

Frequently Asked Questions:

CORONATION ASSET MANAGEMENT

At Coronation Asset Management, we are continually working to enhance your experience and make your transactions as seamless as possible. Thus, we have created a simple guide with information designed to address your most common questions about funding your account and redeeming from your account with us.

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How can I fund my Investment Account?

You can transfer directly to Coronation's Citibank account with the purpose of the transfer stated in the payment narration (Evidence of payment can be sent by email to crc@coronationam.com).

Money Market Fund: 0012596060 (CITIBANK) - Coronation Money Market Fund/ UTD CAP. Trustees

Fixed Income Fund: 0012596053 (CITIBANK) - Coronation Fixed Income Fund/ Stanbic IBTC Trustees

Balanced Fund: 0012596077 (CITIBANK) - Coronation Balanced Fund/Stanbic IBTC Trustees.

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What is the minimum amount I can invest?

The initial subscription amount you can invest in the Money Market Fund, Fixed Income Funds, and Balanced Funds is **₦10,000**, while the minimum amount you can invest for subsequent subscriptions is **₦5,000**.

The minimum initial investment for the Fixed Dollar Fund is **\$1,000** with multiples of \$100 worth of units thereafter.

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What will I receive as evidence of my investment in the Fund?

You are entitled to receive an Electronic Fund notification for the number of units purchased. The statements shall be made available via email. In addition, you can access your account online via the Coronation Investment Management Portal [here](#) and view or download your statement. Also, physical copies of the Fund statement can be provided at our office location.

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Can I invest in more than one mutual fund?

Yes, you can invest in any or all our mutual funds.

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How long should I stay invested in the fund?

The Fund is open-ended and so there is no minimum period of participation. However, it is usually advised that, investments in the Fund should be viewed as long-term investments as returns are best optimized over the long term.

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Is it safe to invest in money market funds? What level of risk is involved?

Money market mutual funds (MMF) invest in short-term debt instruments, cash, and cash equivalents that are rated high quality. It is for this reason that money market mutual funds are considered safe investments with minimal to low risk.

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How can I get my customer ID?

Option 1: You can get your customer ID through the Interactive Voice Response (IVR) self-service option when you call our contact center lines **0201-2272567**; **0201-2272568**; **0201-2272569**.

Option 2: You can send an email to our Customer Resolution Center, **crc@coronationam.com** for confirmation of your customer ID.

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How do I make a redemption?

You can make a redemption by submitting a redemption request through our online portal **here**, Coronation Wealth App (Download on App store or Google Play store), contacting your Relationship Manager or reaching out to our contact centre at **crc@coronationam.com** with a filled redemption **form**.

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What is the redemption process timeline?

The proceeds from your redemption requests will be processed and disbursed within 24 – 48 working hours. (Excluding weekends and public holidays)

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Can I make a full redemption?

Yes, you can make a full redemption on your investment account by filling a redemption **form** and submitting through your Relationship manager or our contact centre at **crc@coronationam.com**.

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When is the cut-off period for redemption requests?

Option 1: The cut-off period for online redemption request is 2pm. Redemption requests received past the cut-off period will be processed the next working day.

Option 2: The cut-off period for email redemption requests is 12pm. Redemption requests received past the cut-off period will be processed the next working day.

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Can I re-invest the redemption proceeds into another mutual fund in Coronation Asset Management?

Yes, you can reinvest your redemption proceeds into any of our mutual funds. You can reach out to your relationship manager or our contact centre to assist you in exploring reinvestment options that align with your investment goals and risk tolerance.

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How will I receive the proceeds from my redemption?

The proceeds from your redemption will be disbursed to your registered bank account. Your bank account is registered at the point of account opening with Coronation Asset Management. Please ensure that your banking information is up to date to facilitate the smooth processing of your redemption.

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Is there a limit to the amount I can redeem online?

Yes, you can only redeem a cumulative amount of N3,000,000 daily through our **investment portal**.

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Who do I reach out to when I have a complaint?

You can send your redemption complaint to our dedicated customer support team via email at crc@coronationam.com or call us on **0201 227 2567-69**

