



Promotion of Access to Information Act Manual (“Manual”) in terms of Section 51 of the Promotion of Access to Information Act 2 of 2000 (“PAIA”) in respect of Absa Group Limited (“AGL”) (Registration Number 1986/003934/06) and its subsidiaries

Last updated: March 2024

Table of contents

Introduction	4
Purpose	4
AGL’s contact details.....	4
Availability of a guide in terms of PAIA	4
Information Regulator’s contact details.....	4
Records held by AGL and its subsidiaries	5
Personnel records	5
Customer-related records.....	5
Private body records.....	5
Records available in accordance with South African legislation.....	5
Other party records	6
Records automatically available.....	6
Processing of personal information in terms of POPIA	6
The purposes for which AGL processes personal information	6
Description of the categories of personal information processed and the data subjects in respect of which the personal information is processed.....	7
Recipients or categories of recipients to whom personal information may be disclosed	8
Request procedure	8
Access to records held by AGL	8
Refusal of access to records.....	8
Remedies available when AGL refuses a request.....	9
Fees	9
Availability of the Manual	9
Updating this Manual.....	9
Annexure A	10
Annexure B	13
Annexure C	14

Abbreviations

AGL	Absa Group Limited
Information Regulator	Information Regulator of South Africa
Manual	Promotion of Access to Information Act Manual
PAIA	Promotion of Access to Information Act 2 of 2000
POPIA	Protection of Personal Information Act 4 of 2013

Introduction

AGL is a diversified African Financial Services Provider offering products and services across retail, business, corporate, investment and wealth banking, as well as investment management and insurance. The PAIA was enacted on 3 February 2000. It gives effect to the constitutional right to access to any information held by the state and any information that is held by another person and that is required for the exercise or protection of any rights. Where a request is made in terms of PAIA, the body to whom the request is made is obliged to release the information, except where PAIA expressly provides that the information may or must not be released. The Act sets out the requisite procedural issues attached to such a request. This Manual is read in conjunction with the POPIA.

Purpose

This Manual is intended to foster a culture of transparency and accountability in the financial services industry as a whole, by giving effect to the right to information that is required for the exercise or protection of any right and by actively promoting a society in which the people of South Africa have effective access to information that enables them to fully exercise and protect their rights. To promote the effective governance of private bodies, it is necessary to ensure that everyone is empowered and educated to understand their rights in terms of PAIA. This is also necessary for everyone to exercise their rights in relation to public and private bodies. However, Section 9 of PAIA recognises that such right to access to information cannot be unlimited and should be subject to justifiable limitations, including, but not limited to:

- Limitations aimed at the reasonable protection of privacy.
- Commercial confidentiality.
- Effective, efficient and good governance, in a manner that balances that right with any other.
- Rights, including such rights contained in the Bill of Rights in the Constitution.

This Manual serves as an information guide. It sets out the procedures to be followed, the contact details and other relevant information requestors may require to exercise their rights in terms of PAIA and POPIA.

AGL's contact details

Name of private body:	AGL
Physical address of head office:	7th Floor Absa Towers West 15 Troye Street Johannesburg 2001
Postal address:	PO Box 7735 Johannesburg Gauteng 2001
Chief Executive Officer:	Arrie Rautenbach
Information Officer:	Thav Reddy
Email address for access to information:	privacy@absa.co.za
Website:	www.absa.africa

Availability of a guide in terms of PAIA

In terms of Section 10(1) of PAIA, the Information Regulator of South Africa (“**Information Regulator**”) has updated and made available a revised guide on how to use PAIA. It is available to anyone who wants to exercise a right as set out in PAIA and POPIA.¹ The guide assists persons who want to exercise their rights under PAIA. Copies of PAIA and/or POPIA and of any applicable regulations and guides in respect of PAIA and/or POPIA may be obtained from the Information Regulator. Any queries may be directed as follows:

Information Regulator's contact details

Information Regulator	
Physical address:	JD House 27 Stiemens Street Braamfontein Johannesburg 2001
Email:	enquiries@inforegulator.org.za / PAIAComplaints@inforegulator.org.za
Website:	inforegulator.org.za

¹ https://inforegulator.org.za/wp-content/uploads/2020/07/PAIA-Guide-English_20210905.pdf

Records held by AGL and its subsidiaries

The list below serves as a reference to the records that AGL and all its subsidiaries hold. It is recorded that the accessibility of the documents listed below may be subject to the grounds of refusal set out in this Manual.

