

31 July 2026

EAST LONDON

Dear Client,

RE: UPDATED ENGAGEMENT LETTER AND SARS eFILING MANDATE

As part of our routine review of client records, and in line with our professional and regulatory requirements, we are updating our Engagement Letter and SARS eFiling Mandate.

Both documents will be sent to you for electronic signature through Cygnature, our secure signing platform. In the coming days you will receive an email from **notification@cygnature.io** with the subject line "Please provide signature:".

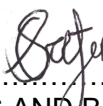
Signing takes about five minutes and no account or software is required. A step-by-step guide follows on the next page.

If you are not the person authorised to sign on behalf of the entity, please let us know the correct name and email address rather than forwarding the link, so that we can reissue the documents correctly.

For your security, please note that Cygnature will never request banking details, passwords or payment of any kind. Should you receive anything of that nature, contact us before responding.

Should you have any questions or require any assistance, please do not hesitate to contact us.

Yours faithfully



.....
CHARTERIS AND BARNES CC
SOLIZE COETZER
MEMBER

Members:
Partners:
Professional Consultant:
Associates:
Offices in:

Ignatius Wait CA(SA), Gary McLean CA(SA), Laurene Mokawem CA(SA), Rino Nepgen CA(SA) & Solize Coetzer CA(SA)
Craig Schenk MBA, PA(SA), Francois Nel CA(SA), Celia Visser CA(SA), Luxolo Tom AGA(SA) & Gerhard Mattheüs (CA)SA
HA Wormald
J Fourie, A Vosloo
East London, Queenstown, King William's Town & Port Alfred

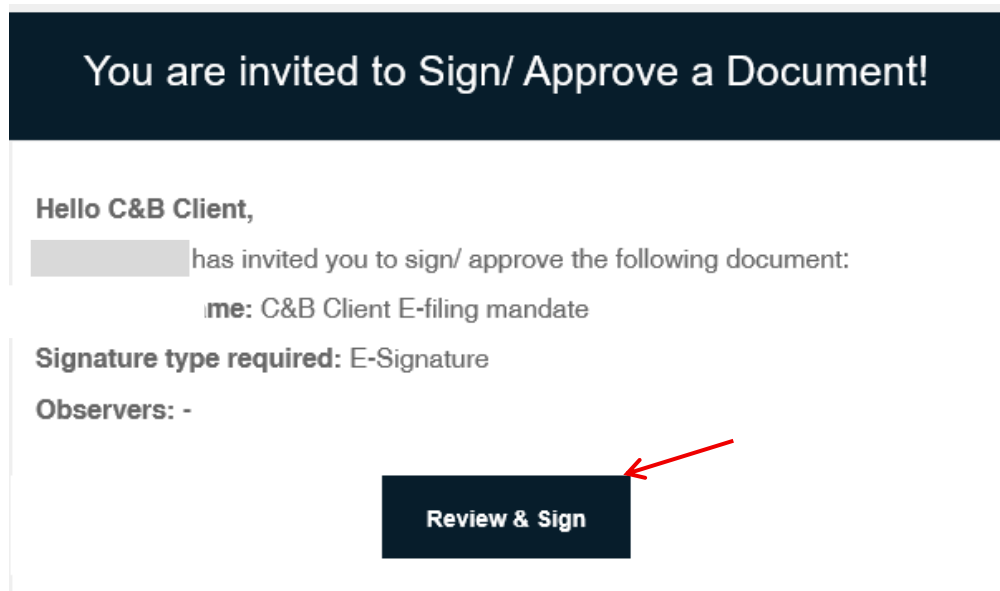
Charteris & Barnes CC | Registration No: 1988/O13996/23 | VAT Registration No: 4520112519 | SAICA No: O3036261

Signing a Document on Cygnature.io

A step-by-step guide for clients. No Cygnature account is required – signing takes only a few minutes.

