNDS	T - 2	T - 1	T	T + 1	T + 2	T + 3	T + 4
<b>HSBC Global Asset Management</b>	Withdrawal request received	Withdrawal cleared for trading by DEWS team	Trade date received for disinvestment of your DEWS account (based on NAV of fund on this day)	Contract note received by DEWS team from HSBC setting out details of trade place	Monies remitted from HSBC to DEWS team to settle trade	Your DEWS portal will be updated to reflect this withdrawal	DEWS receives your account value and submits payment request to your chosen bank account

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## Withdrawal

FUNDS	T - 2	T - 1	T	T + 1	T + 5	T + 6	T + 7
<b>Franklin Templeton Investments</b>	Withdrawal request received	Withdrawal cleared for trading by DEWS team	Trade date received for disinvestment of your DEWS account (based on NAV of fund on this day)	Contract note received by DEWS team from Franklin setting out details of trade place	Monies remitted from Franklin to DEWS team to settle trade	Your DEWS portal will be updated to reflect this withdrawal	DEWS receives your account value and submits payment request to your chosen bank account

FUNDS	T - 2	T - 1	T	T + 1	T + 2	T + 3
<b>Emirates NBD Sharia Fund</b>	Withdrawal request received	Withdrawal cleared for trading by DEWS team	Trade date received for disinvestment of your DEWS account (based on NAV of fund on this day)	Contract note received by DEWS team from Emirates setting out details of trade place	Your DEWS portal will be updated to reflect this Withdrawal. Monies remitted from Emirates to DEWS team to settle trade	DEWS receives Your account value and submits payment request to your chosen bank account

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Note: In the event that there are any anticipated delays to the above-indicated investments timelines that are outside of the trustee's control, we will contact all impacted members to notify them within a reasonable timeframe prior to any such anticipated

\* Working days are defined as UAE working days, which are ordinarily Monday to Friday (excluding public holidays).

\*\* Trading days ("T") for the purposes of this document are defined as Monday to Friday, with the exception of public holidays in the UK, Ireland, and Luxembourg.

\*\*\* The timeline examples are subject to the cut-offs and notes as set out within this document and are for reference purposes only.

\*\*\*\* Transactions will not be completed until the longest processing investment is complete.