The information is classified and grouped according to records relating to the following subjects and categories:

Personnel records

- Personal records provided by personnel
- Records relating to personnel, that are provided by a third party
- Conditions of employment and other personnel-related contractual and quasi-legal records
- Internal evaluation records and other internal records
- Correspondence relating to personnel
- Training schedules and material.

Personnel refers to any person who works for or provides services to or on behalf of AGL and who receives or is entitled to receive remuneration and any other person who assists in carrying out or conducting the business of AGL. This includes, without limitation, directors (executive and non-executive), all permanent, temporary and part-time staff and contract workers.

Customer-related records

- Records provided by a customer to AGL
- Records provided by a customer to a third party acting for or on behalf of AGL
- Records provided by a third party
- Records generated by or within AGL relating to its customers, including transactional records.

Customer refers to any natural or juristic entity that receives products and services from AGL.

Private body records

- Financial records
- Operational records
- Databases
- Information technology
- Marketing records
- Internal correspondence
- Product records
- Statutory records
- Internal policies and procedures
- Treasury-related records
- Securities and equities
- Records held by officials of the institution.

These records include, but are not limited to, the records that pertain to AGL's own affairs.

Records available in accordance with South African legislation

- 1 Administration of Estates Act 66 of 1965
- 2 Alienation of Land Act 68 of 1981
- 3 Attorneys Act 53 of 1979
- 4 Banks Act 94 of 1990
- 5 Basic Conditions of Employment Act 75 of 1997
- 6 Bills of Exchange Act 34 of 1964
- 7 Births and Deaths Registration Act 51 of 1992
- 8 Broad-based Black Economic Empowerment Act 53 of 2003
- 9 Children's Act 38 of 2005
- 10 Collective Investment Schemes Act 45 of 2002
- 11 Companies Act 71 of 2008
- 12 Compensation for Occupational Injuries and Diseases Act 130 of 1993
- 13 Competition Act 89 of 1998
- 14 Constitution of the Republic of South Africa 1996
- 15 Consumer Protection Act 68 of 2008
- 16 Criminal Procedures Act 51 of 1977
- 17 Customs and Excise Act 91 of 1964
- 18 Debt Collectors' Act 114 of 1998
- 19 Deeds Registries Act 47 of 1937
- 20 Designs Act 195 of 1993 [Section 7(2)]
- 21 Electronic Communications Act 36 of 2005
- 22 Electronic Communications and Transaction Act 25 of 2002
- 23 Employment Equity Act 55 of 1998
- 24 Estate Agency Affairs Act 112 of 1976
- 25 Extension of Security of Tenure Act 62 of 1997
- 26 Financial Advisory and Intermediary Services Act 37 of 2002
- 27 Financial Institutions (Protection of Funds) Act 28 of 2001
- 28 Financial Intelligence Centre Act 38 of 2001
- 29 Financial Markets Act 19 of 2012
- 30 Firearms Control Act 60 of 2000

- 31 Fund-raising Act 107 of 1978
- 32 Home Loan and Mortgage Disclosure Act 63 of 2000
- 33 Identification Act 68 of 1997
- 34 Insolvency Act 24 of 1936
- 35 Inspection of Financial Institutions Act 80 of 1998
- 36 Labour Relations Act 66 of 1995
- 37 Long-term Insurance Act 52 of 1998
- 38 National Credit Act 34 of 2005
- 39 National Environmental Management Act 107 of 1998
- 40 National Environmental Management: Waste Act 59 of 2008
- 41 National Payment System Act 78 of 1998
- 42 National Heritage Resources Act 25 of 1999
- 43 Occupational Health and Safety Act 85 of 1993
- 44 Patents Act 57 of 1978
- 45 Pension Fund Act 24 of 1956
- 46 Prevention and Combating of Corrupt Activities Act 12 of 2004
- 47 Promotion of Access to Information Act 2 of 2000
- 48 Protected Disclosures Act 26 of 2000
- 49 Protection of Constitutional Democracy against Terrorist and Related Activities Act 33 of 2004
- 50 Protection of Personal Information Act 4 of 2013
- 51 Regulation of Interception of Communications and Provision of Communication-related Information Act 70 of 2002
- 52 Short-term Insurance Act 53 of 1998
- 53 Skills Development Act 97 of 1998
- 54 South African Reserve Bank Act 90 of 1989
- 55 Tax Administration Act 28 of 2011
- 56 Trade Marks Act 194 of 1993
- 57 Transfer Duty Act 40 of 1949
- 58 Unemployment Insurance Act 63 of 2001
- 59 Value-added Tax Act 89 of 1991

Other party records

- Personnel, customer or private body records that are held by another party, as opposed to the records held by AGL itself.
- Records held by AGL pertaining to other parties, including, without limitation, financial records, correspondence, contractual records, records provided by the other party and records that third parties have provided about the contractors/suppliers.