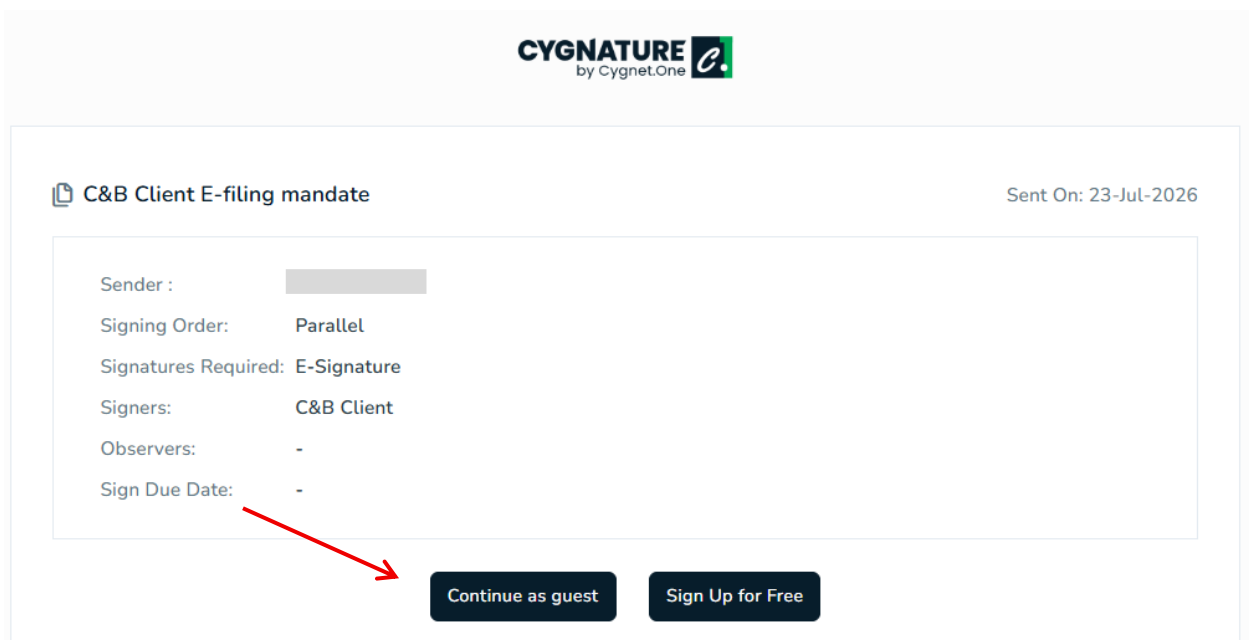
Step 1 – Open the notification email

You will receive an email from notification@cygnature.io. Open it and click REVIEW & SIGN.



Step 2 – Continue as a guest

Cygnature opens in your browser. Select Continue as guest.



Step 3 – Verify your identity

A one-time PIN is sent to your email address. Enter the PIN and click Submit.

Verify One-time Passcode

One-time Passcode (OTP) has been sent to:
Email Address
*****isn@a2akopano.co.za

Enter the PIN in the field below to verify.

Submit

Resend in:01:17
Attempt(s) Left: 2

Step 4 – Accept the terms

Tick the box to confirm that you accept the terms and conditions.

☐ I agree to Cygnature [Terms & Conditions](#) & [Privacy Policy](#)

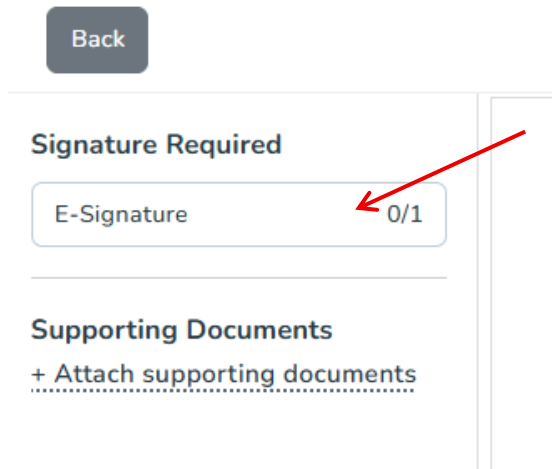
Step 5 – Open the document

The document title is displayed. Click Proceed to Sign in the top left corner.

PROCEED TO SIGN

Step 6 – Locate the signature fields

Click Signature Required in the top left corner. This shows how many signatures are outstanding and takes you directly to each one.



Back

Signature Required

E-Signature 0/1

Supporting Documents

+ Attach supporting documents

Step 7 – Apply your signature

Click Sign Here in the highlighted field.

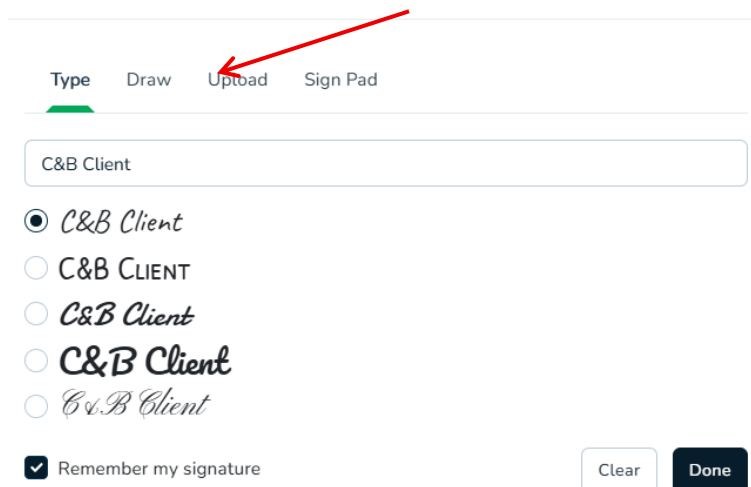
Acknowledged and Accepted By and or

Sign Here

DIRECTOR

Step 8 – Choose your signature style

Type your name to generate a signature, or upload an image of your existing signature.



Type Draw Upload Sign Pad

C&B Client

☒ C&B Client

☐ C&B CLIENT

☐ C&B Client

☐ C&B Client

☐ C&B Client

☒ Remember my signature

Clear Done

Set Signature



Type

Draw

Upload

Sign Pad

Choose File

Accepted File Formats: GIF, JPG, PNG, BMP. Max file size 200KB.

☒ Remember my signature

Clear

Done

Step 9 – Insert the date

Click the date field to record the date of signing.

ient by:

23-Jul-2026

DATE

Step 10 – Submit the signed document

Once every field is complete, click Submit in the top left corner. A signed copy of the document will be emailed to you.

Re-assign

Decline

Submit



Thumbnails

Comments

If you need assistance at any stage, please reply to the notification email or contact your usual point of contact at the firm.