AGL may possess records pertaining to other parties, including, without limitation, contractors, suppliers, subsidiary/holding/sister companies, joint venture companies and service providers. Alternatively, such other parties may possess records that can be said to belong to AGL.

Records automatically available

Requestors may request to inspect the categories of records below. These are automatically available and requestors do not need to specifically request access to them:

- Promotional and advertising material that may be publicly accessible
- Information pertaining to AGL's products and services that are in the public domain.

Processing of personal information in terms of POPIA

AGL places an extremely high premium on the right to privacy and has implemented measures to ensure that this constitutionally guaranteed right is respected and safeguarded at all times. To this end, AGL collects, processes and discloses personal information in a manner that not only complies with applicable privacy and data protection laws such as POPIA, but also fosters trust and ensures fairness towards all data subjects.

The purposes for which AGL processes personal information

AGL processes personal information for various purposes, only if and to the extent that, the law permits. AGL will not process personal information in the absence of one or more of the following lawful bases to do so:

- Consent of the data subject
- The processing is necessary to carry out actions for the conclusion or performance of a contract to which the data subject is a party
- The processing complies with an obligation imposed by law
- The processing protects the data subject's legitimate interest
- The processing is necessary for the proper performance of a public law duty by a public body
- The processing is necessary for pursuing AGL's legitimate interests or those of a third party to whom the personal information is disclosed.

For more details on how AGL processes personal information, please see our Privacy Statement, which is available on our website (absa.co.za/legal-and-compliance/privacy-statement/).

Description of the categories of personal information processed and the data subjects in respect of which the personal information is processed

The personal information that AGL processes in respect of the following data subjects, includes:

- **Customers** (includes current, prospective and previous customers):
 - Demographic, financial and consumer credit information
 - Transactions and transactional history
 - Government identifiers such as identity and passport numbers
 - Biometric information such as fingerprints
 - Immovable property and vehicle information
 - Bank details, contact details and location information
 - Rewards membership information
 - Juristic and corporate entity information
 - Information regarding occupation
 - Employment information
 - Personal opinions and views (customer survey records)
 - Personal preferences
 - Identification and verification records
 - Beneficiary and heir information
 - Customer location information.
- **Employees** (includes current, prospective and previous employees):
 - Employment history and information regarding education
 - Health and safety information
 - Information regarding criminal convictions and background checks
 - Government identifiers such as identity and passport numbers
 - Residential information
 - Full names and contact details
 - Marital status
 - Closed-circuit television (“CCTV”) footage
 - Monitoring of business communication platforms
 - Physical and electronic access to AGL premises
 - Employee disciplinary and performance information
 - Information regarding dismissals for dishonesty-related behaviour
 - Payroll information
 - Pension fund information and beneficiaries
 - Information relating to children
 - Biometric information
 - Information on disability, trade union membership, race and religion
 - Information on credit records
 - Medical information
 - Personal opinions and views (employee survey records)
 - Employees’ next of kin or emergency contact details.
- **Operators** (suppliers/vendors):
 - Bank details and financial information
 - Contracts and supplier representative contact details
 - Information pertaining to information security controls and business processes
 - Supplier employee information.
- **Directors:**
 - Demographic, financial and contact information
 - Information pertaining to checks conducted for compliance purposes
 - Conflict of interest declarations
 - Education information
 - Residence status
 - Personal views and opinions (board and committee survey records).
- **Shareholders:**
 - Name, address and contact details
 - Information and records pertaining to shareholding.
- **Job applicants:**
 - Curricula vitae
 - Risk assessment forms
 - Background checks
 - Applications for employment
 - Personal opinions and views (interview records).
- **Landlords and tenants**
 - Property information
 - Contact information
 - Financial information
 - Banking details.
- **Visitors to AGL premises and branches:**
 - CCTV footage
 - Capturing identity numbers
 - Full names and contact details.

Recipients or categories of recipients to whom personal information may be disclosed

Where AGL discloses personal information, it will do so only where there is a lawful justification and will not disclose personal information to recipients who are not lawfully permitted to receive such personal information. AGL may share personal information as follows and solely for the purposes outlined in its Privacy Statement as alluded to above:

- Internally within AGL
- With board members (non-executive and independent non-executive directors)
- With organisations such as credit bureaus, tax authorities or other regulatory or industry bodies to meet due diligence and regulatory requirements
- With business partners or counterparties, where AGL may be involved in corporate transactions relating to the sale or transfer of any of its businesses
- With any party to whom AGL assigns its rights under any of its agreements for products and services
- With operators (suppliers, vendors and other third parties) who provide AGL with services or to whom any functions or activities have been outsourced (including, but not limited to, cloud service providers) and who process personal information on AGL's behalf.

Request procedure

The requestor must comply with all the procedural requirements that are contained in PAIA and that relate to the request for access to a record.

The requestor must complete the prescribed form (enclosed herewith as Annexure A) and submit it, as well as payment of a request fee and a deposit, if applicable, to the Information Officer, at the postal or physical address, fax number or electronic mail address stated above (privacy@absa.co.za).

The prescribed form must be filled in with enough detail to at least enable the Information Officer to identify the following:

- The record or records requested
- The identity of the requestor
- Which form of access is required if the request is granted
- The postal address or fax number of the requestor.

The requestor must state that they require the information to exercise or protect a right and must clearly state what the nature of that right is. In addition, the requestor must clearly specify why the record is necessary to exercise or protect such right.

AGL will, within 30 (thirty) calendar days of receipt of the request, decide whether to grant or decline the request and give notice with reasons (if required) to that effect.

AGL will process the request within 30 (thirty) calendar days, unless the requestor has stated special reasons that would satisfy the Information Officer that circumstances dictate that the time periods above are not complied with. The 30 (thirty) day period within which AGL has to decide whether to grant or refuse the request may be extended for a further period of not more than 30 (thirty) days if the request is for a large amount of information or if the request requires a search for information held at another office of AGL and the information cannot reasonably be obtained within the original 30 (thirty) day period. AGL will notify the requestor in writing if an extension is sought.

The requestor will be informed in writing whether access is granted or denied. If, in addition, the requestor requires the reasons for the decision in any other manner, they must state the manner and the particulars so required. If AGL cannot find the record the requestor asked for or it does not exist, AGL will notify the requestor by way of affidavit that it is not possible to give them access to the record and the reasons for such refusal.

If a request is made on behalf of another person, then the requestor must submit proof of the capacity in which the requestor is making the request to the reasonable satisfaction of the Information Officer.

If an individual is unable to complete the prescribed form because of illiteracy or disability, such a person may make the request orally. This oral request must thereafter be reduced to writing by the person assisting the individual who makes the request.

If an Information Officer fails to give the decision on a request for access to the requestor concerned within 30 (thirty) days, the Information Officer is regarded as having refused the request.

Access to records held by AGL

Prerequisites for access by personal/other request

Requestors may only access records held by AGL once they have met the prerequisite requirements for access. A requestor is any person making a request for access to a record of AGL. A requestor will make use of Form 2 (Annexure A) to lodge their request.

There are two types of requestors:

Personal requestor

A personal requestor is a requestor who is seeking access to a record containing personal information about the requestor.

AGL will voluntarily provide the requested information or give access to any record with regard to the requestor's personal information. The prescribed fee for reproduction of the information requested will be charged.

Other requestor

This requestor (other than a personal requestor) is entitled to request access to information on third parties. However, AGL is not obliged to voluntarily grant access. The requestor must fulfil the prerequisite requirements for access in terms of PAIA, including the payment of a request and access fee.

Refusal of access to records

Grounds to refuse access

The main grounds for AGL to refuse a request for access to information relate to:

- The mandatory protection of the privacy of a third party who is a natural/juristic person, if access would involve the unreasonable disclosure of personal information of that natural/juristic person.
- The mandatory protection of the commercial information of a third party, if the record contains:
 - Trade secrets of the third party.
 - Financial, commercial, scientific or technical information, which disclosure could likely cause harm to the financial or commercial interests of that third party.
 - Information disclosed in confidence by a third party to AGL, if the disclosure could put that third party at a disadvantage in negotiations or commercial competition.
- The mandatory protection of confidential information of third parties, if it is protected in terms of any agreement.
- The mandatory protection of the safety of individuals and the protection of property.
- The mandatory protection of records that would be regarded as privileged in legal proceedings.
- The commercial activities of AGL, which may include:
 - Trade secrets of AGL.
 - Financial, commercial, scientific or technical information, whose disclosure could likely cause harm to the financial or commercial interests of AGL.
 - Information that, if disclosed, could put AGL at a disadvantage in negotiations or commercial competition.

- A computer programme that is owned by AGL and that is protected by copyright.
- The research information of AGL or a third party, if its disclosure would disclose the identity of AGL, the researcher or the subject matter of the research and would place the research at a serious disadvantage.

Requests for information that are clearly frivolous or vexatious, or which involve an unreasonable diversion of resources, will be refused.

Section 23(4)(a) of POPIA applies the same grounds to refuse access.

Remedies available when AGL refuses a request

Internal remedies

AGL does not have an internal appeal procedure for PAIA requests. Therefore, the decision made by the Information Officer is final. Requestors will have to exercise such external remedies at their disposal if the request for information is refused and the requestor is not satisfied with the answer supplied by the Information Officer.

External remedies

Requestors may lodge a complaint with the Information Regulator or apply to a court of competent jurisdiction to take the matter further. If requestors want to lodge a complaint with the Information Regulator, they may contact the Information Regulator at PAIAComplaints@inforegulator.org.za or visit its website at inforegulator.org.za

Fees

Fees provided for by PAIA

PAIA provides for two types of fees, namely:

- A request fee, which will be a standard fee
- An access fee, which must be calculated by taking into account reproduction costs, search and preparation time and cost and postal costs.

Request fees

Where a requestor submits a request for access to information held by an institution on a person other than the requestor themselves, a request fee is payable in accordance with the prescribed fees as listed in the form (**Annexure B**).

When the request is received by the Information Officer, such officer will by notice require the requestor, other than a personal requestor, to pay the prescribed request fee (if any), before further processing the request.

Access fees

An access fee, which must be calculated by considering reproduction costs, search and preparation time and cost and postal costs, is payable in all instances where a request for access to information is granted, except in those instances where payment of an access fee is specifically excluded in terms of PAIA or an exclusion is determined by the Minister in terms of Section 54(8).

Where AGL has voluntarily provided the Minister with a list of categories of records that will automatically be made available to any person requesting access thereto, the only charge that may be levied for obtaining such records will be a fee for the reproduction of the record in question.

If the search for the record has been made and the preparation of the record for disclosure, including arrangement to make it available in the requested form, requires more than the hours prescribed in the regulations for this purpose, the Information Officer will notify the requestor to pay as a deposit the prescribed portion of the access fee that will be payable if the request is granted.

The Information Officer will withhold a record until the requestor has paid the fees indicated below.

A requestor whose request for access to a record has been granted must pay an access fee for reproduction, for search and preparation and for any time reasonably required in excess of the prescribed hours to search for and prepare the record for disclosure, including making arrangements to make it available in the requested form. If a deposit has been paid in respect of a request for access and the request is refused, the Information Officer concerned must repay the deposit to the requestor.

Deposits

Where AGL receives a request for access to information held on a person other than the requestor themselves and where the Information Officer, on receipt of the request, is of the opinion that the preparation of the required record of disclosure will take more than six hours, a deposit is payable by the requestor.

The amount of the deposit is equal to one third of the amount of the applicable access fee.

Note: In terms of regulation 8, Value-added Tax ("VAT") must be added to all fees prescribed in terms of the Regulations.

Collection fees

The initial request fee of R50.00 should be deposited into the general ledger account and a copy of the deposit slip, application form and other correspondence/documents must be forwarded to the Information Officer by fax. The officer will collect the initial request fee of applications received directly by the Information Officer by email.

All fees collected must be deposited into the following general ledger account:

Account number: Bank Account No. 2
 Account name: 660032576
 Absa clearing code: 632005
 Branch: Absa Head Office
 Account type: Office Account
 Swift: ABSAZAJJ

Proof of payment must be sent to: FSSASAProductCashZARTeam@groups.absa.africa and CC: mokgadi.mathatho@absa.africa

Availability of the Manual

This Manual is available in English, Afrikaans and Zulu. A copy of this Manual is available:

- On our website www.absa.africa (under Legal and Compliance)
- At our head office, for public inspection during normal business hours
- To any person on request, together with payment of the fee in Annexure B
- To the Information Regulator.

Updating this Manual

The Information Officer, mandated by the Chief Executive Officer of AGL, will update this Manual regularly.

Form 2

Request for access to record
(Regulation 7)

Note:

- 1 The requestor must attach proof of identity.
- 2 If the request is made on behalf of another person, the requestor must attach proof of such authorisation to this form.

To: The Information Officer

(Address)

Email address: _____

Fax number: _____

Mark with an X:

Request is made in my own name Request is made on behalf of another person

Personal information			
Full names:			
Identity number:			
Capacity in which request is made (<i>when made on behalf of another person</i>):			
Postal address:			
Street address:			
Email address:			
Full names:			
Contact numbers:	Telephone (B):		Facsimile:
	Cellular:		
Full names of person on whose behalf request is made (<i>if applicable</i>):			
Identity number:			
Postal address:			
Street address:			
Email address:			
Contact numbers:	Telephone (B):		Facsimile:
	Cellular:		

Particulars of record requested	
<i>Provide full particulars of the record to which access is requested, including the reference number if that is known to you, to enable the record to be located. (If the provided space is inadequate, please continue on a separate page and attach it to this form. All additional pages must be signed.)</i>	
Description of record or relevant part of the record:	
Reference number, if available:	
Any further particulars of record:	
Type of record	
<i>(Mark the applicable box with an X)</i>	
Record is in written or printed form	
Record comprises virtual images <i>(this includes photographs, slides, video recordings, computer-generated images, sketches, etc.)</i>	
Record consists of recorded words or information which can be reproduced in sound	
Record is held on a computer or in an electronic or machine-readable form	
Form of access	
<i>(Mark the applicable box with an X)</i>	
Printed copy of record <i>(including copies of any virtual images, transcriptions and information held on computers or in an electronic or machine-readable form)</i>	
Written or printed transcription of virtual images <i>(this includes photographs, slides, video recordings, computer-generated images, sketches, etc.)</i>	
Transcription of soundtrack <i>(written or printed document)</i>	
Copy of record on flash drive <i>(including virtual images and soundtracks)</i>	
Copy of record on compact disc drive <i>(including virtual images and soundtracks)</i>	
Copy of record saved on cloud storage server	
Manner of access	
<i>(Mark the applicable box with an X)</i>	
Personal inspection of record at registered address of public/private body <i>(including listening to recorded words, information which can be reproduced in sound or information held on computers or in an electronic or machine-readable form)</i>	
Postal service to postal address	
Postal service to street address	
Courier service to street address	
Facsimile of information in written or printed format <i>(including transcriptions)</i>	
Email of information <i>(including soundtracks if possible)</i>	
Cloud share/file transfer	
Preferred language <i>(Note that if the record is not available in the language you prefer, access may be granted in the language in which the record is available)</i>	

Particulars of right to be exercised or protected	
<i>If the provided space is inadequate, please continue on a separate page and attach it to this form. The requestor must sign all the additional pages.</i>	
Indicate which right is to be exercised or protected:	
Explain why the record requested is required for the exercise or protection of the aforementioned right:	
Fees	
a) A request fee must be paid before the request will be considered. b) You will be notified of the amount of the access fee to be paid. c) The fee payable for access to a record depends on the form in which access is required and the reasonable time required to search for and prepare a record. d) If you qualify for exemption of the payment of any fee, please state the reason for exemption.	
Reason:	

You will be notified in writing whether your request has been approved or denied and if approved, the costs relating to your request, if any. Please indicate your preferred manner of correspondence:

Postal address	Facsimile	Electronic communication (please specify)

Signed at _____ this _____ day of _____ 20 _____

1 _____
Signature of requestor/person on whose behalf request is made

For official use

2 _____
Signature of requestor/person on whose behalf request is made

For official use

Reference number:	
Request received by: (state rank, name and surname of Information Officer)	
Date received:	
Access fees:	
Deposit (if any):	

3 _____
Signature of Information Officer

Fees in respect of private bodies		
Item	Description	Amount
1	The request fee payable by every requestor	R140.00
2	Photocopied/Printed black and white copy of A4-size page	R2.00 per page or part thereof
3	Printed copy of A4-size page	R2.00 per page or part thereof
4	Copy in a computer-readable form on: <ul style="list-style-type: none"> i) Flash drive (to be provided by requestor) ii) Compact disc: <ul style="list-style-type: none"> • If provided by requestor • If provided to the requestor 	R40.00 R40.00 R60.00
5	Transcription of visual images per A4-size page	Service to be outsourced. Will depend on quotation from service provider.
6	Copy of visual images	
7	Transcription of an audio record, per A4-size page	R24.00
8	Copy of an audio record on: <ul style="list-style-type: none"> i) Flash drive (to be provided by requestor) ii) Compact disc: <ul style="list-style-type: none"> • If provided by requestor • If provided to the requestor 	R40.00 R40.00 R60.00
9	To search for and prepare the record for disclosure: each hour or part of an hour, excluding the first hour, reasonably required for such search and preparation	R145.00
	Not to exceed a total cost of	R435.00
10	Deposit if search exceeds six hours	One third of amount per request calculated in terms of items 2 to 8
11	Postage, email or any other electronic transfer	Actual expense, if any

Form 3

Outcome of request and of fees payable

(Regulation 8)

Note:

- 1 *If your request is granted the:*
 - a) *amount of deposit, (if any), is payable before your request is processed; and*
 - b) *requested record/portion of the record will only be released once proof of full payment is received.*
- 2 *Please use the reference number hereunder in all future correspondence.*

Reference number: _____

To: _____

Your request dated _____, refers.

1 You requested:

Personal inspection of information at registered address of public/private body <i>(including listening to recorded words, information which can be reproduced in sound or information held on computer or in an electronic or machine-readable form)</i> is free of charge. You are required to make an appointment for the inspection of the information and to bring this Form with you. If you then require any form of reproduction of the information, you will be liable for the fees prescribed in Annexure B.	
--	--

or

2 You requested:

Printed copies of the information <i>(including copies of any virtual images, transcriptions and information held on computer or in an electronic or machine-readable form)</i>	
Written or printed transcription of virtual images <i>(this includes photographs, slides, video recordings, computer-generated images, sketches, etc.)</i>	
Transcription of soundtrack <i>(written or printed document)</i>	
Copy of information on flash drive <i>(including virtual images and soundtracks)</i>	
Copy of information on compact disc drive <i>(including virtual images and soundtracks)</i>	
Copy of record saved on cloud storage server	

3 To be submitted:

Postal services to postal address	
Postal services to street address	
Courier service to street address	
Facsimile of information in written or printed format <i>(including transcriptions)</i>	
E-mail of information <i>(including soundtracks if possible)</i>	
Cloud share/file transfer	
Preferred language: <i>(Note that if the record is not available in the language you prefer, access may be granted in the language in which the record is available)</i>	

Kindly note that your request has been:

Approved

Denied, for the following reasons:

4 Fees payable with regards to your request:

Item	Cost per A4-size page or part thereof/item	Number of pages/items	Total
Photocopy			
Printed copy			
For a copy in a computer-readable form on:			
i) Flash drive:	R40.00		
• To be provided by requestor			
ii) Compact disc:	R40.00		
• If provided by requestor			
• If provided to the requestor	R60.00		
For a transcription of visual images per A4-size page	Service to be outsourced. Will depend on the quotation of the service provider		
Copy of visual images			
Transcription of an audio record, per A4-size	R24.00		
Copy of an audio record:			
i) Flash drive:	R40.00		
• To be provided by requestor			
ii) Compact disc:	R40.00		
• If provided by requestor			
• If provided to the requestor	R60.00		
Postage, email or any other electronic transfer:	Actual costs		
Total:			

5 Deposit payable (if search exceeds six hours):

Yes No

Hours of search	Amount of deposit (calculated on one third of total amount per request)

The amount must be paid into the following bank account:

Name of bank: Bank Account No. 2
 Name of accountholder: Absa Head Office
 Type of account: Office Account
 Account number: 660032576
 Branch code: ABSAZAJJ
 Reference number: Name of requestor
 Submit proof of payment to: FSSASAProductCashZARTeam@groups.absa.africa CC: mokgadi.mathatho@absa.africa

Signed at _____ this _____ day of _____ 20 _____

Information Officer